

ANNEX A

ESF 1: TRANSPORTATION

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 1: Transportation Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP) and the Federal Emergency Management Agency. All recipients of this annex are requested to advise the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-1: Transportation

I. PURPOSE AND SCOPE

ESF 1 provides for the acquisition, provision and coordination of transportation for people and materials for emergency and disaster situations. The services and activities provided under this ESF will include the identification, acquisition, arrangement, mobilization and coordination of available parish government, school board, transportation agency, private industry and voluntary transportation equipment, manpower and technical expertise to meet the requirements of providing essential transportation services before, during and after emergencies and disasters. The ESF also covers the actions that need to be taken to facilitate transportation and overcome impediments in emergencies and disasters

II. SITUATIONS AND ASSUMPTIONS

A. Situations

There are several emergency situations that might require an evacuation of part or all of Caddo Parish. Small-scale, localized evacuations might be needed as a result of a flood, hazardous material spill (highway, rail, pipeline, waterway, or air cargo) major fire, bomb threat or civil disturbance. Mass evacuation could be required in the event of terrorist activity, nuclear threat or nuclear attack.



B. Assumptions

1. Experience has shown that during most local emergency conditions for which there is advanced warning, such as floods, 50 percent or more of the residents in threatened areas will evacuate their homes before ordered to do so by public officials. In addition, most of these voluntary evacuees will seek shelter with relatives or friends rather than use public shelter facilities.
2. Some people will refuse to evacuate.
3. Evacuees will not panic.
4. Communications channels will be established to provide the public with timely and accurate information and directions for their response to an emergency. Coordination with the media and a program of pre-disaster education will enable the public to understand and respond to information related to evacuation.
5. The public will act in its own interest and evacuate dangerous areas when advised to do so by local government authorities. If necessary, local authorities will order and carry out a mandatory evacuation.
6. Looting during evacuations is not normally a problem except during conditions of civil unrest.

III. CONCEPT OF OPERATIONS

A. General

1. The ultimate responsibility for ordering an evacuation rests with local government.
2. Evacuation decisions depend upon the hazard threatening the community. Several characteristics must be considered, including:
 - a. Magnitude.
 - b. Intensity.
 - c. Time until onset.
 - d. Duration.
3. Specific issues to be addressed when ordering an evacuation include:
 - a. That shelters are open and ready to receive evacuees.
 - b. Evacuation routes, their capacities and susceptibilities to hazard(s).
 - c. Modes of movement for evacuees and for those unable to provide their own transportation.
 - d. Security for evacuated areas.
 - e. Reentry into the hazard area.
 - f. Dealing with potential impediments to evacuation.
4. Pre-determined, detailed plans for specific hazards will be used when these emergencies occur. Appropriate annexes and standard operating guidelines (SOGs) will be used to coordinate the operation.
5. Should a neighboring parish experience a major disaster requiring evacuation of its residents, Caddo Parish might be called upon to act as reception center for evacuees. Caddo Parish is also one of many designated host areas for hurricane evacuees from the Louisiana Gulf

coast. Appropriate annexes and standard operating guidelines (SOGs) will be used to coordinate this operation.

B. EMERGENCY ACTION LEVELS

Emergencies will be dealt with in the sequence described in Paragraph III-B of the Basic Plan. Preparations for evacuation will take place when an incident reaches the appropriate action level.

1. Phases Of Emergency Management

- a. Mitigation (Prevention)
- b. Identify potential areas that could require evacuation (i.e., flood plains, areas near hazardous materials facilities, etc.).
- c. Identify potential evacuation routes.
- d. Discourage development in hazard zones, especially residential development.
- e. Develop a public information program to increase citizens' awareness, including:
 - f. Reasons for possible evacuation.
 - g. Appropriate food, clothing, and other essential items to pack when evacuating.
 - h. Routes to travel.
 - i. Availability of transportation.
 - j. Reception (shelter and/or staging) locations.

2. Preparedness

- a. Identify those segments of the population that may require special assistance during an evacuation (i.e., handicapped, elderly, incarcerated, institutionalized, etc.).
- b. Plan evacuation routes, taking traffic capacities and road conditions into account.
- c. Conduct a continuous public information program using to alert the public to potential hazards and plans for response.

3. Response

- a. Order evacuations, when necessary.
- b. Notify appropriate agencies at local and state levels.
- c. Activate shelter operations, as appropriate.
- d. Provide traffic and perimeter control, as needed.
- e. Call road service support groups, if appropriate.
- f. Arrange to evacuate special populations, if necessary.
- g. Keep the public informed about emergency conditions, evacuation routes, destinations and other vital information.
- h. Provide security for evacuated areas.
- i. Arrange for continuing operating or rapid restart of essential services in hazard area.
- j. Provide for essential workers to commute to risk area.
- k. Arrange for the relocation of essential resources outside of the risk area.

4. Recovery

- a. Assess damage in disaster areas.
- b. Initiate return of evacuees where possible.
- c. Conduct traffic control for return.
- d. Perform public information activities.
- e. Develop a public information program to disseminate recovery and disaster assistance information.
- f. Coordinate with state and federal officials to establish a Disaster Application Center (DAC), if appropriate.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General Organization

The organizational structure for evacuation operations is shown in Appendix 1 to this Annex.

B. Assignment of Responsibilities

1. Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP)

- a. Order mandatory evacuations, if necessary via State of Emergency.
- b. Coordinate evacuation activities through the Emergency Operations Center (EOC).
- c. Coordinate transportation/shelter for special populations.
- d. Estimate the number of people who will require community transportation to evacuate.
- e. Obtain road service support, as needed.
- f. Provide public information.
- g. Develop and update evacuation plans and procedures.
- h. Designate a member of the Emergency Operating Center (EOC) team to be evacuation coordinator.
- i. Provide for recordkeeping: compilation of logs and records and action taken and expenditures made.

2. Fire Services

- a. Recommend evacuations, as necessary.
- b. Coordinate on-site evacuation of affected area.
- c. Coordinate transportation assistance, as needed.
- d. Assist in disseminating public information and warnings.
- e. Insure special needs population (handicapped, infirm, elderly, etc.) have transportation.
- f. Maintain fire security in evacuated areas.
- g. Assist in recovery activities.
- h. Maintain contact with the EOC.

3. **Law Enforcement**
 - a. Recommend and give movement control guidance for evacuations, as necessary.
 - b. Assist in performing evacuation activities including coordination of removal of impediments to evacuation.
 - c. Coordinate evacuation of incarcerated individuals.
 - d. Assist in disseminating public information and warnings.
 - e. Provide security and law enforcement in evacuated areas.
 - f. Provide perimeter and traffic control during emergencies and evacuations.
 - g. Coordinate road service support on-site, as needed.
 - h. Maintain contact with the EOC.

4. **Public Information Officers (PIOs)**
 - a. Provide emergency public information to media.
 - b. Coordinate public information with all involved departments and agencies.

5. **Emergency Public Welfare Departments**
 - a. Plan for human services.
 - b. Assist in shelter operations.
 - c. Assist with mass feeding.

6. **SPORTRAN**

Provide buses for evacuation assistance, as needed.

7. **Caddo School System**

Provide buses for evacuation assistance, as needed.

8. **Public Works Departments**
 - a. Assist in keeping evacuation routes open
 - b. Provide traffic control devices.
 - c. Assist in recovery operations.

9. **Code Enforcement**

Inspect structural soundness of buildings exposed to hazard.

10. **Military Support (National Guard/Reserve Units/Barksdale AFB)**
 - a. Inform EOC of evacuation support availability from local military installations.
 - b. Coordinate use of shelter facilities on military properties.
 - c. Provide logistics support for evacuation operations when possible.

V. DIRECTION AND CONTROL

Direction and control of evacuation operations will be carried out by the jurisdiction in which the disaster site is located. If more than one government is

involved, coordination of the evacuation operations will occur through the Caddo Parish OHSEP Director, which has overall authority for this action. All direction and control activities will originate in the EOC during periods of activation.

A. Enemy Or Terrorist Attack

The federal government has designated Caddo Parish as a risk area for enemy attack. In accordance with this directive, a Crisis Relocation Plan (CRP) has been developed for the Shreveport Metropolitan Area. The Governor, with the Caddo Parish OHSEP Director coordinating all local activities will activate this plan. The CRP is compiled as a separate document from the Caddo Emergency Operations Plan and is located at the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness, 1144 Texas Avenue in Shreveport.

B. Hazardous Materials Incident

Evacuation will be ordered as necessary depending upon the type and duration of the incident as determined by response and EOC personnel. (See Annex J – ESF 10: Hazardous Materials & Radiological).

C. Flooding

In the event of flooding from heavy rains, some low-lying areas may have to be evacuated. Public information and warnings will be provided in accordance with Appendix 2 – Evacuation Plan. Law enforcement and fire personnel will be responsible for providing on-site evacuation assistance to evacuees

1. Authority to Initiate Action

If a hazard-specific authority to initiate action has been developed then it should be placed in this section. If the authority to initiate action is the same as the basic plan it can simply be referred to or duplicated here for clarity.

2. Command Responsibility for Specific Action

This should be hazard-specific if possible, refer to the basic plan if appropriate or duplicate for clarity.

3. Coordination Structure

This should be hazard-specific if possible, refer to the basic plan if appropriate or duplicate for clarity.

VI. CONTINUITY OF GOVERNMENT

In the event that an official or agency charged with participating in evacuation operations is unable to perform, lines of succession will be followed according to departmental standard operating guidelines to ensure that evacuation operations are provided as needed and that all essential records will be protected from destruction or loss.

Should evacuees be relocated outside Caddo Parish, the Parish Director will appoint one or more representatives to act as liaison between the evacuated and host

city/parishes. The evacuees will be subject to the laws of the reception area for the duration of their stay.

A. Administration and Logistics

1. Forced Evacuation

Pursuant to the Louisiana Emergency Assistance and Disaster Act of 1993 S727 Powers of the Mayor/Parish President states ...“Direct and compel the evacuation of all or part of the population from any stricken or threatened area within the boundaries of the city/parish if he deems necessary for mitigation, response or recovery measures.”

2. Traffic And Perimeter Control

The Louisiana Disaster Act of 1993 allows the Mayor/Parish President to “Prescribe routes, modes of transportation, and destinations in connection with evacuation within the local government’s jurisdiction.” The Act also allows for the “Control of ingress and egress to and from the affected area, movement of persons within the area and occupancy of premises therein.” A copy of the LA Disaster Act of 1993 is kept on file at the Caddo Emergency Operations Center (EOC) for reference.

3. Logistics

An inventory of mass transit vehicles in the local area and a telephone list of contact persons to activate them are kept in the OHSEP Resource Manual located at the Caddo Emergency Operations Center (EOC).

B. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Director has the overall authority for the evacuation effort. All activities will be coordinated through the EOC, which will serve as the source of direction and control.

1. Authorities and References

Federal Emergency Management Agency. Disaster Operations. CPG 1-6. Washington: FEMA, 1978.

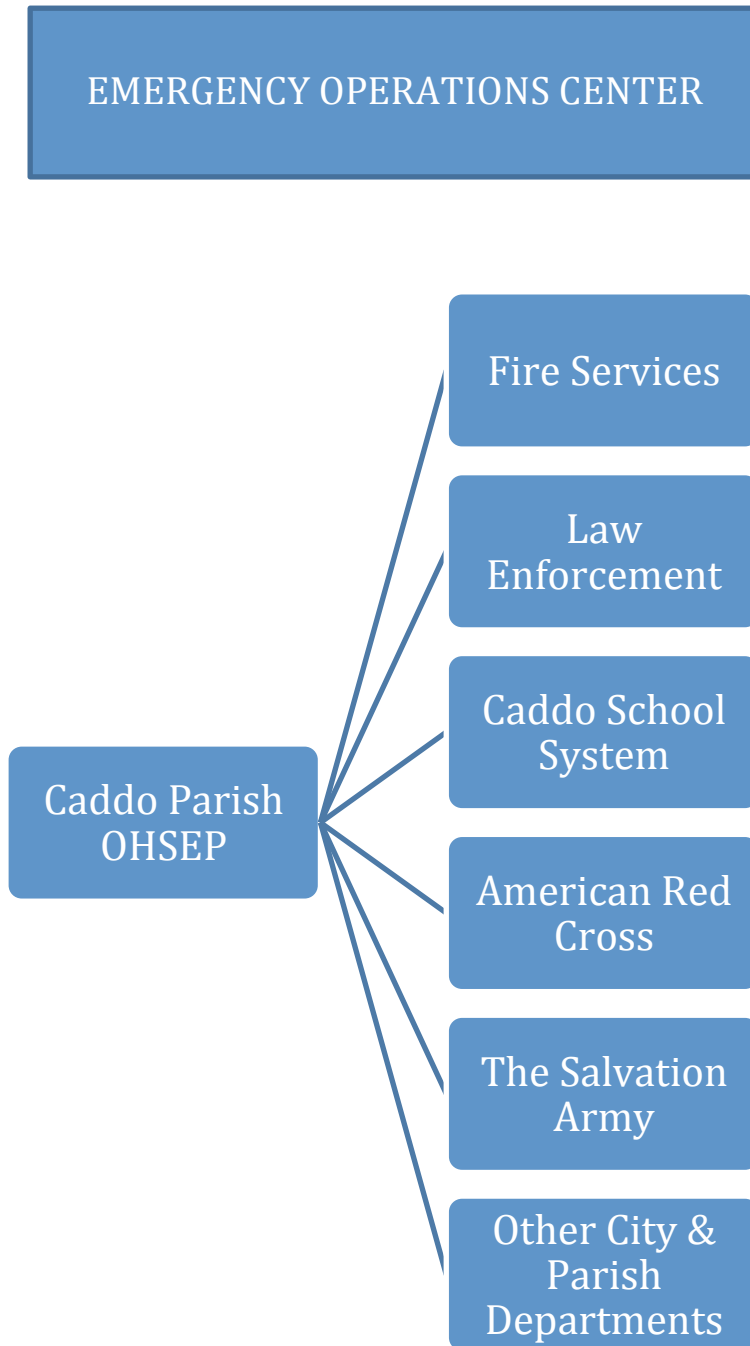
Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-8. Washington: FEMA, 1982.

Louisiana Governor’s Office of Homeland Security and Emergency Preparedness. The Louisiana Emergency Assistance and Disaster Act of 1993. Baton Rouge: LOEP, 1993.

VII. APPENDICES TO ANNEX A

1. Organizational Chart
2. Evacuation Plan
3. Evacuation Notice Report
4. Standard Operating Guidelines

Appendix 1 – Organizational Charts



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Appendix 2 – Evacuation Plan

I. GENERAL

A number of disasters may require that a portion, or all, of the local community be evacuated. In some cases, the evacuees will be relocated to public shelter areas; in other cases, the displaced citizens will move in with friends or relatives or stay at hotel/motels in the same or other communities. Many people will move themselves in their own vehicles; others will require transportation to move out of the affected area. If transportation is needed, public transit and/or school buses will be necessary for use as evacuation support resources.

II. EVACUATION GUIDELINES

There are several steps involved with an evacuation, regardless of its magnitude:

A. Evacuation Order

The formal authority to order an evacuation during emergency situations rests with the mayor/parish president of the affected jurisdiction according to procedures outlined in the Louisiana Emergency Assistance and Disaster Act of 1993. During immediate life threatening conditions, this authority may be exercised locally by the fire chief, police chief, sheriff, OHSEP Director or their designated representative(s). The mayor or parish president should be immediately notified following a decision to evacuate a populated area. The Emergency Operations Center (EOC) should also be notified of evacuations in the event that shelter operations are needed.

B. Evacuation Area

Designation of the area to be evacuated shall be determined by local emergency services as early into the emergency as possible. This identification should be as specific and logical as possible.

C. Security

Perimeter security shall be established by law enforcement. The purpose of this step is to prohibit entry to the affected area. This will preclude people entering the area while emergency services are trying to get people out. The street department can furnish barricades to assist with perimeter control. Using emergency service vehicles with flashing lights can also block streets.

D. Public Shelter

Activation of the Emergency Shelter Plan (See Annex E - Shelter) may need to be implemented. Evacuees are going to have to go somewhere. While many will go to the homes of friends or relatives, others will need temporary housing in congregate shelters. If the duration of the evacuation is likely to be more than just a short period, it will be necessary to consider selecting the most comfortable shelter(s) in preference to buildings that may not be appropriate for long-term use. For example, high schools with cafeterias, gymnasiums, locker

rooms, libraries and other facilities would be preferable to many public buildings if the choice is available. Caddo Parish OHSEP will coordinate shelter operations with the American Red Cross as outlined in Annex F – ESF 6 (Mass Care, Housing and Human Services).

E. Notification Methods

Notification to affected persons may be made by a number of warning methods as detailed in Annex B – ESF 2 (Communications). However, it is imperative that the notification to evacuate includes every person in the affected area. An extra effort should be made whenever people might be asleep and unaware of the emergency situation.

The First Call Telephone Warning System can be utilized to notify a large number of people that an emergency exists. Other warning methods available include the Emergency Alert System (EAS), Cable Warning System (CWS), NOAA Weather Warning Radio, portable public address/siren system, neighbor or buddy system and the news media. If the situation allows, personal door-to-door notification can be made in conjunction with vehicles equipped with loudspeakers. NOTE: The Caddo Emergency 9-1-1 dispatch centers should be informed of the evacuation ahead of time because persons not understanding the message will undoubtedly call to find out more information.

There should be vigorous efforts to inform everyone. It may be necessary to leave written notices at every address, whether people are found at the location or not. Chalk marks may be made on sidewalks in front of houses or in sections of the affected areas cleared. Personnel performing the evacuation should keep records of addresses visited, the date and time and the results of each (attempted) contact. It may be advantageous to have the recipient of the message sign a form to acknowledge the notification (See Evacuation Notice Report in Appendix 3). The written notice left at each address should include the following information:

1. Statement that it is an official notice, issued under emergency powers authority of the local government (see LA Disaster Act of 1993).
2. Brief explanation of the nature of the emergency and why the evacuation has been ordered.
3. Any guidelines issued concerning utility shutoffs, disposition of pets, what to take (including medication) and how quickly to leave (urgency).
4. Directions on where to go (list of shelters available, alternatives of staying with friends, relatives or at hotel/motels, etc.).
5. Information on how evacuees will be advised that it is safe to return.

F. Command & Control

A command post will be established in the evacuation area to manage the coordination of field units. The on-site incident command center should maintain close contact with the Emergency Operations Center (EOC). When the

Emergency Evacuation Plan is implemented the EOC should also be activated. The EOC will be able to handle coordination of support resources, leaving the command post free to concentrate on the evacuation mission.

G. News Media

The evacuation will be aided by announcements on the radio and television stations serving the community. The broadcast announcements should furnish listeners with specifics about the area being evacuated, when people are to leave and where they are to go. The messages will reach people in the affected area, accelerating the evacuation process. The broadcasts will also help get the word to people from the area who are not presently at their affected home or business.

H. Special Situations

Emergency services should anticipate and be ready to handle special situations associated with public evacuations. If the area to be evacuated includes schools, hospitals, nursing homes, day care centers, or similar facilities, pre-planning will make the evacuation much more efficient. Close coordination with responsible officials at special locations is a necessity to ensure an orderly evacuation. The Caddo Emergency Operations Center has information on digitized computer maps and hard copy format concerning special locations in Caddo Parish. The EOC staff can coordinate relocation of special populations to similar facilities or arrange for pickup by family members, if appropriate.

1. Transportation

Nursing Homes are expected to make all arrangements to evacuate and shelter their patients in emergencies. Plans shall provide for professional staff to accompany evacuating Nursing Home patients so that care will continue to be provided by customary caregivers. Nursing homes will make arrangements to move their patients to host facilities according to the guidance in the Model Nursing Home Plan.

Nursing homes have some transportation of their own. They may not, however, have sufficient transportation to move all their patients, staff and staff families at one time to a location outside the parish in an evacuation. Nursing homes will contract in advance with commercial carriers for emergency transportation for patients, staff and staff families. Ambulance companies may be consulted, but nursing home officials must be aware that, in an emergency, ambulances will be sought after by other nursing homes and health care agencies, as well as hospitals and clinics. Evacuation traffic accidents could produce enough injuries to tie up all of an area's ambulances.

Parish and State Government authorities will instruct nursing homes and similar congregate care facilities to evacuate early in an emergency, well before they instruct the general population to evacuate. This will be done in order that the nursing homes will have ample time to confirm

transportation arrangements and put their patients on the roads before road travel is slowed by congestion. This action will minimize the potential for physical and mental discomfort that would be caused by lengthy traffic jams.

2. Community Transportation Assistance

The nursing homes, Home Health agencies, hospitals, and other organizations or agencies, which provide care to patients, but do not have enough transportation for all patients for all emergencies, will arrange for supplemental transportation. If their prearrangements fail, so that they cannot arrange for transportation, the agencies will report their shortfalls to the Parish OHSEP in the parish in which the patients are located. The Parish OHSEP will take in, collate, and report transportation needs in excess for their community capacity to GOHSEP.

GOHSEP will consolidate transportation needs and report them to the state agency responsible for transportation, the Louisiana National Guard (LANG). The LANG will compare the lists of transportation needs with organic assets, and, if the needs exceed assets, the LANG will arrange for supplemental transportation assistance from other state agencies, the Federal Government, private businesses, or other organizations, and volunteer groups.

I. Return Instructions

When evacuees return to their homes and businesses, there may be several questions about the status of their property. After examining their property for any signs of damage, residents should begin reestablishing normalcy.

If utilities were turned off, residents should be advised how to turn them back on...or how to request trained assistance in reactivating the utilities safely. As appropriate, preparations for food and water safety should be disseminated. Emergency services and public information advisories should warn people returning to the evacuated area as to any hazards, so people will be alert to changes in their environment. Information should be made available concerning available assistance and how to request it.

III. SUMMARY

Emergencies that require a mass evacuation are a real potential. For example, the entire town of Livingston, Louisiana was evacuated after a train wreck in September 1982. Emergency services should remember to coordinate public evacuations with the Emergency Operations Center. The EOC will be able to handle coordination of support resources (including shelters) leaving field personnel free to concentrate on the movement of people.

The material contained in this section is furnished only as a guideline and suggestions of aspects to be considered in the event of an evacuation. It is not

necessarily complete or totally appropriate for each evacuation situation. Emergency service departments should develop their own standard operating guidelines (SOGs) to be used when evacuations are deemed necessary. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. Guidelines should be kept simple, using a format that will make it easy to find the information and guidance needed. The primary concern should be with the initial response steps and those elements that should not be overlooked during the response.

Appendix 2: Parish and Other Transportation Resources

Attachment 1: Public Works

On file in EOC

Attachment 2: School Board

On file in EOC

Attachment 3: Council on Aging

On file in EOC

Attachment 4: Bus Companies

On file in EOC

Attachment 5: Medical Transport

On file in EOC

Attachment 6: Wreckers and Tow Trucks

On file in EOC

Attachment 7: Back-up Driver Contact Roster

On file in EOC

Attachment 8: Staging Areas and Pick-up Points for Evacuation

Information to come.

Attachment 9: Evacuation Routes with Check Points

Information to come.

Attachment 10: Key Material Supply Locations

Information to come.

Attachment 11: Key Supply Routes

Information to come.

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Appendix 4 – Standard Operating Guidelines

Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective units listed herein and should be submitted to Caddo Parish OHSEP for reference at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo Parish OHSEP on a routine basis.

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ANNEX B

ESF 2: COMMUNICATIONS

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 2: Communications Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor's Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-2: Communications

I. PURPOSE AND SCOPE

This annex is developed to provide information and guidance concerning the available or potentially available emergency communications systems and capabilities of Caddo Parish and the City of Shreveport. The total communications system is discussed in detail and procedures for its use are outlined below.

II. SITUATIONS AND ASSUMPTIONS

A. Situation

The emergency communications center is located within the Caddo Emergency Operations Center (EOC). The EOC is staffed on an as-needed basis by dispatch personnel from the various departments (fire, law enforcement, public works, etc) involved with the disaster. Sufficient communications equipment and capabilities are available to provide the communications necessary for most emergencies. In severe emergencies, augmentation may be required.

B. Assumptions

1. It is assumed the communications system will survive and/or withstand the effects of the disaster. This annex will provide adequate direction for the proper coordination of all communications and warning systems during an emergency situation, facilitating timely response activities.
2. Emergency operations usually require communications capabilities beyond the normal capacities of the equipment of local government. Therefore, the local emergency planning committee will want to consider what additional equipment must be acquired for emergency operations.
3. Under major disaster operations, higher levels of government will provide communications resources to augment local capabilities that support response and recovery efforts.
4. Amateur Radio Operators, radio clubs, and military units with sophisticated communications equipment will be willing to assist the community in times of disaster.

III. CONCEPT OF OPERATIONS

A. General

Ultimate responsibility for developing and maintaining an emergency operations communications and warning capability lies with local government. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout Caddo Parish. Properly coordinated, these facilities provide for effective and efficient response activities.

However, local government's day-to-day operations are seldom sufficient to

meet the increased needs created by an emergency. Therefore, it must look to both public and private sources to augment its emergency operations communications capability.

Nationally, the Radio Amateur Civil Emergency Services (RACES) organization has been designated to provide expanded communications during emergencies and disasters. Locally, Caddo Parish OHSEP relies heavily upon the resources of the Shreveport Amateur Radio Association (SARA) to meet this need.

During emergency operations, all departments will maintain their existing equipment and procedures for communication with their field operations. They will provide a dispatcher to the emergency operations center (EOC) and keep the EOC informed of their operations at all times.

If it is deemed necessary and appropriate by the OHSEP Director, the general public will be warned using the First Call network located at the Caddo EOC. This system allows for over a thousand calls a minute to citizens with a recorded message giving details of the emergency and directions the citizens should take during the emergency.

In addition to First Call, all public schools in Caddo Parish have NOAA weather radios in their front offices. Caddo EOC also has access to the Cable override system through the local cable television systems.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Analyze communications resource requirements.
- b. Identify communications resources in local government.
- c. Plan and train personnel for maximum use of available communications resources.
- d. Identify and designate private and public service agencies, personnel, equipment and facilities that can augment Caddo communications capabilities.
- e. Survey communications sites for power sources and locations.
- f. Analyze equipment locations in relation to potential hazards and disaster conditions.
- g. Coordinate communications capabilities with neighboring jurisdictions.
- h. Identify a repair capability available under emergency conditions.

2. Preparedness

- a. Develop plans and standard operating guidelines (SOGs)
- b. Test, maintain and repair communications equipment.
- c. Protect equipment against electromagnetic pulse (EMP) effects in

- the event of a national emergency.
- d. Arrange training programs for all communications staff, including volunteers and repair personnel.
- e. Stockpile supplies and repair equipment.
- f. Identify potential sources of additional equipment and supplies.
- g. Review and upgrade listings including phone numbers of emergency response personnel to be notified of emergency declaration.

3. Response

- a. Activate communications section of the EOC.
- b. When emergency operations are initiated, the Caddo OHSEP Director will determine which communications personnel will be required to report on duty. Staff requirements will vary according to the incident.
- c. Implement emergency communications procedures.
- d. Ensure communications capability for a 24-hour basis.
- e. Activate alternative communications capabilities, as necessary.
- f. Amateur Radio Operators will be utilized for alternate shelter communications.
- g. Maintain logs and reports, including all financial expenditures and use of supplies and equipment.
- h. Support media center communications operations, as needed.
- i. Work with public information coordinator to distribute pertinent information to the media and general public.

4. Recovery

- a. All activities in the emergency phase will continue until such time as emergency communications are no longer required.
- b. Phase down operations, as appropriate.
- c. Clean, repair, and perform maintenance on all equipment before returning to normal operations or to storage.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

The organizational structure for the communications system is outlined in Appendix 1.

B. Responsibilities

1. OHSEP Communications Officer

- a. Activate and operate the EOC Communications Center during an emergency.
- b. Coordinate assistance with Shreveport Amateur Radio Association (SARA), Radio Amateur Civil Emergency Services (RACES) and other available local communications resources. Arrange for

- emergency augmentation of communications capabilities.
- c. Maintain adequate telecommunications systems and manpower for effective communications support during an emergency.
- d. Perform periodic systems checks at the Caddo EOC and Mobile Communications Van.
- e. Serve as liaison with government officials and contact radio repairmen for maintaining communications systems.
- f. Supervise communications activities.
- g. Ensure training of communications staff, including volunteers.
- h. Coordinate repair and maintenance operations.

2. Emergency Services Dispatchers

When the EOC is activated, dispatchers with area emergency services and related government departments (fire, police, sheriff's offices, public works, public utilities, etc.) will provide communications operators to the EOC, who in turn will be responsible for:

- a. Monitor and operate assigned communications stations.
- b. Learn and implement proper radio protocol and message handling procedures.
- c. While operating in the EOC, each departmental communications supervisor will maintain direction and control for their corresponding dispatch personnel.

3. Amateur Radio Operators

- a. Assigned operators will assist with communications support in the EOC.
- b. Assigned operators will respond to the disaster site and establish on-site communications link to the EOC.
- c. Assigned operators will report to area hospitals/medical centers and/or shelters and provide communications link to the EOC.
- d. Provide disaster site conditions and update reports to EOC.
- e. Provide weather reports to NWS Office in Shreveport (SKYWARN).
- f. Provide backup communications for local government agencies should normal communications systems fail to operate.

4. All Local Government Departments

Support communications efforts in the EOC and disaster site(s) as required for the duration of the emergency/disaster.

- a. Military Support
Provide additional communications capability, if requested and equipment is available. Follow appropriate channels of authorization.
- b. OHSEP Volunteer Coordinator
Supplement facilities and equipment with volunteer assistance, as needed.

Train personnel to assist during emergencies.

V. DIRECTION AND CONTROL

A. OHSEP Director

The Caddo OHSEP Director has the overall authority for the EOC and its Emergency Communications Center.

B. Communications Officer

The Communications Officer for Caddo OHSEP is under the supervision of the Director, and is directly responsible for the activities and establishment of communications facilities in the EOC.

C. Radio Officers, Operators, and Dispatchers

Radio Officers, operators, and dispatchers from support agencies, while under control of their own office and operating their own equipment in the EOC, will be responsible for knowing and following the procedures outlined in this annex.

D. State of Emergency

During a State-of-Emergency, the various code systems used for brevity will be discontinued and normal speech will be used during transmission. In addition, local time will be used during transmissions.

E. Specific Departments

Specific department heads may be designated to maintain operational control of their own communications systems but will coordinate with the EOC during emergency operations.

VI. CONTINUITY OF GOVERNMENT

In the event that an official charged with participating in communications management or support is unable to perform, lines of succession to each department head are according to the standard operating guidelines established by each department.

A. Administration and Logistics

This section of the communications annex addresses management and administrative needs, general support requirements and the availability of services.

B. Facilities and Equipment

A complete listing of communications and warning system equipment and capabilities will be maintained in the EOC. A network diagram is found in Appendix 2. Radio frequencies and repeater locations are located next to their corresponding radio unit in the EOC.

C. Communications and Protection

1. Radio

a. Electromagnetic Pulse (EMP)

One of the effects of a nuclear detonation that is particularly damaging to radio equipment is EMP. Plans call for the disconnection of radios from antennas and power source if an Attack Warning is issued. (Note: Time permitting the primary systems will be unplugged, however outlying stations may not be unplugged.)

A portable radio unit will then be employed as a back up to maintain limited communications with field groups. This procedure will be used until an All Clear is announced. Telephones will also be used as long as they are operable.

b. Lightning

Standard lightning protection is used including surge protectors.

c. Wind and Blast

Damaged equipment may be replaced with spare units kept in the EOC.

2. TELEPHONE (COMMON CARRIER)

a. Jammed Circuits

During emergencies phone usage in a community increases dramatically. In order to reduce the affects of this loading, Caddo Parish participates in the Government Emergency Telephone System (GETS). This program allows for emergency services to get first priority in phone line usage, including the use of cellular phones.

b. Emergency Service

AT&T provides telephone repair service.

c. Priority Service Restoration

The Caddo EOC is on ATT&T's priority service restoration list.

D. Security

Due to the vital role of communications during emergency operations, particularly for defense purposes, the Caddo OHSEP Director reserves the right to investigate the personnel background or any radio operator assigned to the EOC.

E. Training

Each organization assigning personnel to the Caddo EOC for communications purposes is responsible for making certain that those persons are familiar with

the EOC's unique operating procedures. The Communications Officer will provide additional training on EOC equipment and procedures, as necessary.

VII. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Communications Officer is responsible for maintaining this annex. He is also responsible for EOC Standard Operating Guidelines relating to this annex.

A. Authorities and References

1. Authorities

See Basic Plan.

2. References

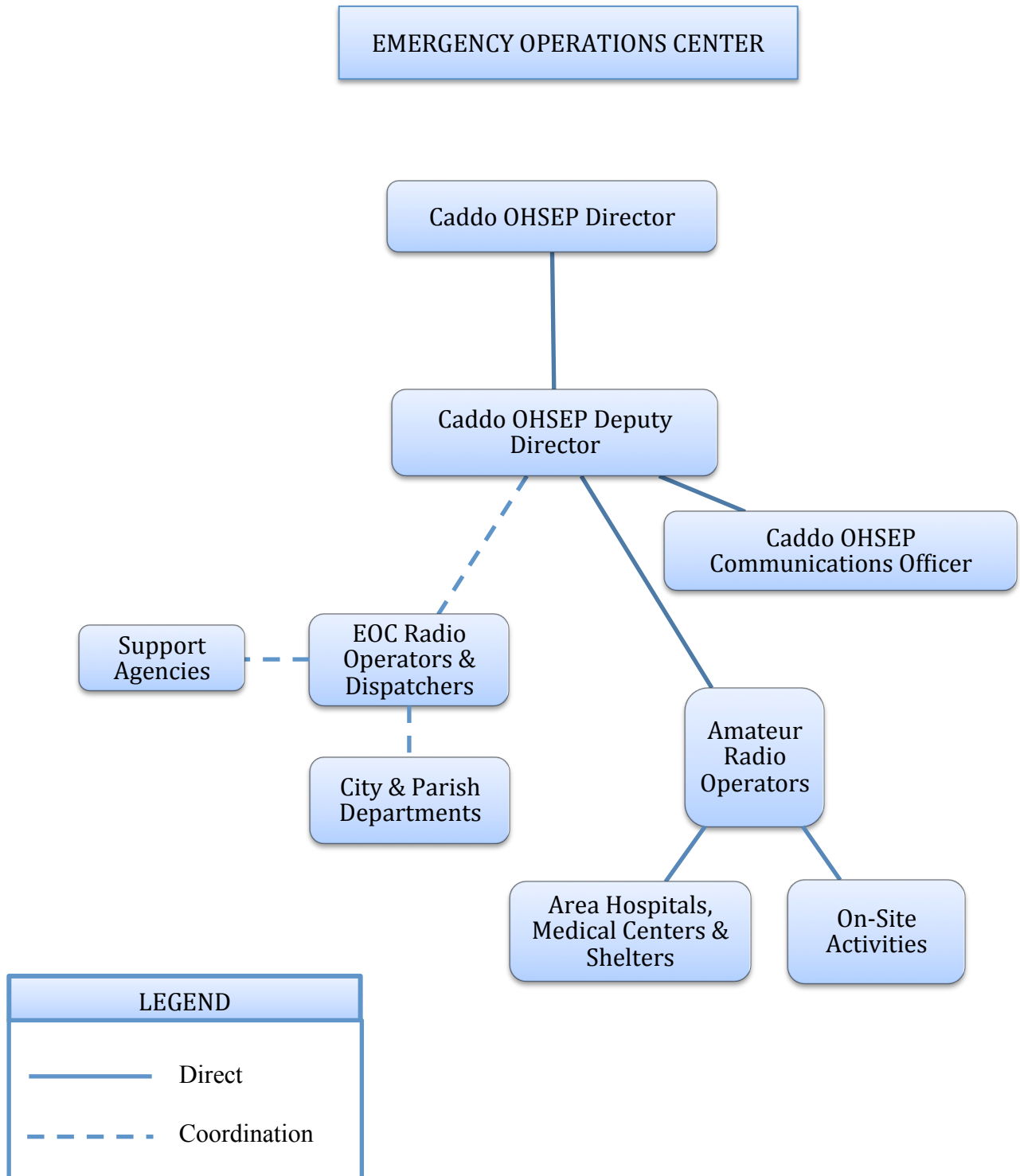
Federal Emergency Management Agency. Emergency Communications. CPG 1-18. Washington: FEMA, 1977.

Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-8. Washington: FEMA, 1982.

VIII. APPENDICES TO ESF 2

- (1) Organizational Chart
- (2) Communications Frequencies/ Network Diagram
- (3) Communications Coordinators
- (4) Government Radio Outage
- (5) Radio Amateur Civil Emergency Services (RACES) Plan
- (6) Warning Systems
- (7) FirstCall Procedures
- (8) School Dismissal
- (9) Emergency Alert System (EAS) Instructions
- (10) Caddo HydroWatch (Flood Alert Network)
- (11) Ozone Action Day Notification

Appendix 1 – Organizational Chart



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Appendix 2 – Communications Frequency Lists, Charts & Diagrams

Communications frequency lists charts and diagrams are located in the **EOC Communications Manual** at the Caddo Emergency Operations Centers (EOC). Each radio console has signs designating where each department radio operator/dispatcher should locate to establish a communications link with their department. In addition, frequency charts are listed above each radio unit detailing various operating frequencies for each department.

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Appendix 3 – Communications Coordinators

The following is a list of communications coordinators for local emergency services.

Caddo Parish Sheriff's Office
Homeland Security and Emergency Preparedness
1144 Texas Avenue
Shreveport, LA
675-2255

Caddo 9-1-1 Facility
1144 Texas Avenue
Shreveport, LA
226-6282

Caddo Sheriff's Office Dispatch
1144 Texas Avenue
Shreveport, LA
226-6555

Shreveport Fire Dispatch
1144 Texas Avenue
Shreveport, LA
675-2337

Shreveport Police Dispatch
1144 Texas Avenue
Shreveport, LA
673-7327

LA State Police Troop G
5300 Industrial Drive
Bossier City, LA
741-7411

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Appendix 4 – Government Radio Outage

I. GENERAL

Radio communications are extremely important to local government operations. The various local communications systems can be disrupted by a variety of disaster agents. Weather problems, fire, terrorism, electrical outages or malfunctions can damage local radio capability on a short-term or long-term basis.

A. RESPONSE PROCEDURES

1. Service Restoration

The first concern in preparing response operations will be the initial steps taken to reestablish operating capability. If the base station(s) are inoperative, mobile communications units can still communicate in most situations. A mobile communications unit may be designated as the control/dispatch center and have it parked in close proximity to the base facility. Most emergency services in Shreveport and Caddo Parish either have or have access to a mobile communications unit/van/bus that can be utilized for this purpose. Some additional personnel support may be necessary, but this approach should solve the immediate radio outage problem.

2. Equipment Repair/Replacement

Another immediate concern will be the repair and/or replacement of damaged components of the communications system. If the problem is with local equipment and/or facilities, communications supervisors should have developed a list of emergency repair companies and contacts to call for immediate assistance. If the problem is outside of local control, emergency service personnel will simply have to wait for other organizations to fulfill their responsibilities (i.e., telephone company, power company, etc.). See Annex Q - Public Works/Utilities for more information on utility service disruptions.

3. Communications Support

In the interim, emergency services may want to call upon additional communications support through such groups as amateur radio operators. Volunteer radio operators can provide support to local emergency communications. For example, amateur radio operators can be stationed at the emergency rooms to area hospitals and relay patient routing information directly from the field site or dispatch center.

The Shreveport Amateur Radio Association tests this particular function of their community service plan each year as part of the annual Caddo Parish Community Disaster Drill. They can be contacted through Caddo OHSEP at 675-2255.

B. Standard Operating Guidelines

Each fire, police, sheriff's department and 9-1-1 dispatch center within Shreveport and Caddo Parish will develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken if a government radio outage occurs. There should be no confusion about coordinating the initial response activities. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. The best rule is to keep it simple, remembering that the primary concern are the initial reestablishment of radio service and those elements that should not be overlooked during the temporary radio outage.

Appendix 5 – Radio Amateur Civil Emergency Services (RACES)

I. INTRODUCTION

A. Scope

This plan provides guidance for the Radio Amateur Civil Emergency Service (RACES) to support local government officials during certain emergency conditions. The appointed Director of an emergency management office, or authorized representative, for a particular area may activate RACES. RACES stations and operators supplement existing or damaged communications facilities, or provide emergency communications requirements. The activation is in accordance with an approved civil defense communications plan in any emergency concerning the following:

1. Safety of life;
2. Preservation of property;
3. Alleviation of human suffering and need;
4. Any disaster endangering the public;
5. Acts of sabotage; or
6. Testing and drills.

B. Purpose

This plan is intended to provide coordinated operation between Shreveport and Caddo Parish government officials and the RACES organization during times when there are extraordinary threats to the safety of life and/or property. Maximum benefits from a RACES organization can be obtained only through careful planning which identifies the organizations, agencies, and individuals concerned and assign a definitive role to each. This plan enables agencies and organizations having emergency responsibilities to include the RACES organization in local emergency plans and programs.

C. Operations

This plan becomes official for Shreveport and Caddo Parish when signed by the Director of the Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP) and a RACES Officer. Under this plan, the OHSEP Director is empowered to request the use of available volunteer communications facilities and personnel. Acceptance of or participation in this plan shall not be deemed as a relinquishment of license control, and shall not be deemed to prohibit an amateur radio service licensee or broadcast licensee from exercising independent discretion and responsibility in any given situation under the terms of its license.

II. ELIGIBILITY AND PROCEDURES FOR RACES

A. General

This section of the plan provides information on the requirements and procedures for establishing a RACES organization. Operator privileges in RACES are dependent upon the class of license held by the amateur.

B. RACES Eligibility

Any United States citizen who possesses a valid FCC Amateur Radio Operator License, novice class or higher, is eligible to become a member of RACES.

C. Procedures for Establishing A RACES Organization

The following procedures are to be followed for establishing a RACES organization:

1. To establish a RACES organization the Director of Emergency Management, or authorized representative, should appoint a reliable amateur to serve as the RACES Officer. This individual serves as a liaison between the RACES organization and the emergency management office and assists in the development of the RACES organization, recruits members, and keeps the Director informed of all RACES activities, programs and needs.
2. The RACES Officer is a licensed amateur radio operator, thoroughly knowledgeable of FCC rules and regulations, and familiar with the functions of the Amateur Radio Relay League (ARRL) and the Amateur Radio Emergency Services of the ARRL. Individuals with strong organizational abilities, good verbal and written communications skills, and experience in Emergency Operations Center (EOC) activities are ideal candidates.

D. Recruitment and Retention

1. Application

Each prospective member will complete an OHSEP Volunteer application form and return it to Caddo OHSEP. Caddo OHSEP will design the application to meet local requirements. The application must not contain information that is protected under the Privacy Act. The RACES Officer recommends acceptance or non-acceptance to the OHSEP Director. Once approval is granted, the OHSEP Director prepares a letter designating the applicant as a certified OHSEP volunteer/RACES member. A photograph identification card is issued for each OHSEP volunteer/RACES member.

2. Security/Background Check

In order to serve effectively as a volunteer member of the emergency staff, access to otherwise restricted areas, such as the EOC or the E-911 communications center, may be associated with RACES participation and assignments. To the extent that similar requirements exist for other members of the emergency staff with access to restricted areas, a limited background check for OHSEP volunteer/RACES applicants

may be required. This background check will be performed in accordance with local regulations.

3. Responsibilities

RACES members are responsible for:

- a. Participating in training sessions;
- b. Briefing the RACES Officer of any changes in equipment or amateur status that may affect operation in the RACES program;
- c. Developing a strong background in emergency procedures, FCC Rules and Regulations, and network procedures;
- d. Being available when emergency communications are required by the OHSEP Director, or authorized representative;
- e. Help strengthen the organization by offering suggestions and positive feedback to correct deficiencies;
- f. Complying with volunteer standards established by Caddo OHSEP; and,
- g. Notifying Caddo OHSEP when terminating membership.
- h. Evaluations

The RACES Officer and Caddo OHSEP will evaluate membership participation every 2 years.

4. Training

Training sessions will be scheduled to exercise the efficiency of the emergency plan and the proficiency of the OHSEP volunteers/RACES members. On the average, two hours per month should be devoted to RACES activities and training.

RACES organizations may be utilized during drills and exercises in order to train members and exercise the emergency plan. Exercise evaluations will help with updates or revisions to the RACES plan. Special RACES drills and exercises serve as a mechanism for honing skills in emergency communications procedures in general and for training in any specific or unusual protocols used by the jurisdiction. Periodic participation in full-scale exercises is also beneficial in promoting familiarity with other elements of the jurisdiction's emergency plans and procedures the communications function must support. All training should be recorded in the participant's volunteer file.

E. AUTHENTICATION

The form of authentication that will be used between the activating official and the RACES organization is personal identification or knowledge of the individuals involved.

F. IDENTIFICATION

The methods used to identify a RACES member and key personnel during a communications support operation are the following:

1. Caddo OHSEP Volunteer Identification Card, and
2. Personal Acquaintance

NOTE: Identification is not necessary when reporting an emergency situation.

III. IMPLEMENTATION PROCEDURES

A. Procedures for Government Officials

Upon notification or determination of an emergency condition or situation posing an extraordinary threat to life and/or property, the Caddo OHSEP Director, or authorized representative, will contact the RACES Liaison Officer. The Caddo OHSEP Director, or authorized representative, will use the following format when contacting the RACES Liaison Officer:

“This is (Name of Official) , (Title of Official) of Caddo Office of Homeland Security and Emergency Preparedness (or OHSEP). I request that the RACES organization be activated for Shreveport and Caddo Parish because of (description of emergency).”

In order to speed personnel activation during emergency conditions or provide other announcements, an authorized official may contact the Northwest Louisiana Operational Area Emergency Alert System (EAS) station and request that a public service announcement be made to assist activation of the RACES organization. The primary EAS station for NW LA is KWKH Radio (94.5 FM and 1130 AM). In addition, a similar request may be made to include RACES activation in weather advisories and statements disseminated by the National Weather Service Office.

Upon request of the emergency condition, appropriate government officials will issue a termination notice.

B. Procedures for Amateur Radio Operators

Upon request by authorized officials, the designated RACES member(s) will report to the Caddo EOC or designated stations (i.e., hospitals, shelters, disaster site, etc.) and activate the required emergency nets using the frequencies below:

Shelter Net	Available Repeater
Evacuation Net	146.52 MHz FM
Hospital Net	Available Repeater

RACES members using a designated assignment by the EOC network control are encouraged to check in at any time.

In the event that amateurs not living within the immediate area offer assistance, amateurs will contact the EOC on a simplex frequency or locally

used repeater frequency for assignment and dispatch.

At the cessation of the emergency, authorized officials initiate roll call from the EOC using any one or more of the previously listed frequencies. RACES members will then acknowledge and confirm receipt of termination message.

C. Message Format and Transmission Mode

1. The RACES message format should parallel other communications services such as ARRL, United States Army Military Affiliated Radio and/or FEMA.
2. Each message element should be defined to minimize confusion. In emergency communications, most messages are assigned immediate transmission precedence. The emergency communication individual must understand the order of transmission and the precedence governing its sequence. The following defines message precedence:
 - a. **IMMEDIATE** precedence messages are processed ahead of all other messages and sent or delivered in the order of receipt.
 - b. **PRIORITY** precedence messages are processed in the order of receipt and processed after IMMEDIATE precedence messages and ahead of all ROUTINE precedence messages. PRIORITY precedence messages are sent or delivered in the order of receipt.
 - c. **ROUTINE** precedence messages are processed in the order of receipt and after the IMMEDIATE and PRIORITY precedence messages.
3. The mode of transmission should be selected to suit the emergency situation and to utilize the available communication resources. The mode must remain flexible in the emergency plan. To eliminate confusion, list modes in order of preference. The following are several recommended modes:
 - a. **Voice Communication (telephone/radio)** – In most situations, voice fulfills the communications requirement. Use voice communications when a printed copy is not necessary.
 - b. **Packet (high frequency/very high frequency)** – VHF Packet operation is synonymous with the transfer of information between amateur stations throughout the United States. Packet is an extremely accurate mode that could be used for most local emergency communications. Information may be passed between packet stations at high speed and with complete accuracy. Packet is highly recommended when an accurate printed copy is required for an emergency operation.
 - c. **Internet/e-mail/instant messages** – The transmission of information via the Internet is an acceptable means of message relay, although personnel in the field and at remote locations may not have computer and/or Internet accessibility.
 - d. **Radio Teletype (ASCII/BAUDOT)** – For use when a printed copy is essential.

- e. Many other modes are available that could be used for emergency communications; however, the modes listed above should be considered before other methods. Mode selection must be within the boundaries of FCC Rules and Regulations and the authorized modes for the frequencies listed in this plan. VHF frequency modulation could provide a reliable voice link between mobile units, the disaster site and the EOC.

D. General Limitations

1. RACES stations operating in any of the frequency bands listed in this plan shall not cause harmful interference to other services that might share the frequencies.
2. All messages transmitted by a RACES station must be authorized by the emergency organization for the affected area.
3. All messages transmitted in connection with drills or tests are plainly identified as such by use of the words “drill” or “test” in the body of the message.

E. Limitations On the Use of RACES Stations

1. While performing duties as a RACES operator, conversations shall be limited to amateur radio operators involved directly with the emergency and transmitting emergency communications as defined in FCC Rules and Regulations.
2. No RACES station shall be used to transmit or receive messages for hire, nor for communications for compensation, direct or indirect, paid or promised.

IV. RECORDS MANAGEMENT

Caddo OHSEP will provide appropriate space and maintain custody of these records. The following records will be updated and maintained by OHSEP and the RACES Officer.

1. The jurisdiction’s current RACES plan;
2. Records of all RACES unit activations, drills and training;
3. Individual OHSEP volunteer/RACES member files, including application form, copy of license and a record of participation in activations, drills and training;
4. Equipment manuals, with additional instructions, where appropriate. This includes equipment owned by RACES members, but made available for common use (e.g., equipment including personal equipment on loan and installed in EOC, CommVan, etc.); and
5. Additional records or other documentation, as required by Caddo OHSEP.

V. TESTS

A. Tests of the system include:

1. One test per week of the RACES organization.
2. Annual emergency exercises.

VI. AUTHORITY AND REFERENCES

A. Authority

The Communications Act of 1934, Section 606, as amended.
Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions.

Part 97 Subpart A, Federal Communication Commission Rules and Regulations.

B. References

Title 47 Code of Federal Regulations (CFR), Part 97, Subpart F, RACES.

VII. RESOURCE MATERIAL (UNDER SEPARATE COVER IN RACES PLAN LOCATED IN EOC)

1. Key Personnel/Telephone Directory
2. Authorized RACES Radio Frequencies
3. OHSEP Volunteers/RACES Members and Resources
4. Organizational Chart
5. Checklists
6. Wartime Emergency Situations
7. Glossary of Terms
8. Volunteer/RACES Form
9. Government Radio Outage
10. Telephone System Emergencies

Appendix 6 – Warning Systems

The warning process will be initiated from the Caddo Emergency Operations Center (EOC). Once the network is activated, the responsibility for its continued operation belongs to the Caddo OHSEP Director and staff. Field units and personnel will be utilized for some of the warning systems listed. For example, select personnel with law enforcement, fire services and industry are trained to activate the *FirstCall* Telephone Warning System. All warning activities will be coordinated through the EOC.

NOTE: Contact Caddo OHSEP at 675-2255 (24 Hours) to activate any one or a combination of the following warning systems.

I. OEP FIRSTCALL TELEPHONE WARNING SYSTEM

The *OHSEP FirstCall* Telephone Warning System provides a unique telecommunications service by contacting people in a targeted geographic area or specified lists with telephone calls providing critical information. Using a series of computers, 212 outgoing phone lines and a recorded human voice message, the network rapidly and efficiently contacts and informs the targeted area or individuals by telephone. The system is primarily designed for use with hazardous materials incidents but can be utilized for a wide variety of disasters or potential emergencies. Listed and unlisted telephone numbers are contained in the database. Caddo OHSEP is the primary activator, however, select individuals with law enforcement, fire services and industry have been trained and authorized to activate the system in the event of an imminent hazardous materials emergency.

II. NOAA WEATHER WARNING RADIO

The National Weather Service (NWS) Office in Shreveport broadcasts local weather information and warnings 24 hours a day at 162.40 MHz. For the utmost in personal protection, Caddo OHSEP recommends that every household, business, school, hospital, nursing home and governmental agency purchase and use the portable NOAA weather warning radio. The NWS will also broadcast other types of warnings over this radio such as hazardous materials accidents, major fires and explosions that may require immediate evacuation.

A new programmable weather warning radio has recently been introduced on the market that allows users to set the audible tone/alert for their parish/county or area of interest. For more information on NOAA weather warning radio contact Caddo OHSEP or the NWS Office in Shreveport.

III. CABLE WARNING SYSTEM (CWS)

Caddo OHSEP has access to telephone codes for the Bossier TV Cable System that can automatically lock out regular programming in order for the public to receive messages concerning emergency information.

A release code is then dialed that returns regular programming to each channel. Shreveport cable systems also have a 24-hour weather channel that provides weather forecasts, statistics, and when issued - severe weather watches and warnings.

NOTE: Local television affiliates 3, 6 and 12 will not be interrupted in order to allow them to conduct their own emergency public information.

IV. EMERGENCY ALERT SYSTEM (EAS)

The EAS provides a direct link between the EOC and the public via radio station KWKH. By means of telephone and two-way radio system at each location, government officials can talk directly to the public through the station's transmitting facilities. It is a nationwide system. During a national emergency the President of the United States can preempt radio and television broadcasts to provide public information.

The National Weather Service Office in Shreveport has the ability to activate the EAS for severe weather warnings on KWKH and The Weather Channel on cable television in Shreveport. All civil emergencies requiring EAS warnings are routed through Caddo OHSEP, who then contacts KWKH. KWKH then activates a tone signal and other radio and television stations in the northwest LA operational area that are on the EAS may interrupt their programs and broadcast the message to the public.

V. NATIONAL WARNING SYSTEM (NAWAS)

NAWAS is a nationwide dedicated telephone warning system. It operates on three levels of government: Federal, State and Local. When an enemy attack is confirmed by the North American Aerospace Defense Command (NORAD), a warning is disseminated to over 2,000 warning points throughout the United States simultaneously. The two local warning points are the LA State Police Headquarters (Troop G) in Bossier City and the National Weather Service (NWS) Office in Shreveport.

If an attack warning or other major national emergency is issued over the NAWAS line, Troop G and the NWS Office in Shreveport will contact Caddo OHSEP via telephone or radio and relay the information so local emergency preparedness measures can be undertaken.

VI. SKYWARN

Project SKYWARN is a national program designed to place trained personnel in the field to spot and track tornadoes. These spotters are trained by the NWS in severe weather meteorology and how to report to the proper officials. Most of the local SKYWARN volunteers are amateur radio operators and law enforcement personnel. During periods of severe weather, they are dispatched to their assigned areas and report back to the NWS and EOC. Confirmed tornado sightings are relayed to the NWS that disseminates the appropriate warning.

VII. CADDO HYDROWATCH (FLOOD ALERT SYSTEM)

Caddo OHSEP, Caddo Parish, Shreveport and the USGS have entered into a cooperative agreement to install and maintain a Flood Alert System. The system is known as **Caddo HydroWatch**. It includes a series of 14 satellite monitored rainfall and stage gauges installed on various lakes, rivers and bayous throughout Caddo Parish. When designated rainfall amounts and stage levels are attained the system automatically notifies, via telephone landlines or cellular, USGS personnel pagers that an alert status exists. USGS personnel, in turn, notify Caddo OHSEP and the National Weather Service Office in Shreveport as to the emergency situation. Caddo HydroWatch can be viewed at the USGS web site on the Internet. In addition, Caddo OHSEP has the software necessary to dial-up, monitor and archive data from each station gauge. The monitoring system is available at the Caddo Emergency Operations Center (EOC).

VIII. SCHOOL WARNING SYSTEM

All public, private and parochial schools in Caddo Parish have NOAA Weather Warning Radios that are monitored constantly during school hours. Tornado drills are practiced twice a year in each school during testing procedures conducted by the NWS in conjunction with Caddo OHSEP. In addition to weather alerts, information pertaining to hazardous materials accidents, fires, explosions, etc. could be announced over these radios and evacuation procedures implemented, if necessary.

IX. NEWS MEDIA

Caddo OHSEP maintains a list of 24 hour and unlisted telephone numbers for area news media organizations. In the event of a major emergency, emergency public information will be disseminated from the EOC to area TV stations, radio, and print media. A designated news media briefing area is located at the three areas EOCs.

X. FAXWARN

Through pre-assigned groups in the OHSEP fax machine, area departments, agencies, hospitals, etc. are informed of emergency or potential emergency situations. Warnings for severe weather, hazardous materials incidents, evacuations, etc., will be faxed to various group assignments from the EOC. In addition, weather forecasts, training course announcements and meeting notices are routinely faxed to local departments.

XI. E-MAIL NOTIFICATION

Key personnel can be informed of emergency or potential emergency situations by the use of e-mail. Updates for severe weather, hazardous materials incidents, evacuations, emergency meetings, etc., may be made to various essential personnel via e-mail by OHSEP.

XII. VEHICLE SIRENS AND PUBLIC ADDRESS SYSTEMS

During emergencies and when neighborhoods need to be evacuated quickly, police

and fire department vehicles equipped with sirens and public address systems can move from street to street warning residents and workers to leave the area immediately. This type of warning would be effective for small areas, but could not be used for large-scale evacuations.

XIII. PORTABLE SIREN AND PUBLIC ADDRESS SYSTEM

The Shreveport Police Department has available a portable siren and public address system mounted on a trailer that can be towed from place to place to provide neighborhood warnings. Such a system would be useful at the site of an industrial fire/explosion or hazardous materials incident where evacuation may be required. The system can provide warnings up to a mile in radius from its fixed location. The system was donated by OHSEP.

XIV. DOOR-TO-DOOR WARNING

In some instances the only way to warn persons is through door-to-door contact by emergency services personnel and volunteers. This method is also used during the day in neighborhoods where low income and elderly persons reside. Many of these residents do not have private transportation, are physically unable to leave their homes, or do not have a means of receiving one of the other warning methods. If evacuation is required, SPORTRAN, school buses and ambulances may be used to move these persons to a safe environment.

XV. NEIGHBOR OR BUDDY SYSTEM

Perhaps the cheapest and most effective way to pass warnings along is by contacting friends, relatives, and neighbors by phone or in person after a warning is issued. Once alerted to the danger, residents can take the necessary safety precautions or evacuate the area. The public should tune in local news media for the latest information and instructions. Do not tie up telephone lines by calling 9-1-1 for information, unless emergency assistance is needed.

XVI. RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES)

RACES is a nationwide organization of amateur radio operators who provide supplemental warning and communications during periods of local, regional, or national emergencies. RACES are an essential link to help warn people about disasters. RACES personnel provide emergency communications to various response agencies, the EOC and the Command Post at the disaster scene.

Locally, the Shreveport Amateur Radio Association (SARA) coordinates this effort and assists Caddo OHSEP during times of disaster.

Appendix 7 – FirstCall Procedures

I. GENERAL

OHSEP FirstCall provides a unique 24-hour telephone warning system for Caddo Parish. OHSEP FirstCall will provide citizens with critical information, warning and advisories concerning an emergency. By using a series of computers (with digitized mapping) and a recorded human voice message, OHSEP FirstCall rapidly and efficiently contacts all listed and unlisted telephone numbers to provide emergency notification.

OHSEP FirstCall provides a quick method to reach all residents with pertinent information. It allows citizens of Caddo Parish to take immediate positive actions to protect themselves in case of an emergency. It saves valuable time, effort and money, but most importantly OHSEP FirstCall saves lives. It permits emergency response agencies to organize evacuations and shelters at any hour of the day or night.

II. INCIDENT ACTIVATIONS

OHSEP FirstCall may be used in numerous situations, such as:

- Hazardous materials emergencies
- Nuclear, Biological or Chemical (N-B-C) incidents
- Evacuations
- Levee failures
- Industrial accidents
- Fires or explosions
- Shelter-in-Place notification
- Train derailment
- Emergency personnel notification
- Jailbreaks or institutional escapes
- Missing children or persons
- Water and gas main breaks
- Emergency traffic conditions
- Other emergency or public service advisories as needed

OHSEP staff, emergency response agencies and authorized members of industry can activate OHSEP FirstCall. The system is available 24 hours a day, seven days a week during the year throughout Caddo Parish.

III. SYSTEM OPERATION

The Caddo OHSEP maintains an annual contract with FirstCall Interactive Network, Inc. of Baton Rouge. FirstCall provides the phone lines, computers, software, telephone database and 24-hour operations to activate the system. If an event threatens Caddo Parish, law enforcement and fire service personnel respond to the scene to evaluate the problem. Caddo OHSEP or other emergency departments (fire, police, sheriff's offices) initiate activation of OHSEP FirstCall.

OHSEP FirstCall immediately begins the notification process by using over 1500 telephone lines. After all calls go out, OHSEP FirstCall faxes and e-mails a report to the initiating party detailing residences and businesses warned and/or receiving public information.

OHSEP FirstCall purchases the current phone number database from the BellSouth Telephone Company. Louisiana state law allows the sale of listed and unlisted numbers to agencies or companies directly responsible for public safety. Local businesses, industry, fire, police sheriff's departments and OHSEP fund the system. Caddo OHSEP serves as the repository for donated funds to the system.

IV. AUTHORIZED ACTIVATORS

The OHSEP FirstCall Telephone Warning System may be activated by Caddo OHSEP staff following a request from the Shreveport Mayor, Caddo Parish Commission President, Shreveport Fire Chief, Shreveport Police Chief, Caddo Parish Sheriff, or their designated representative.

In addition, personnel have been trained and authorized to activate the OHSEP FirstCall Telephone Warning System with the following agencies and companies:

- Shreveport Fire Department
- Shreveport Police Department
- Caddo Parish Sheriff's Office
- UOP, Inc.
- Calumet – Shreveport Refinery

V. ACTIVATION INSTRUCTIONS

1. In the event of an emergency, dial the toll-free 1-800 activation number:

ACTIVATION NUMBER: 1-800-928-5549

-Or- one of the alternate backup numbers:

BACKUP NUMBERS: 1-225-295-3265 or 1-225-295-8042

2. The activator will be asked for their 5-digit account number. The account number for all activators in Caddo Parish is the same:

ACCOUNT #10002

3. Next, you will be asked for YOUR NAME. Your name must appear on the list of people on file with FirstCall authorized to activate the system. To make additions, deletions or changes to the local list of authorized activators, contact Caddo OHSEP.
4. You will then be asked for your personal ACCESS CODE. This security measure is a code unique to each activator and is selected by each authorized activator.

5. The first thing the operator will ask is, “Will this be a pager or voice activation?” If you would like to do both, do the voice activation all the way to notification and come back for the pagers.
6. The operator will then ask if the message will be interactive (i.e., touchtone responses) or not.
7. The operator will then ask if you want to send a pre-recorded message or if you would like to record a custom message. If the activator would like to send a pre-recorded message, go to Step 9, if the activator would like to record a custom message, go to Step 8.
8. CUSTOM MESSAGE: The FirstCall operator will ask the authorized activator to hold while the custom recorder equipment is set-up. The activator will be prompted to record a custom message.

Custom message recorder options. The activator will hear these options while recording their custom message:

- a. To record the custom message, press 1 for English when prompted for the language.
- b. To hear the custom message, press 2.

After listening to the custom message, the FirstCall operator will ask if the activator is satisfied with the recording. If the activator is not satisfied, the message can be recorded again. NOTE: As mentioned in the custom message recorder instructions, the activator must press the # key to save the recorded message. DO NOT hang up the telephone after recording the message.

9. PRE-RECORDED MESSAGES: If the activator would like to use one of the pre-recorded messages on file for Caddo Parish, then he/she should select from one of the following:

- Message #1 Test Message
- Message #2 Chemical Emergency (Shelter-in-Place)
- Message #3 Chemical Emergency (Evacuation)
- Message #4 Flood Potential (Precautionary Measures)
- Message #5 Flood Emergency (Evacuation)
- Message #6 Wallace Lake Flooding
- Message #7 Off Duty Personnel Recall
- Message #8 “All Clear” Message (Emergency Over)

These messages are referred to as Interactive Messages. The FirstCall interactive feature allows the person receiving the call to reply to the message by using the touchtone keypad on their telephone. Thus, for these messages, the individuals receiving the call are able to provide information to the activator depending on the question contained in the message. For example, “Press 1 if

you received and understood this message, Press 2 if you can report to work immediately,” etc. Additional interactive messages are currently on file for select emergency services in Caddo Parish. Refer to the Warning Manual (under separate cover) for a complete list of interactive messages currently on file with FirstCall.

10. Next, the activator will be asked what TYPE of NOTIFICATION they would like to do. Choices include:

A. GEOGRAPHIC NOTIFICATION BY ADDRESS/INTERSECTION

The activator must provide FirstCall with the location of the incident. You may provide a street address or the intersection of two streets. Please have alternate addresses and/or intersections of nearby locations ready so that FirstCall may accurately target the area on their computer mapping system.

After the geographic target area is found, the activator will be asked for the **NOTIFICATION RADIUS**. This area will be the area surrounding the target area that will be notified. Example: If you tell the FirstCall operator to notify a 1/2 mile radius, their system will notify all available phone numbers that fall within 1/2 mile of the target area in all directions.

If there is a concern in evacuating those persons who are closest to the incident first (and then working outward to the full radius), request “**A RINGED-BUFFERED RADIUS.**” It takes a little more time initially to sort the numbers, but once the process starts, it ensures calling emphasis is placed on those persons closest to the hazard. This option should be reserved for densely populated areas where there is a large amount of phone numbers to be contacted.

B. FIXED LIST NOTIFICATION

The activator must provide FirstCall with the number of the fixed list database to be called. For example, Fixed List Database #2 – Disaster Drill contains a listing of all agencies that participate in the annual community disaster drill. This feature allows a directory of databases to be maintained for quick notification. Local emergency services may utilize this feature to notify their off-duty personnel to report to work. Refer to the **Warning Manual** (under separate cover) for a complete list of fixed list databases currently on file with FirstCall.

C. SECTOR NOTIFICATION

The activator must provide FirstCall with one or more sector number(s) or name(s) to be called (i.e., Cross Lake Dam Plan).

D. HOT SPOT NOTIFICATION

Hot Spots are pre-select locations identified on FirstCall’s computer mapping system. This feature saves time by having certain physical locations listed as potential problem areas. For example, you can provide a company name to FirstCall instead of having to perform a street name/intersection search.

All facilities in Caddo with Extremely Hazardous Substances (EHS) in their inventory have been listed as Hot Spots with FirstCall. After requesting a “Hot Spot” notification, the activator will be prompted to give the name of the Hot Spot and the required notification radius. The activator will then provide the message information to FirstCall.

1. **MULTIPLE STREETS:** The activator must provide the operator with the street name(s) and address range(s) to mark the street(s) one at a time. The operator then draws the boundaries using the designated street corners.
2. **NOTIFICATION PROCESS BEGINS:** After the notification is complete, a detailed call report is e-mailed/faxed to the activator.

VI. MISCELLANEOUS INFORMATION

Any trained and authorized party may activate the FirstCall system themselves instead of going through Caddo OHSEP. There may be occasions when incidents will occur after hours, holidays or weekends when the OHSEP administrative offices are closed and a staff member is on-call. If expediency is an issue and a particular emergency service entity wishes to activate the telephone warning system, then by all means they should do so. However, the activating agency should notify OHSEP as soon as possible that the system has been activated. This is extremely important so OHSEP can coordinate follow-up information, public shelters, EOC activation or additional resources if needed.

The activating party should also notify the Caddo 9-1-1 Center that FirstCall activation is in process. Many citizens will call 9-1-1 to confirm the message and seek out more information. If at all possible, it is a good idea to place a telephone number in the message text for the public to call for more information.

Unlisted telephone numbers for Caddo 9-1-1 Center is listed in the Caddo Emergency Telephone Directory located in the Emergency Operations Center (EOC). In the event FirstCall is utilized for a hazardous materials incident, the activating party should also determine if there is a Potential Response Party (PRP). This is extremely important so as to recoup as much of the cost of the activation as possible. Caddo OHSEP will bill the activating agency and/or the PRP for the cost of the activation.

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Appendix 8 – School Dismissal

I. GENERAL

Under certain circumstances, the superintendent or school principal(s) might dismiss school early to clear the buildings during emergencies. Whether the motivation for dismissal is a bomb threat, fire, flood conditions, impending snow/ice storm, hazardous materials spill or some other incident, there must be coordination with local officials. Crossing guards, school buses, many children walking, worried parents and other factors affect local government activities—particularly during times of an emergency.

II. COORDINATION

Even though individual schools systems (public, private and parochial) are responsible for school dismissal policy and practices, they should certainly include local emergency services in on school dismissal implementation. School officials should coordinate very closely with local government representatives in how the schools are closed and how the children are sent home or to shelters. Lacking full knowledge about the emergency, school authorities might actually be placing the students at greater risk by releasing them than by keeping them in their buildings.

III. SCHOOL DISMISSAL POLICY

School dismissal policies for public, private and parochial schools will be maintained at Caddo OHSEP located at 1144 Texas Avenue in Shreveport. Each school system is requested to coordinate the development of their emergency plans and policies with Caddo OHSEP and local emergency services.

IV. WARNING SYSTEMS

Every school (public, private and parochial) in Caddo Parish will utilize a **NOAA Weather Warning Radio** to receive severe weather warnings/watches for the local area. Caddo OHSEP and the National Weather Service Office in Shreveport will coordinate spring and fall tornado drills so schools may check their weather radio receivers and implement their tornado plans. In addition, schools may receive warnings and advisories from one of the other local warning systems for a variety of emergencies from such systems as: *FirstCall* Telephone Warning System, Emergency Alert System (EAS), Cable Warning System (CWS), mobile public address/siren systems, news media, and/or door-to-door notification by local emergency services.

V. EMERGENCY CONTACTS

Caddo Parish School System
Superintendent
636-0210

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Appendix 9 – Emergency Alert System (EAS) Instructions

I. GENERAL

- A. The EAS provides the President with the capability to provide immediate communications and information to the general public at the National, State and Local Area levels during periods of national emergency. The EAS is also used to provide the heads of state and local government, or their designated representatives, with a means of emergency communication with the public in their state or local area.
- B. The Louisiana State Emergency Alert System (EAS) plan divides the State into seven regions. Each of these regions is represented by one radio station. These stations are federally recognized as Common Point Control Stations or CPCS-1.
- C. The EAS is composed of broadcast networks; cable networks and program suppliers; AM, FM and TV broadcast stations; Low Power TV (LPTV) stations; cable systems; wireless cable systems and other entities and industries operating on an organized basis during emergencies at the national, state and local levels.
- D. The EAS may be activated on a day-to-day basis in response to emergencies such as power outages, tornadoes, floods, civil disorders, industrial complex emergencies, toxic leaks or any occurrence that poses a danger to life or property.
- E. The Emergency Action Notification (EAN) is the notice to all broadcast stations, etc., and to the general public that the EAS has been activated for a national emergency. The Emergency Action Termination (EAT) is the notice to all broadcast stations, etc., and to the general public that the EAN has terminated.
- F. EAS DESIGNATIONS:
 - 1. **National Primary (NP)** is a source of EAS Presidential messages.
 - 2. **Local Primary (LP)** is a source of EAS Local Area messages. **KWKH is the NW Louisiana LP-1.** As the area LP-1, KWKH is responsible for coordinating the carriage of common emergency messages from sources such as the National Weather Service, the Caddo Office of Homeland Security and Emergency Preparedness (OHSEP) and other OHSEPs in NW LA.
 - 3. **State Primary (SP)** is a source of EAS state messages. These messages can originate from the Governor or a designated representative in the State Emergency Operating Center (EOC) or State Capital. **State Relay (SR)** is a source of EAS State messages. It is part of the State Relay Network and relays National and State common emergency messages into Local Areas.
 - 4. **Participating National (PN)** sources transmit EAS National, State or Local Area messages. The EAS transmissions of PN sources are intended for direct public reception.
 - 5. **Non-participating National (NN)** sources have elected not to participate in the National level EAS and hold an authorization letter to that effect.

Upon activation of the national level EAS, NN sources are required to broadcast the EAS codes, Attention Signal, the sign-off announcement in the EAS Operating Handbook and then stop operating.

II. AUTHORITY

Title 47 U.S.C. 151,154(i) & (o), 303(r), 524(g) & 606; and 47 C.F.R. Part 11, FCC Rules & Regulations, Emergency Alert System.

III. KEY EAS SOURCES

Local Primary Source (LP-1): 1130 AM KWKH
Address: 6341 Westport Avenue
Shreveport, LA 71129

Local EAS Emergency Codes:

Originator code (ORG):

EAS: Broadcast station or cable system
CIV: Civilian Authorities
EAN: Emergency Action Notification Network
WXR: National Weather Service

Nature of Activation (EEE):

ADR: Administrative Message
CEM: Civil Emergency Message
EVI: Evacuation Immediate
FFS: Flash Flood Statement
FFW: Flash Flood Warning
FFA: Flash Flood Watch
FLS: Flood Statement
FLW: Flood Warning
FLA: Flood Watch
HWW: High Wind Warning
HWA: High Wind Watch
HLS: Hurricane Statement
HUW: Hurricane Warning
HUA: Hurricane Watch
DMO: Practice/Demo Warning
SVR: Severe Thunderstorm Warning
SVA: Severe Thunderstorm Watch
SVS: Severe Thunderstorm Statement
SPS: Special Weather Statement
TOR: Tornado Warning
TOA: Tornado Watch
WSW: Winter Storm Warning
WSA: Winter Storm Watch

EAS Monitoring Assignments: LP-1
Contact: John Lee

Telephone: Numbers can be found in the EOC Warning Manual
Local Primary Source (LP-2): 94.5 KRUF FM
Address: (Same as LP-1)

IV. AUTHENTICATION

Code Word: Code word may be found in EOC Warning Manual

V. IMPLEMENTATION

A. PARISH DIRECTOR'S INITIATED EAS MESSAGE:

1. Parish Directors can make pre-arrangements for the EAS messages to be broadcast by their EAS radio station or through the National Weather Service serving the Director's area.
2. Parish Directors provide either the radio station or the National Weather Service Office with the message(s) to be broadcast. The Director will make a phone call to the NWS Office to advise of the forth coming message that will be faxed with the following data:
 - a. The emergency message or announcement
 - b. Instructions to the public
 - c. The length of the message and instructions are limited to 2 minutes
 - d. The request must also contain a call back number for the message or announcement to be confirmed or if there are questions on the material
 - e. The fax must be on letterhead paper or an agency fax form
 - f. Example of fax form is attached
3. Radio station or the National Weather Service will broadcast messages within Parish Directors area. The message or announcement is only good for a two-hour period or as otherwise requested. Continuation of the broadcast message can be requested at any time.
4. Should a Parish Director require an EAS message to be broadcast outside of his/her Parish area, the Director must contact GOHSEP and request the message be broadcast on the statewide EAS system.

B. State initiated EAS message will be handled through GOHSEP from the State EOC in Baton Rouge, LA.

C. PROCEDURES FOR BROADCAST AND CABLE SYSTEM PERSONNEL

1. Upon receipt of a request to activate the local EAS from appropriate authority (verify authenticity via code word indicted in EOC Warning Manual), the LP-1 (or LP-2) may proceed as follows:
 - a. Broadcast the following announcement: "We interrupt this program because of a local emergency. Important information will follow."
 - b. Transmit the EAS header codes and Attention Signal.

- c. Transmit the following announcement and material: “We interrupt this program to activate the emergency alert system for the Caddo Parish Local Area because of an emergency situation. Important instructions will follow.”

*****Follow with Emergency Program*****

- d. To terminate the EAS message (immediately or later), make the following announcement: “This concludes EAS programming. All broadcast stations and cable systems may now resume normal operations.”
- e. Transmit the EAS End Of Messages (EOM) code.

IMPORTANT NOTE: For State and Local emergencies, broadcasters and cable operators have the option of transmitting only the EAS header and EOM codes without the Attention Signal and emergency message. This is acceptable so that EAS coded messages can be quickly relayed through areas unaffected by the emergency.

2. All other broadcast stations and cable systems are monitoring key sources via EAS equipment and will be alerted by the header codes and attention signal. Each station and cable system upon receipt of the signal will, at the discretion of management, perform the same procedures as in step 1 above by transmitting the emergency message from the LP-1 or LP-2. Broadcast stations and cable systems using automatic interrupt of programming should receive the EOM codes before retransmitting State or local level EAS messages. This will prevent downstream locations from missing parts of the EAS message.
3. Upon completion of the above transmission procedures, resume normal programming. Appropriate notations should be made in the station system records. A very brief summary may be sent to the FCC for information purposes only.

VI. TESTS

Tests of these EAS procedures shall be conducted on a random or scheduled basis from a point that would originate the common emergency message. Unless a scheduled State test is received from the State Primary, the Local Primary will originate the Required Monthly Test (RMT).

VII. AUTHORIZED EAS ACTIVATION OFFICIALS

- Caddo Parish Commission President
- Mayor of Shreveport
- Director, Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness
- Shreveport Chief Administrative Officer

- Deputy Director, Caddo Parish Sheriff's Office of Homeland Security and Emergency
- Preparedness

VIII. AUTHORIZATION/COORDINATION

This EAS Local Area plan was developed and approved by Caddo OHSEP in coordination with LP-1 and LP-2.

IX. ATTACHMENT

(1) EAS Fax Form

Appendix 9: Attachment 1: EAS Fax Form

DATE: _____ TIME: _____

EAS ACTIVATION FOR THE FOLLOWING

- SHELTER INFORMATION
- EVACUATION ROUTE INFORMATION
- INFORMATION POINTS AND INFORMATION
- OTHER INFORMATION

CONTACT PERSON ON REQUEST:

NAME/TITLE/SECTOR: _____

PHONE NUMBER: _____

FAX NUMBER: _____

DATE/TIME CONFIRMED? _____

INFORMATION TO BE RELEASED:

THE NATIONAL WEATHER SERVICE IS REQUESTED TO FAX THE FORM BACK WITH THE BELOW INFORMATION:

DATE/TIME RELEASE OVER THE EAS: _____

NAME/TITLE OF PERSON RELEASING THE INFORMATION ON THE EAS

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Appendix 10 – Caddo/Bossier Hydrowatch (Flood Alert Network)

I. GENERAL

Caddo OHSEP, Caddo Parish, Bossier Parish, Shreveport, Bossier City and the USGS have entered into a cooperative agreement to install and maintain a Flood Alert System. The system is known as **Caddo-Bossier HydroWatch**. It includes a series of 19 satellite monitored rainfall and stage gauges installed on various lakes, rivers and bayous throughout Caddo and Bossier Parishes. When designated rainfall amounts and stage levels are attained the system automatically notifies, via telephone landlines or cellular, USGS personnel pagers that an alert status exists. USGS personnel, in turn, notify Caddo OHSEP and the National Weather Service Office in Shreveport as to the emergency situation. Caddo-Bossier HydroWatch can be viewed at the USGS web site on the Internet. In addition, Caddo OHSEP has the software necessary to dial-up, monitor and archive data from each station gauge. The monitoring system is available at the Caddo and Bossier Emergency Operations Centers (EOCs).

II. WORLD WIDE WEB SITE

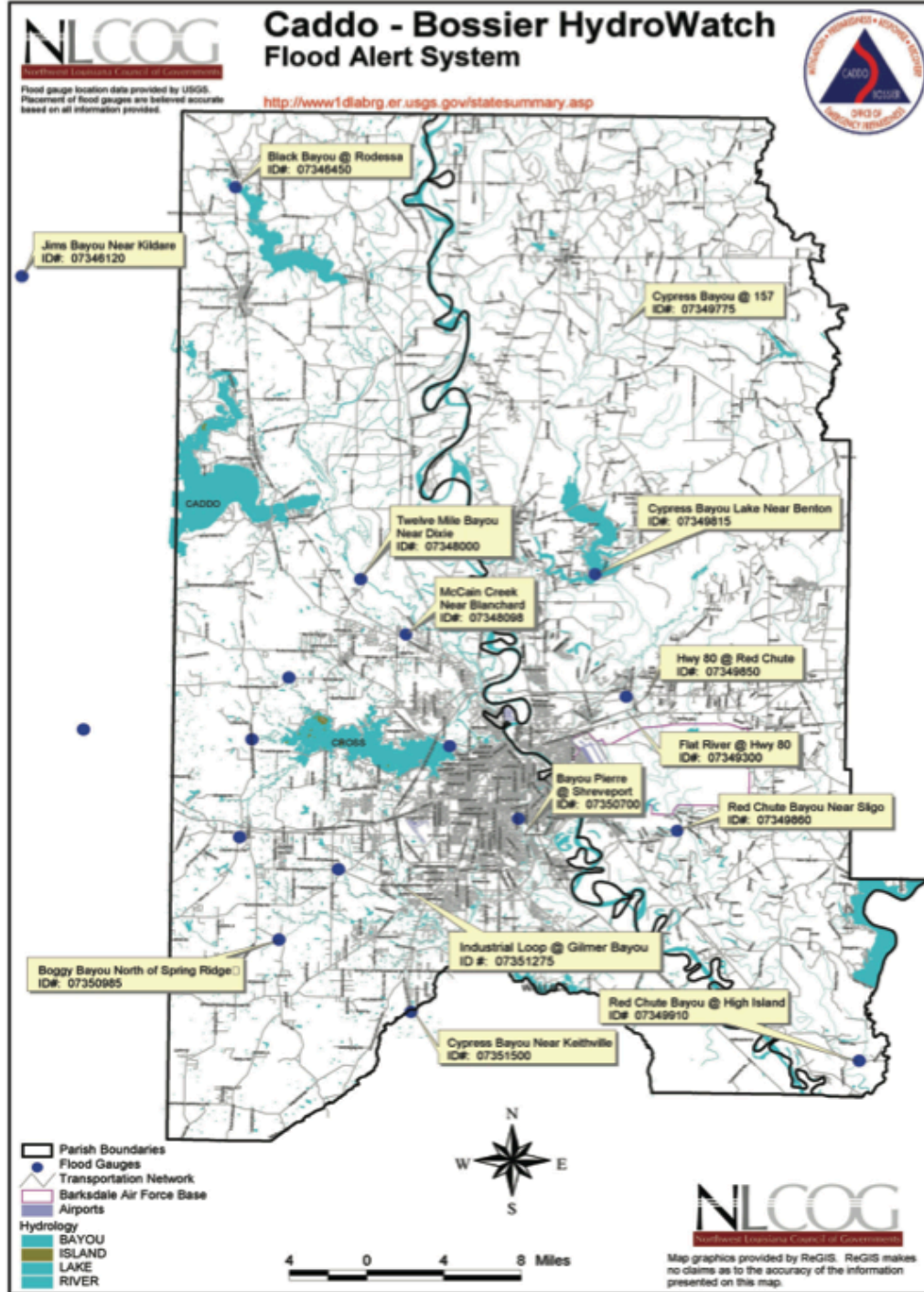
<http://water.usgs.gov/la/nwis/current/?type=flow>

III. GAUGE SITES AND ACCESS NUMBERS

<u>GUAGES:</u>	<u>PHONE:</u>	<u>PARISH:</u>	<u>PARAMETERS:</u>
Bayou Pierre at Shreveport	318-797-1341	Caddo	Stage & Rain
Black Bayou at Rodessa	318-223-4751	Caddo	Stage & Rain
Boggy Bayou north of Spring Ridge	318-221-5870	Caddo	Stage & Rain
Bullard Creek near Jonesville, TX	903-687-3225	Harrison	Stage & Rain
Cross Bayou at Highway 80	318-938-6465	Caddo	Stage & Rain
Cross Lake at Shreveport	318-673-6558	Caddo	Stage, Wind, Rain
Cypress Bayou Lake near Benton	318-965-4526	Bossier	Stage & Rain
Cypress Bayou near Keithville	318-925-5284	Caddo	Stage & Rain
Cypress Bayou near Plain Dealing	318-326-7260	Bossier	Stage & Rain
Flat River near Shreveport	318-747-5784	Bossier	Stage & Rain
Gilmer Bayou near Shreveport	318-687-5941	Caddo	Stage & Rain
Jims Bayou near Kildare, TX	N/A	Cass	Stage & Rain
McCain Creek near Blanchard	318-459-1593	Caddo	Stage & Rain
Paw Paw Bayou near Greenwood	318-938-6058	Caddo	Stage & Rain
Red Chute at High Island	318-742-6917	Bossier	Stage & Rain
Red Chute near Shreveport	318-949-5918	Bossier	Stage & Rain
Red Chute at Sligo Road	318-746-3863	Bossier	Stage & Rain
Shettleworth Bayou near Blanchard	318-929-7851	Caddo	Stage & Rain
Twelve Mile Bayou near Dixie Inn	318-929-2670	Caddo	Stage & Radio

IV. HYDROWATCH MAP

Caddo/Bossier HydroWatch map showing 14 of the 19 flood gauge sites for Caddo and Bossier Parishes.



Appendix 11 – Ozone Action Day Notification

I. GENERAL

A. Ozone Action Day

The **Ozone Action Day** program is designed to support efforts by Caddo Parish to inform program participants of the potential for severe ozone levels and to advise the public to take appropriate action to prevent against the rise of ozone levels to the severe level.

B. Clean Air Act

The Clean Air Act (CAA) establishes certain acceptable limits for air pollutants of particular concern, including ozone. Ozone results from emissions of oxides of nitrogen and volatile organic compounds. These pollutants come from automobile exhaust, the use of volatile oil-base paints/solvents, industrial factories, power plants, and the use of any gas-powered or diesel-powered equipment. The pollutants react with oxygen in sunny, hot weather to form ozone. The “ozone season” extends from May 1st to October 1st.

C. Health Effects

Ozone is associated with numerous health effects in humans. Eye irritation is characteristic of ozone pollution. Ozone has a greater impact on the respiratory system, where it irritates the mucous membranes of the nose, throat and airways; 90 percent of the ozone inhaled into the lungs is never exhaled. Exposure can cause coughing, chest pain, and throat irritation. Ozone can also increase susceptibility to respiratory infections as well as impair normal functioning of the lungs and reduce the ability to perform physical exercise. The potential chronic effects of repeated exposure to ozone are of even greater concern. Laboratory studies show that people exposed over a six to eight hour period to relatively low levels develop lung inflammation. Animal studies suggest that if exposures are repeated over a long period (i.e., months, years, and lifetime), inflammation of this type may lead to permanent scarring of lung tissue, loss of lung function, and reduced lung elasticity.

II. SITUATION

Some days are more prone to high ozone levels than others, especially summer days when temperatures climb above 90 degrees and the winds are less than 10 miles per hour.

III. ASSUMPTIONS

- A. When a high ozone level is predicted, an ozone advisory for the next day will be issued to businesses, industry, governmental and media organizations.

These organizations, in turn, should notify their employees and the public that the atmospheric conditions are conducive to the formation of high levels of ozone.

- B. On days when ozone advisories are issued, the public will be asked to take certain actions to reduce emissions. These voluntary actions will help maintain our air quality.

IV. AIR QUALITY INDEX

The Air Quality Index, or AQI, is a scale used to report actual levels of ozone and other common pollutants in the air. The higher the AQI value, the greater the health concern. As shown in the table below, the AQI scale has been divided into categories that correspond to different levels of health concern.

<i>CATEGORY</i>	<i>AQI</i>	<i>COLOR CODE</i>	<i>HEALTH STATEMENTS</i>
Good	1-50	Green	No health impacts are expected when air quality is in this range.
Moderate	51-100	Yellow	Unusually sensitive people should consider limiting prolonged outdoor exertion.
Unhealthy for Sensitive Groups	101-150	Orange	Active children and adults, and people with respiratory disease, such as asthma, should limit prolonged outdoor exertion.
Unhealthy	151-200	Red	Active children and adults, and people with respiratory disease, such as asthma, should avoid prolonged outdoor exertion; everyone else, especially children, should limit prolonged outdoor exertion.
Very Unhealthy	201-300	Maroon	Active children and adults, and people with respiratory disease, such as asthma, should avoid all outdoor exertion; everyone else, especially children, should limit outdoor exertion.

V. OZONE FORECASTS

The Louisiana Department of Environmental Quality (LDEQ) reports Air Quality forecasts that are available 7 days a week during the ozone season (May 1 – October 1) at either of the following:

- DEQ Air Quality Hotline: 225-219-3543
- DEQ web site: www.deq.state.la.us

VI. OZONE ACTION DAY NOTIFICATION

When LDEQ forecasts an OZONE ALERT for the following day, the Shreveport Office of LDEQ will send an e-mail notice to Caddo OHSEP as soon as the determination is made and declare an **Ozone Action Day** for the next day. The local news media will broadcast the alert during the afternoon or evening news. If an OZONE ALERT is called, the public will be advised to limit driving, limit the use of fuels and solvents, and limit outdoor activities (which increase your exposure to ozone).

VII. PREVENTATIVE MEASURES FOR INDUSTRY

- Implement an **Ozone Action Day** plan.
- Postpone maintenance activities such as painting, lawn care or tank clean-outs until the **Ozone Action Day** has passed.
- Encourage employees to share rides or carpool.
- Alter production schedules to avoid heavy production on **Ozone Action Days**.
- Coordinate voluntary efforts to reduce emissions throughout technological advances.
- Delay fleet fueling until late in the day.
- Restrict permits for outdoor burning.

VIII. PREVENTATIVE MEASURES FOR THE GENERAL PUBLIC

The following actions are suggested where appropriate and feasible to increase the effectiveness of the **Ozone Action Day** program:

- Drive less.
- Organize a carpool, walk or ride your bike.
- Don't idle the engine of your vehicle for extended periods.
- Postpone filling your tank on hot, sunny days until late in the afternoon.
- Keep your car tuned up. Emissions from one poorly maintained vehicle equal that of 25 properly functioning cars.
- Insulate and weather-strip your home.
- Run dishwasher and washing machines only when fully loaded.
- Turn off lights and appliances when not in use.
- Set your thermostat between 76-78 degrees in the summer.
- When using a gas mower, wait until late evening to mow the lawn.
- Apply paint with rollers and brushes instead of sprays to cut down on fumes and to save paint.

IX. SUMMARY

Caddo OHSEP will coordinate efforts to minimize the impact of high ozone levels. For more information contact Caddo OHSEP at (318) 675-2255.

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ANNEX C

ESF 3: PUBLIC WORKS

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 3: Public Works Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor's Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-3: Public Works and Engineering

I. PURPOSE AND SCOPE

The purpose of this annex is to establish for Caddo Parish and the City of Shreveport an effective and workable plan for the direction and control of public works services, engineering and construction resources and expertise during an emergency or disaster when extra measures must be taken to protect lives, property and the environment.

II. SITUATIONS AND ASSUMPTIONS

This section of the public works and engineering annex identifies broad considerations that the ESF-3 planning team addressed before developing this annex. The situation identifies disaster circumstances that could occur locally and would create a need for public works and engineering services. Assumptions, in turn, compensate for the lack of facts or probabilities and are assumed to be true for the purposes of this annex.

A. Situation

1. The requirement for emergency public works and engineering services expands directly in proportion to the magnitude of the disaster.
2. In all major emergencies the public works function requirement will include, but not be limited to, providing water, sewerage, street maintenance/repair, drainage and debris removal.
3. The city and parish governments in Caddo Parish have public works/utilities capabilities and trained staff employees in their departments.

B. Assumptions

1. The assumption is made that local government and private utilities can handle the emergency structure. If local capabilities are exceeded, support will be requested from state and federal agencies and private industry.
2. Public Works personnel should receive hazardous materials training to at least the Awareness Level.

III. CONCEPT OF OPERATIONS

This section of the annex lists general responsibilities and then details specific operational activities. These considerations are organized according to the four phases of emergency management - mitigation, preparedness, response and recovery.

A. General

1. The day-to-day public works organizational structures will remain intact during a major emergency.
2. The city and parish governments in Caddo Parish will use all local manpower, equipment and material available to carry out their tasks.

3. The public works activities will be coordinated from the Caddo Emergency Operations Centers (EOC) during disasters.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Keep roster of key personnel updated. Train personnel in emergency procedures.
- b. Identify resources and keep resource list updated.
- c. Work with legislative body to ensure that ordinances are created to protect public works systems.
- d. Participate in hazard analysis and identify vulnerabilities in public works.
- e. Initiate mutual aid agreements with neighboring jurisdictions.
- f. Identify local contractors who can provide support during emergencies. Acquaint them with emergency plans and procedures.
- g. Review and update emergency public works plans.
- h. Review other annexes to comprehensive emergency management plan and clarify public works role.
- i. Participate in design and execution of emergency preparedness exercises.
- j. Provide input into after-action reviews to improve preparedness, response, and recovery capabilities.
- k. Work with planning commission to ensure that new constructions do not increase hazard or vulnerability threat.
- l. Work with legislative body to improve building codes.

2. Preparedness

- a. Ensure that storm sewers are in good repair.
- b. Ensure that debris removal equipment is in good repair.
- c. Ensure that adequate barrier and roadblock materials and equipment are available.
- d. Review and update all utility and public works maps of jurisdiction.
- e. Review emergency staffing plans.
- f. Secure all equipment against damage.
- g. Organize damage survey teams.
- h. Place standby equipment in operational readiness.
- i. Coordinate communications procedures with EOC.
- j. Review contingency plans and coordinate task assignments with other agencies and volunteer groups.
- k. Develop procedures to support accomplishment of tasks outlined in this annex.
- l. Provide direction and assistance in readying public shelters located in public buildings for occupancy.

3. Response

- a. Survey disaster areas and evaluate in terms of engineering estimates.
- b. Develop and make recommendations to alleviate problems. Implement efforts to contain or limit the spread of hazardous materials contamination.
- c. Maintain contact with Emergency Operations Center (EOC).
- d. Repair EOC facilities and equipment, as necessary.
- e. Assess damage.
- f. Clear roads; effect emergency repair of water and sewer systems, as necessary.
- g. Barricade damage areas, as directed.
- h. Call out private contractors and other assistance, as necessary.
- i. Assist in search and rescue operations, as directed.

4. Recovery

- a. Continue damage assessment.
- b. Conduct cleanup operations.
- c. Repair public works and buildings.
- d. Provide potable water and temporary sanitary facilities, as needed.
- e. Support decontamination work, as necessary.
- f. Coordinate private and volunteer repair of utilities.
- g. Participate in compiling after-action report and critiques. Make necessary changes and improvements in disaster operations plans.
- h. Provide support for return to normal operations.
- i. Make recommendations to legislative body about changes in planning, zoning, and building code ordinances to mitigate impact of future disasters.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the public works/utilities annex takes the operational considerations and recasts them as specific duties and responsibilities for city/parish departments and support agencies.

Fulfilling these assignments is the most important function that the public works departments perform because without them, confusion during a disaster could result in injury and death. The task assignments below are extensive but not exhaustive. Public works may modify the items on a periodic basis depending on the situation at hand.

A. Organization

1. The public works organizational chart is shown as Appendix 1 of this annex.
2. The head of each department and the Parish President or Mayor of municipalities will retain control of their assigned personnel and

equipment.

B. Responsibilities

Local government is responsible for developing an emergency public works plan. Authority to execute the plan rests with the public works director for the affected jurisdiction. All disaster related activities should be coordinated through the Emergency Operations Center (EOC).

1. Caddo OHSEP is responsible for:

- a. Assemble a team of representatives from involved organizations to develop the public works annex.
- b. Coordinate emergency activities with the public works director(s) and Emergency Operations Center (EOC) staff.
- c. Develop EOC resource list and mutual-aid agreements.
- d. Review and update of emergency plans.
- e. Develop emergency preparedness drills and exercises.

2. City and Parish Public Works Departments are responsible for:

- a. Coordinate emergency public works activities.
- b. Train personnel in emergency preparedness.
- c. Provide public works representative, radio operator and the necessary radio equipment at the Emergency Operations Center (EOC).
- d. Identify local private contractors who can provide backup support.
- e. Assistance in providing barricades as required. To the extent possible, assist in hazardous materials containment measures.
- f. Review and update emergency public works plans and standard operating guidelines (SOGs), accounting for key personnel and their assignments.
- g. Participate in development and execution of emergency preparedness exercises.
- h. Provide assistance with emergency cleanup operations.
- i. Maintain a detailed log of all department operations.
- j. Assist with damage assessment and development of a complete log for Damage Assessment Officer. (See Annex K, Damage Assessment)
- k. Maintenance of emergency equipment and assistance to ensure that all equipment is in good repair.
- l. Assistance in providing shelter and food for key public works employees if needed during an emergency.
- m. Maintenance of essential departmental facilities and assistance in securing them against damage.
- n. Maintain an adequate supply of sand and sandbags.

3. Traffic Engineering and Road Maintenance Departments are responsible for:

- a. Emergency engineering and maintenance of roads and bridges.
- b. Maintain traffic movement and control through coordination with EOC personnel.
- c. Assist with damage assessment operations.
- d. Provide equipment, as needed.
- e. Maintain contact with Emergency Operations Center (EOC).

4. Water and Sewer Departments are responsible for:

- a. Maintain emergency plan for all public utilities departments, accounting for key personnel and their assignments.
- b. Maintain essential facilities of sewer-water-drainage, and securing against damage.
- c. Maintain water pressure.
- d. Provide potable water, as needed.
- e. Maintain sewerage system.
- f. Provide temporary sanitary facilities, as necessary.
- g. Coordinate with health department on water testing.
- h. Decontaminate water system, if necessary.
- i. Providing public utilities representative, radio operators and the necessary radio equipment at the EOC.
- j. Maintain emergency equipment and ensuring that all equipment is in good repair.
- k. Assist other departments with emergency cleanup operations.
- l. Situation reporting to the EOC.
- m. Maintain detailed log for all department activities during duration of emergency.
- n. Assist with damage assessment and development of a complete log for the Damage Assessment Officer.
- o. Assist in providing shelter and food for key public utility workers if needed during the emergency.

5. City/Parish Engineering Departments are responsible for:

- a. Provide engineering services and advice.
- b. Oversee flood control.
- c. Assist with damage assessment.
- d. Maintain contact with EOC.
- e. Safeguard vital engineering records.

6. Code Enforcement is responsible for:

- a. Enforce building codes.
- b. Inspect shelter sites for structural capabilities/
- c. Assist with damage assessment.
- d. Maintain contact with EOC.

7. Damage Assessment Officer is responsible for:

- a. Coordinate damage assessment activities with the public works and public utilities functions in the recovery phase.

8. Solid Waste Departments and Private Solid Waster Handlers will:

Coordinate debris and garbage clearance with private contractors and public works and public utilities departments.

9. Other governmental agencies and private companies may provide assistance, as needed, in their respective fields.

V. DIRECTION AND CONTROL

The usual supervisors will exercise operational control of public works forces; however, the public works coordinator shall set priorities for resources and coordinate activities of the various forces.

A. Mutual Aid Forces

Mutual aid forces will operate under the direct supervision of their own supervisors. The public works coordinator will coordinate the call-up and deployment of mutual aid forces.

B. Volunteer & Auxiliary Forces

Volunteer and auxiliary forces will work under the supervision of the senior public works official in the jurisdiction where they are deployed. The public works coordinator will handle the call-up and deployment of all volunteer forces.

C. Assisting Military Forces

Assisting military forces will work under the direct supervision of their own superiors; but will serve under the direction of the senior public works official where they are deployed. The public works coordinator, through the Emergency Operations Center, will request the call-up and deployment of military forces.

VI. CONTINUITY OF GOVERNMENT

In the event that an official or agency charged with participating in public works operations is unable to perform, lines of succession must be drawn to ensure that public works services are provided as needed. Public works activities during times of disasters should be coordinated through the EOC. (See Basic Plan.)

VII. ADMINISTRATION AND LOGISTICS

A. Administration

1. There is a tremendous need for public works/public utility services during emergencies. The public works coordinators will ensure that their activities are administered in an orderly and efficient manner. The Caddo OHSEP Director will give priority to requests by the public works and

public utilities directors for additional resources and personnel to support their activities.

2. The public works and public utilities directors will ensure that procedures for the emergency hiring of private contractors and individuals to assist in response and recovery efforts are developed.

B. Logistics

1. Obtaining emergency supplies will be coordinated with the resource manager in the EOC.
2. Logs of all activities and records of all purchases will be maintained by each department.

VIII. AUTHORITIES AND REFERENCES

A. Authority

See basic plan.

B. References

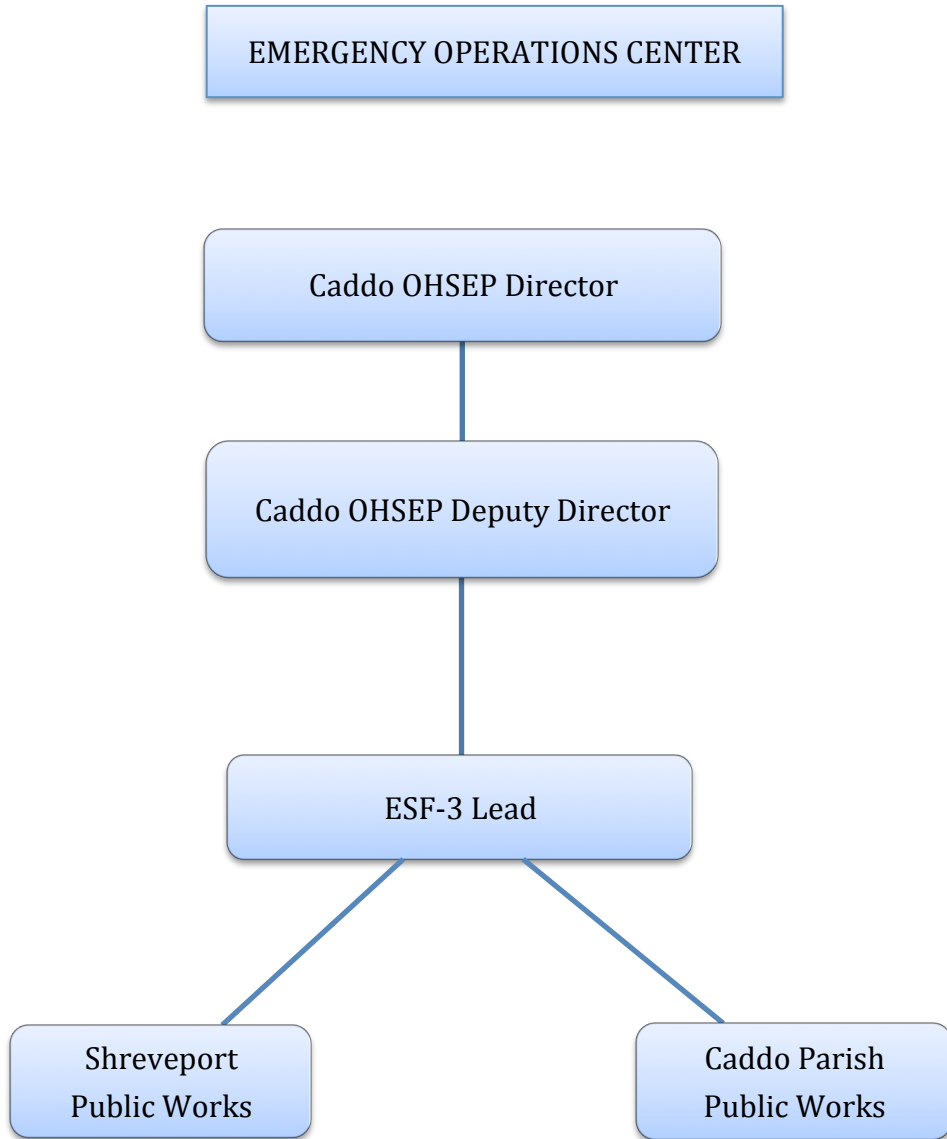
Standards for Local Civil Preparedness. CPG 1-5. Washington: FEMA, 1980.

Disaster Operations: A Handbook for Local Governments.
CPG 1-6. Washington: FEMA, 1981.

IX. APPENDICES TO ESF 3

1. Organization Chart
2. Public Works and Engineering Departments
3. Damage Assessment
4. Debris Management Plan
5. Public Works and Engineering Resources
6. Standard Operating Guidelines

Appendix 1 – Organizational Chart



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Appendix 2 – Public Works and Engineering Departments

The following is a partial list of public works and related departments in Shreveport and Caddo Parish.

Shreveport Public Works
Director
P.O. Box 31109
Shreveport, LA 71130
673-6300

Shreveport Streets & Drainage
Director
P.O. Box 31109
Shreveport, LA 71130
673-6330

Caddo Parish Fleet Services
Director
P.O. Box 1127
Shreveport, LA 71163
226-6936

Shreveport Fleet Services
Director
P.O. Box 31109
Shreveport, LA 71130
673-6368

Shreveport City Engineer's Office
Director
P.O. Box 31109
Shreveport, LA 71130
673-6000

LA DOTD - NW Louisiana
Regional Director
P.O. Box 38
Shreveport, LA 71161
746-6100

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Appendix 3 – Damage Assessment

I. PURPOSE

This appendix describes procedures for the accurate assessment and reporting of damage to public and private property resulting from a disaster in order to restore the affected community to its natural order. It follows procedures outlined in the Disaster Recovery Manual as recommended by the Louisiana Governor’s Office of Homeland Security and Emergency Preparedness - Disaster Recovery Division.

II. SITUATION AND ASSUMPTIONS

This section of the damage assessment appendix identifies broad considerations that planning team members must address and agree upon before developing any specific details of damage assessment planning for the community. These issues must be addressed first because they form a foundation for the damage assessment planning effort. The situation issues identify the disaster circumstances that the community might expect to experience. Relatedly, the assumptions define the scope of the resource base that a community must be prepared to provide to meet its anticipated damage assessment responsibilities.

A. SITUATION

1. Most hazardous events have the potential for causing extensive property damage. In the event that such damage occurs, a planned damage assessment procedure is essential for response and recovery operations.
2. During the recovery phase of a disaster, the affected jurisdiction(s) will conduct a systematic analysis of the nature of the damage to public and private property which estimates the extent of such damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage.
3. When a disaster occurs of such magnitude that it could result in a Presidential Declaration, a damage assessment of public and private property is required for the parish and all of its political subdivisions to determine the extent of damage. This information will provide a basis for the determination of actions needed, the establishment of priorities, the allocation of local government resources in the disaster area during the early stages of the recovery effort, and what, if any, outside assistance will be required.

B. ASSUMPTIONS

1. The timely and accurate assessment of damage to public and private property will be of vital concern to local officials following a disaster. This will have great bearing upon the manner in which recovery is affected in the community.

2. Pre-arranged teams of local resource personnel will assess damage.
3. If promptly implemented, this plan can expedite relief and assistance for those adversely affected.

III. CONCEPT OF OPERATIONS

This section of the appendix lists some general responsibilities and then details some very specific operational requirements that are typical of damage assessment planning concerns. In order to give some context to these operational considerations, they are organized according to the flow of the four phases of emergency management— mitigation, preparedness, response and recovery.

A. GENERAL

1. The ultimate responsibility for damage assessment lies with local government.
2. Extensive damage assessment is a necessary part of most recovery grant and aid programs at the state and federal levels.
3. Local government will have to identify and train damage assessment personnel.
4. Qualified, trained local teams will conduct damage assessment.

B. PHASES OF EMERGENCY MANAGEMENT

1. Mitigation (Prevention)

- a. Establish a damage assessment program.
- b. Designate a Damage Assessment Officer.
- c. Develop a damage assessment-training program.
- d. Develop and enforce adequate building codes.
- e. Develop and enforce adequate land-use regulations.
- f. Participate in hazard mitigation survey and identify potential hazard zones.
- g. Discourage development in hazard zones.
- h. Identify agencies, personnel, and resources to assist and support damage assessment activities.
- i. Develop a public information program to alert citizens to the need for flood insurance.

2. Preparedness

- a. Select and train personnel in damage assessment techniques.
- b. Train support personnel, including shelter managers and EOC damage assessment staff.
- c. Maintain pre-disaster maps, photos, and other documents.
- d. Conduct damage assessment exercises.
- e. List critical facilities requiring priority repairs, if damaged.
- f. Review procedures and forms for reporting damage to higher levels of government.
- g. Identify nonprofit organizations, trade organizations, and

- professional people who can provide assistance.
- h. Determine the types of available assistance and procedures for obtaining them.

3. Response

- a. Activate damage assessment staff in EOC.
- b. Deploy damage assessment teams to disaster locations.
- c. Designate a local disaster recovery coordinator.
- d. Collect damage information.
- e. Maintain records of damage reports.
- f. Compile damage assessment reports.
- g. Make initial disaster report to Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP).
- h. Determine unsafe facilities.
- i. Keep public informed about hazardous buildings, bridges, roads, drinking water, etc.
- j. Make arrangements to relocate building occupants from hazardous structures.
- k. Document emergency work performed.

4. Recovery

- a. Continue damage assessment surveys. Submit Preliminary Damage Assessments (PDA) to GOHSEP.
- b. Advise on establishing priorities for emergency repairs to buildings, roads and/or bridges.
- c. Monitor restoration activities.
- d. Review building codes and land use regulations for possible improvements.

5. Prepare documents for submission to state and federal government:

- a. Attend public assistance briefing.
- b. Submit Request for Public Assistance (FEMA Form 90-49) – available on the GOHSEP Web site: <http://199.188.3.91>
- c. Designate applicant's authorized agent.
- d. Read FEMA handbooks distributed at briefing.
- e. Prepare maps showing disaster damage locations and document with photographs (and video tapes, if possible).
- f. Sign and forward Project Worksheet, FEMA Form 90-91 and retain a copy. NOTE: Applicant should keep ALL original paperwork.
- g. Follow up with governor's authorized representative to obtain DSR copy after FEMA action.
- h. Submit Insurance Commitment (FEMA 90-44), if required.
- i. Review FEMA Handbook for Applicants (DR&R-1).
- j. Select funding options if other than small project grants.
- k. Submit Preliminary Damage Assessment (PDA) information, as

- requested.
- l. Submit affected jurisdiction's budget information.
- m. Review FEMA Documenting Disaster Damage Handbook (DR&R-7).
- n. Submit project listing if small project grant.
- o. Follow eligibility regarding categorical or flexibly funded grant.
- p. Maintain adequate documentation for costs on each project.
- q. Observe FEMA time limitations for project completions.
- r. Review final inspection of completed work or provide appropriate certificates.
- s. Submit final claim for reimbursement.
- t. Assist in required state audit.
- u. Consult with governor's authorized representative for assistance.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the damage assessment appendix takes the operational considerations detailed above and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies.

NOTE: Submit copies of all forms, photos and other documentation to state and federal inspectors. Keep original documentation on file at local jurisdiction for at least 3 years.

The task assignments detailed below are extensive but certainly not exhaustive. Items may be added or deleted depending on the nature of the emergency.

A. Caddo Office Of Homeland Security and Emergency Preparedness

1. Caddo OHSEP is responsible for the development of a damage assessment appendix and should receive support from city and parish governmental units, non-profit organizations and disaster support services (i.e., American Red Cross). Caddo OHSEP has overall direction and control of damage assessment for Caddo Parish and its municipalities, to include:
 - a. Assembling a team for developing a damage assessment plan.
 - b. Develop an analysis and damage assessment capability.
 - c. Discourage development in hazard zones.
 - d. Develop public information and education programs.
 - e. Train personnel in damage assessment techniques.
 - f. Maintain pre-disaster maps, blueprints, photos and other documents.
 - g. Make a list of critical locations requiring priority repairs, if damaged.
 - h. Perform damage assessment activities, as necessary, during emergency conditions.
 - i. Identify non-governmental groups that could assist.

B. Damage Assessment Officer (DAO)

The DAO will locate in the EOC and direct damage assessment operations. He will be responsible to the Caddo OHSEP Director for the operation of the damage assessment teams, collection of data, and reporting. He will also:

1. Assist the OHSEP Director and those from other agencies that are involved in recovery operations in establishing a sequence of repairs and priorities for restoration of affected area.
2. Coordinate disaster teams conducting field surveys.
3. Maintain sufficient quantities of needed forms for damage assessment teams and other departments and agencies assisting with assessment and recovery operations.
4. Collect and compile incoming damage reports from teams in the field, and from other operations directors such as department directors, the health and medical coordinator, and others with outside agencies such as Red Cross, school systems, utility companies, etc.
5. Collect, report, and maintain estimates of expenditures and obligations as required.
6. Correlate and consolidate all expenditures and damage assessment for submission to GOHSEP.
7. Be available to escort State and FEMA Damage Survey Officials on inspections of damaged areas and have damaged sites located on area maps before State and Federal inspectors arrive.
8. Solicit cooperation from local companies (appraisers, contractors, utilities, etc.), and local representatives of support agencies such as Red Cross, fire departments, etc. to serve as members of damage assessment teams.
9. Conduct damage assessment training programs.
10. Maintain a list of critical facilities (public buildings, streets, bridges, etc.) requiring priority repairs, if damaged.

C. Parishes And Municipalities

1. Conduct damage assessment survey of public facilities and private property within your political subdivision with assistance as required from parish resources.
2. Maintain accurate records of funds, materials, and man-hours expended as a direct result of the disaster.
3. Receive, record and consolidate all damage reports made by private citizens within the political subdivision.
4. Provide Caddo OHSEP with a consolidated report of all public and private damages incurred within 24 hours of the disaster.
5. Periodic radio and/or telephone reports should be made as information becomes available or is requested from the EOC. Telephone reports are acceptable to meet the time requirements; however, confirmation in writing must be furnished within 72 hours.

D. Damage Assessment Teams

During the post-emergency phase of a disaster, it will be of utmost importance to have organized sufficient numbers of damage assessment teams. Teams will be made up from any of the following representatives of city/parish departments, support agencies, and/or private sector:

1. Inspection & Code Enforcement (Inspectors)
2. Maintenance Departments (Engineering, Traffic, Streets Division, etc.)
3. Public Works & Public Utilities
4. Photographers/Video Technicians
5. Office of Homeland Security and Emergency Preparedness
6. Animal & Pest Control
7. Red Cross/Salvation Army
8. County Agent
9. Private Utility Companies
10. Tax Assessment Offices
11. Contractors
12. Real Estate Agents
13. Insurance Agents
14. Volunteer Teams

E. City/Parish Engineer's Office

1. Provide maps, blueprints, etc., as requested.
2. Provide technical assistance in planning and operations, as required.

F. Tax Assessor's Office

1. Maintain pre-disaster maps, blueprints, photos and other documents for structural damage.
2. Make a list of critical structures requiring priority repairs, if damaged.
3. Collect information about structural damage.
4. Use damage information to revise property records.

G. Code Enforcement Offices

1. Analyze hazardous zones.
2. Develop and enforce building codes and land-use regulations.
3. Determine unsafe structures.
4. Review building codes and land-use regulations for possible improvements.

H. Public Works/Utilities

1. Maintain maps and other documents relating to water and sewerage lines and other utilities.
2. Make a list of critical facilities under the jurisdiction of this department requiring priority repair(s), if damaged.
3. Assist in damage assessment operations, as directed.
4. Post unsafe and/or unusable buildings, road or bridges.
5. Monitor restoration activities.

I. Community Nonprofit Agencies

1. Advise and assist in casualty information.
2. Advise about shelter, housing and meeting other human needs.

J. Private Utilities

1. Provide information about locations of power, natural gas, telephone facilities and lines.
2. Provide information about damage to facilities and lines.

K. Other Agencies

1. The state and parish health units and county agents can assess the extent to which radiological and other conditions directly affect the population, water supplies, sewerage treatment, and food supplies.
2. The county agent can assess conditions involving raw food in the fields, as appropriate.
3. The Governor's Office of Homeland Security and Emergency Preparedness can assist in preparing disaster assistance requests and in coordinating outside assistance.

V. DIRECTION AND CONTROL

This section provides guidance to the Caddo OHSEP Director for the overall management of the plan. The direction and control section should be viewed as the source of command responsibilities within specific levels of government, detailing use of the Emergency Operations Center (EOC), and the communication and coordination of decisions with all concerned elements of operation.

A. Caddo OHSEP

Caddo OHSEP is responsible for developing a damage assessment program.

B. Damage Assessment Officer (DAO)

The Damage Assessment Officer (DAO) is a member of the EOC team and is responsible for overseeing the training of personnel and maintenance of corresponding equipment.

C. Direction & Control

The direction and control of the entire damage assessment effort will originate in the EOC.

D. All Departments

All departments will provide resources and personnel to support damage assessment operations, as requested.

E. Personnel

Personnel from operating departments assigned damage assessment responsibilities will remain under the control of their own departments but will

function under the technical supervision of the damage assessment officer under disaster conditions.

VI. CONTINUITY OF GOVERNMENT

In the event that an official charged with participating in damage assessment is unable to perform, the lines of succession to each department or agency will be followed in accordance with the standard operating guideline (SOG) of same.

VII. ADMINISTRATION AND LOGISTICS

This section specifically addresses management of resources, general support requirements, and availability of services and support. Statements made establish policy for obtaining and using facilities, material, services and other requirements for damage assessment. Specific areas addressed are described below:

A. Forms and Record Retention

Field reporting forms and all necessary federal disaster reporting forms and guidance are located in the Caddo EOC and distributed when necessary. Copies of all documentation must be retained for record keeping purposes.

B. Survey Teams

In general, damage survey teams will consist primarily of local government employees and members of nonprofit organizations, such as the American Red Cross. When necessary, non-government personnel from the fields of engineering, construction, property evaluation, and related fields can supplement the team. Each team will have a designated leader who will report to the damage assessment officer in the EOC.

C. Communication Needs And Systems

The communications coordinator in the EOC will provide mobile communications equipment for damage survey teams, if possible. All local government units with mobile communications capabilities will provide backup communications for damage survey teams.

D. Agreements and Understandings between Local Government and Private Organizations

Records will be kept of all arrangements to use non-government personnel to perform damage assessment functions.

E. Release of Information

All damage reports and assessments are public documents. Copies should be made available to citizens who request them. Procedures should be specified for enabling review of these documents by private citizens.

F. Preservation of Historical Documents

Recovery operations in and around designated historical sites must conform to existing FEMA guidelines.

G. Environmental Protection

Recovery operations will conform to all existing state and federal laws and regulations concerning environmental impact.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Damage Assessment Officer will be responsible for the development and maintenance of the damage assessment appendix and programs.

IX. AUTHORITY AND REFERENCES

A. Authority

See Basic Plan.

B. Resources

Federal Emergency Management Agency. Community Disaster Loan Handbook Pursuant to P.L. 93-288. DR & R-5, Washington: FEMA, January 1981.

Federal Emergency Management Agency. Digest of Federal Disaster Assistance Programs. DR & R-9, Washington: FEMA, June 1980.

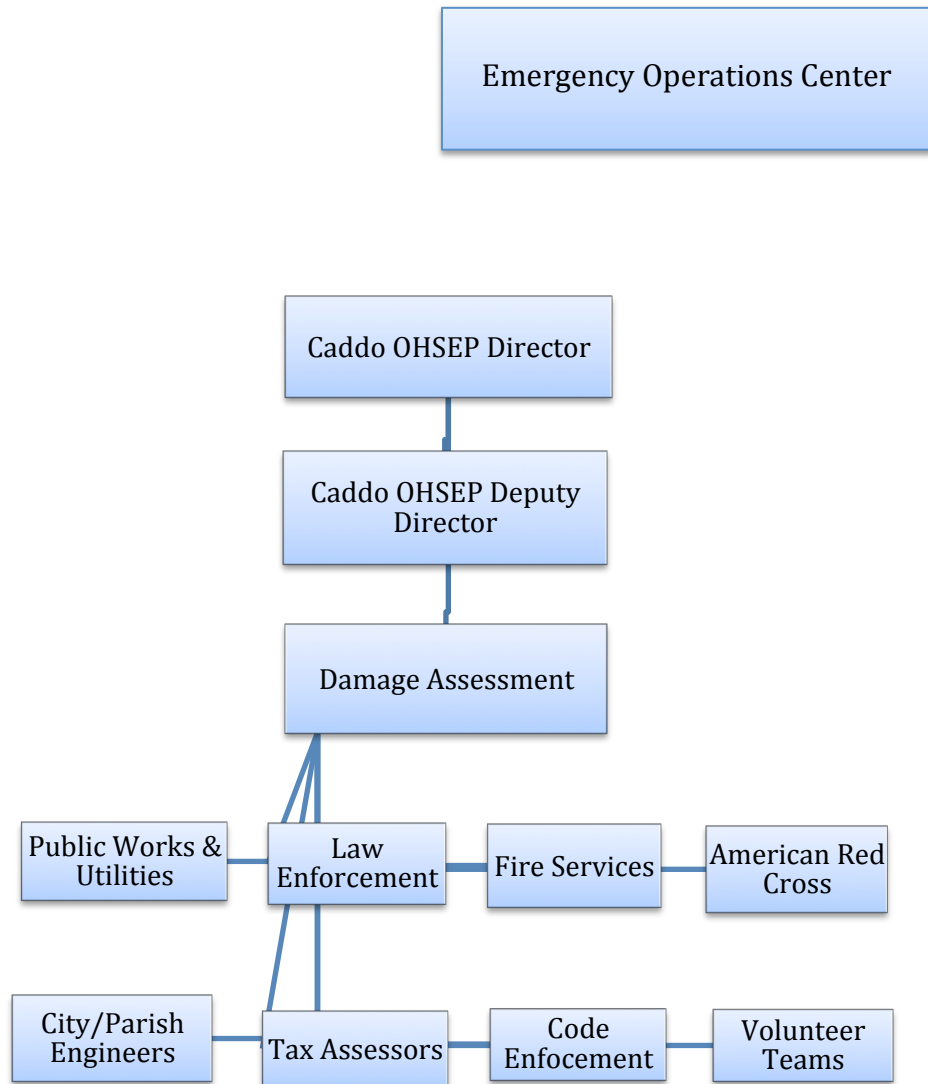
Federal Emergency Management Agency. Eligibility Handbook Pursuant to P.L. 93-288. DR & R-2, Washington: FEMA, July 1981.

Louisiana Office of Homeland Security and Emergency Preparedness. Disaster Recovery Manual. Disaster Recovery Division, Baton Rouge: LOEP, June 3, 1992. Revised January 1, 1999.

X. ATTACHEMENTS TO APPENDIX 3

1. Organization Chart
2. Reports and Forms
3. Disaster Recovery Process for Public Assistance
4. Storm Debris Disposal
5. Glossary of Terms

Appendix 3 – Attachment 1 – Organization Chart



Appendix 3 – Attachment 2 – Reports and Forms

Appendix 3: Attachment 2 – Reports and Forms

Damage assessment forms and reports are contained in the Disaster Recovery Manual located in the Caddo Emergency Operations Centers (EOC). This document contains a step-by-step process for documenting damage from disasters and requesting state and federal assistance for the general public (individual assistance) and local governments (public assistance). The Disaster Recovery Manual is divided into 5 sections to include the following information:

PART I – DAMAGE ASSESSMENT AND REQUESTING ASSISTANCE

PART II – PROGRAMS

- A. Small Business Administration (SBA)**
- B. U.S. Department of Agriculture (USDA)**
- C. Federal Disaster Assistance (PL 93-288)**
- D. Individual Assistance (IA)**
- E. Public Assistance (PA)**

PART III – PUBLIC INFORMATION

PART IV – HAZARD MITIGATION

PART V – CHECKLISTS

(See “PDA Survey” under separate cover in EOC manual.)

For more information contact:

Disaster Recovery Division
Louisiana GOHSEP
1-800-256-7036 (24 Hours)

Appendix 3 – Attachment 3 – Disaster Recovery Process for Public Assistance

I. GENERAL

This handbook (appendix) was developed to provide easy to follow instructions on how to apply for Public Assistance (Government Response & Recovery) grants. Numerous applicants, state emergency managers and federal public assistance staff requested a handbook to help walk applicants through the procedures and forms necessary to receive money for damages sustained as a result of a Presidential declared disaster. The intent of this handbook (appendix) is to do just that.

The applicant must play an active role throughout the disaster recovery process. It is the federal government's belief that local governments are in the best position to identify and prioritize local needs and that the federal government, in concert with state partners, can better serve local governments by providing technical and financial assistance to meet those needs.

To participate fully, local governments must be able to develop accurate and complete scopes of work and cost estimates. This handbook (appendix) is a tool to help accomplish this task. It will also help applicants understand what technical assistance is available and how it may be obtained.

Applicants are responsible for maintaining their project records according to the program requirements. Only minimal documentation is required to be collected and retained by FEMA. Guidelines for organizing and maintaining documentation are provided in this appendix.

Recovering from disaster can be a long and arduous road for any community. It is hoped that this handbook (appendix) will help make the path a little easier and the recovery effort a little faster.

II. STATE & FEDERAL INVOLVEMENT

Once a disaster has occurred, and the state has declared a state of emergency, the state will evaluate the recovery capabilities of the state and local governments. If it is determined that the damage is beyond their recovery capability, the Governor will send a request letter to the President, directed through the Federal Emergency Management Agency (FEMA) Regional Director (Denton, Texas for our region). The President then makes the decision whether or not to declare a major disaster or emergency.

After a presidential declaration has been made, FEMA will designate the area eligible for assistance and announce the types of assistance available. FEMA provides supplemental assistance for state and local government recovery expenses, with the Federal share always being at least 75 percent of the eligible costs.

A. PRELIMINARY DAMAGE ASSESSMENT

A Preliminary Damage Assessment (PDA) is the process used to determine the magnitude and impact of the state's damage. A FEMA/State team will usually visit local applicants and view their damage first hand to assess the scope of damage and estimate repair costs. The results of this survey are used to help determine the need for Federal involvement in the recovery process.

1. PDA Checklist

- a. Besides showing the FEMA/State team the damaged sites, be sure and bring to their attention any environmental or historical issues that may be present.
- b. Also explain what immediate costs might be associated with any emergency work that has been identified. This information may be used at a later date to provide local governments expedited funding.

B. IMMEDIATE NEEDS FUNDING (INF)

Immediate Needs Funding (INF) is money earmarked for the most urgent work in the initial aftermath of a disaster. The funds are provided for work that must be performed immediately and paid for within the first 60 days following the declaration. Eligible work typically includes debris removal, emergency protective measures, and removal of health and safety hazards. Immediate needs funds can be used for such expenses as temporary labor costs, overtime, payroll, equipment and material fees.

1. INF Process

During the PDA immediate needs are noted for each area surveyed. If a disaster is declared, and the state thinks damage costs warrant the need for immediate cash flow, the state may request INF funding on behalf of the applicant. Up to 50% of the federal share of emergency monies will then be placed in the state's account. Because this money can be made available in advance of normal procedures, paperwork and processing times are reduced and local applicants can receive emergency funds sooner.

2. INF Checklist

- a. If the damaged sites have been surveyed in the PDA, local applicants may be eligible for INF. If eligible, the choice of whether to apply for these funds is up to the local applicant.
- b. INF funding is based on a percentage of the emergency work identified during the PDA. Local applicants can assist the PDA team by alerting them to emergency work needs and helping to estimate the costs.

- c. The state (GOHSEP) will notify local applicants on how to apply for INF; typically they will have local applicants send a letter of request to a designated state official.
- d. A completed request for public assistance form must be submitted before the state will release any INF monies.
- e. Local applicants may use INF money for any eligible work that requires payment within the first 60 days. No INF will be allocated for work with environmental or historic considerations or for hazard mitigation projects.
- f. Any up-front INF money received will be offset against actual emergency work projects as they are received.
- g. If the damages are not identified during the PDA or if no immediate needs are noted, local applicants will have the opportunity to request expedited handling of emergency work when the Request of Public Assistance is officially filed.

C. REQUEST FOR PUBLIC ASSISTANCE

The Request for Public Assistance (Request) is FEMA's official application form. It is simple, short form with self-contained instructions. The request asks for general information which identifies the applicant, starts the PA process and opens a Case Management File.

1. Request Procedure

Local applicants have 30 days from the date of declaration or designation of disaster in which to submit the Request form to the State Public Assistance Officer. The form may be delivered in person at the Applicant's Briefing or by mail, fax or eventually, the Internet. The sooner the request is submitted, the faster the system will begin to work for the applicant.

2. Request Checklist

- a. Review the request form so as to be familiar with the information needed.
- b. Fill out the form completely providing accurate phone numbers and contact information.
- c. Submit the form to the GOHSEP representative at the Applicant's Briefing. The form may also be faxed or mailed in.
- d. The Request Form establishes you as an applicant and initiates the PA process on your behalf. Even if you requested INF monies, you must submit a Request before the actual funds are released by the state.
- e. Do not delay in submitting the request form because of an

incomplete assessment of damages. As soon as FEMA receives the request, you can receive assistance in assessing damages and help in completing additional paperwork.

3. Deadline

The request must be submitted within 30 days of the declaration/area designation date.

D. PUBLIC ASSISTANCE COORDINATOR (PAC)

The Public Assistance Coordinator (PAC) is a customer service representative assigned to work with local applicants from declaration to funding approval. The PAC is trained in public assistance policies and procedures and will guide you through the steps necessary to receive funding. This individual is the manager of the Case Management File (CMF) that contains local applicant's general claim information as well as records of meetings, conversations, phone messages and any special issues or concerns that may affect your funding.

1. PAC Responsibilities

Working in partnership with local applicants, a PAC is assigned to manage case files from beginning to end, providing comprehensive information, explanation and technical assistance. As needed, the PAC can help local applicant's document damage, determine eligible work, estimate costs, develop work projects, and identify issues such as insurance coverage, environmental hazards, and historic buildings, which require special attention. The earlier these considerations are identified, the sooner they can be resolved and public assistance funding made available.

2. Local Applicant/PAC Coordination

- a. You should expect to meet with your PAC in person and talk to him or her by phone as often as needed.
- b. Local applicants can expect to be contacted by the PAC within one week from the time the request form is submitted. If you have not heard back from your PAC by the end of (2) weeks then notify your State Public Assistance Officer.
- c. The first meeting with your PAC is called the Kickoff Meeting, at which time, comprehensive information and assistance tailored to your damage claims will be reviewed.
- d. If at all possible, attend the Applicant's Briefing for your area, obtain a Disaster Fact Sheet, create a list of all your damages and review the Applicant Handbook before meeting with the PAC.

E. APPLICANT'S BRIEFING

The Applicant's Briefing is a meeting conducted by the state to inform prospective applicants of available assistance and eligibility requirements for obtaining federal assistance under the declared event. These meetings are conducted within a few days after the declaration and the Request for Public

Assistance forms are usually distributed and collected at this time.

1. Applicant’s Briefing Checklist

- a. Ensure that your Agent’s Authorized Representative, or an appointee who will actually be using the information, attends the meeting.
- b. Complete and submit the Request form at the meeting to avoid delay in getting the process started. Once the Request form is turned in, a PAC will be assigned to each applicant.
- c. If there is an Immediate Needs Funding (INF) request, be sure and bring it to the attention of the state representative.

F. “KICKOFF” MEETING

The first meeting with the Public Assistance Coordinator (PAC) is called the “Kickoff” meeting. It is at this meeting that damages will be discussed, needs assessed, and a plan of action put in place.

The PAC will go over what will be expected of the applicant and will provide detailed instructions on what to do and how to do it. The PAC will contact the applicants to set up this meeting. The PAC will go over the list of damages with the applicant and determine what technical assistance may be needed to develop the projects. This meeting is also the place to discuss any questions or concerns you may have about how the public assistance process works and what is expected of each applicant.

1. Who Should Attend The “Kickoff” Meeting?

- a. When the PAC contacts the applicant to schedule a “Kickoff” meeting, make sure to discuss who else should attend.
- b. It may be helpful to have the authorized agent, record keeper, insurance adjuster, public works officials, and/or others with working knowledge of the repairs needed, in attendance.

2. “Kickoff” Meeting Checklist

- a. You can expect to be contacted by the PAC within one week after submission of your Request for Public Assistance. If you have not heard from you PAC within two weeks, contact your state representative.
- b. Compile a list of all damages. Take this list with you to the “Kickoff” meeting.

SUMMARY

It is essential to accurately document the expenses incurred in disaster response and recovery. Accurate documentation will help to:

- Recover all eligible costs.
- Have the information necessary to develop the disaster projects.
- Have the information available, which the state and FEMA will need to see, to

- validate the accuracy of small projects.
- Be ready for any state or federal audits or other program or financial reviews.

There are many ways to maintain documentation of records. What is important is that the information be readily available and that all information is in a useable format. All records must be compiled under the Project Number as shown on FEMA's Project Worksheet. The PAC will give the Project Number to you.

A set of five summary records has been developed to assist and organize the project documentation. If an applicant already has a system they want to use, they may do so, as long as it shows the information indicated above.

The summary records are as follows:

- Force Account Labor Summary Record – Used to record personnel costs.
- Forced Account Equipment Summary Record – Used to record equipment use costs.
- Material Summary Record – Used to record the supplies and materials that you take out of stock or purchase.
- Rented Equipment Summary Record – Used to record the costs of rented or leased equipment.
- Contract Work Summary Record – Used to record the costs or work that has already been done by contract.

FEMA and the State work together as partners to deliver the Public Assistance Program. The applicant (local government) is accountable for the use of funds provided by FEMA. The applicant should attend the Applicant's Briefing to learn about the necessary paperwork to apply for Federal assistance and documentation required for the damage assessment process. In addition, the applicant is responsible for providing documentation and personnel to work with FEMA and the State in the damage assessment and project applicant processes. Local government is responsible for completing its recovery actions. Assistance from the Federal government, following a presidential declared (PA) disaster, will provide local governments the means to offset short and long-term recovery financial burdens.

NOTE: All the necessary PA applicant forms, supplemental documentation and technical assistance are available at Caddo OHSEP, 1144 Texas Avenue in Shreveport. Telephone 675-2255 for more information.

Appendix 3 – Attachment 4 – Storm Debris Disposal

The following guidelines are made available by the Permits Division of the Louisiana Department of Environmental Quality (LDEQ) to provide viable, environmentally sound options for the staging, processing and disposal of debris from hurricanes, tornadoes, ice storms or other natural disasters:

- Each individual government entity should have a site selected prior to a storm event. This predetermined site should be used by the parish as a staging area for construction/demolition debris (C&D waste), appliances (white goods) and yard trash or other woodwaste until such time as proper disposal can take place. Woodwaste, household furnishings and white goods must be separated from C&D waste at this site. Location of wetlands, historic sites, endangered species, and other environmentally sensitive issues must be taken into consideration.
- Separate approval must be obtained from the Enforcement Division to burn yard trash or to bury the woodwaste. However, white goods, furniture, and other household contents must be managed properly or disposed of in a landfill permitted to receive such waste.
- After the disaster has occurred, if an emergency storm debris site is required, approval for this site must be obtained from the Department prior to disposal. Construction/demolition debris should be disposed of either in an emergency disposal site or in a permitted Type III Landfill. If the decision is made to dispose in a permitted landfill, care should be taken to ensure that the annual permitted disposal rate and total capacity for the landfill is not exceeded. Disposal of storm debris in permitted sites frequently leads to a crisis situation for the landfill in that sufficient capacity is not available for disposal of such materials once the storm cleanup is completed.
- An Emergency Disaster Cleanup Site Request must be completed for each site that a parish or other government entity may wish to use to temporarily store storm debris. This form should be completed and returned to the Permits Division as soon as suitable sites are selected. These forms may be faxed to (225) 219-3708 so that potential sites can be reviewed.
- Once a disaster has occurred and GOHSEP has been activated, the affected government entities within the parishes that have been declared disaster areas, must submit a written request for authorization to operate any emergency storm debris processing or disposal site from the Enforcement Division. A single point of contact will be provided for this in order to facilitate the timely approval of these plans.

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Appendix 3 – Attachment 5 – Glossary

APPLICANT – A state agency, local government, or eligible private nonprofit organization that submits a request to the Grantee (federal government) for disaster assistance under the state’s grant.

CASE MANAGEMENT – A systems approach to provision of equitable and fast service to applicants for disaster assistance. Organized around the needs of the applicant, the system consists of a single point of coordination, a team of on-site specialists and a centralized, automated filing system.

COST ESTIMATING FORMAT (CEF) – A forward pricing methodology for estimating the total cost of repair for large permanent projects by use of construction industry standards. The format uses a base cost estimate and design and construction contingency factor, applied as a percentage of the base cost.

DECLARATION – The President’s decision that a major disaster qualifies for federal assistance under the Stafford Act.

EMERGENCY WORK- That work which must be done immediately to save lives and to protect improved property, public health and safety, or to avert or lessen the threat of a major disaster. Emergency work frequently includes clearance and removal of debris and temporary restoration of essential public facilities and services (Category A-B).

FACILITY – Any public or privately owned building, works, system, or equipment, built or manufactured, or an improved and maintained natural feature. Land used for agricultural purposes is not a facility.

FORCE ACCOUNT – An applicant’s own labor forces and equipment.

HAZARD MITIGATION- Any cost-effective measures that will reduce the potential for damage to a facility from a disaster event.

IMMEDIATE NEEDS FUNDING (INF) – An advance of grant funds to assist with payment of emergency work within the first 60 days after a disaster strikes. The amount of funding is normally 50% of the federal share of emergency costs as identified during the preliminary damage assessment.

IMPROVED PROPERTY – A structure, facility, or item of equipment that was built, constructed, or manufactured. Land used for agricultural purposes is not improved property.

KICKOFF MEETING – The initial meeting between an applicant and the Public Assistance Coordinator. At this working session, the applicant turns in a list of damages

and receives comprehensive information about the Public Assistance program and detailed guidance for their specific circumstances.

LARGE PROJECT – Eligible project, either emergency or permanent work, with a damage dollar value of \$52,000 or greater (according to the Consumer Price Index of 10/1/01).

PERMANENT WORK – That work that must be performed through repairs or replacement to restore an eligible facility on the basis of its pre-disaster design, use and current applicable standards. (Category C)

PRELIMINARY DAMAGE ASSESSMENT (PDA) – A survey to determine the impact and magnitude of damage caused by the disaster and the resulting unmet needs of the public sector and community at large. The PDA is the basis for estimating total disaster-related damage and evaluating the need to request a Presidential Declaration of disaster.

PROJECT FORMULATION – A technique for determining small projects by consolidating like work items into one project to expedite approval and funding and to facilitate project management.

PROJECT WORKSHEET (PW) – The form used to document the damage and develop the scope of work for repair of a damage site.

PROJECT OFFICER (PO) – An emergency management employee with demonstrated experience and training in the management of large and complex repair projects.

PRIVATE NONPROFIT ORGANIZATION (PNP) – Any non-governmental agency or entity that currently has either an effective ruling letter from the U.S. Internal Revenue Service granting tax exemption or satisfactory evidence from the state that the non-revenue producing organization or entity is a nonprofit one organized or operating under state law.

PUBLIC ASSISTANCE (PA) – Supplementary federal assistance provided under the Stafford Act to state and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

PUBLIC ASSISTANCE COORDINATOR (PAC) – An emergency management employee who is responsible for providing continuity of service to an applicant in the Public Assistance program.

REQUEST FOR PUBLIC ASSISTANCE (REQUEST) – The official notification of intent to apply for public assistance monies following declaration of disaster. It is a short form that asks for general identifying information about an applicant.

SMALL PROJECT – Eligible project, either emergency or permanent work, with a

damage dollar value of less than \$52,000 (according to the Consumer Price Index of 10/1/01).

SPECIAL CONSIDERATIONS – Factors that must be addressed before federal grant money can be obligated to repair or restore damaged facilities. These factors include, but are not limited to, general and flood insurance, historic preservation, environmental protection, and hazard mitigation.

STAFFORD ACT – The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.

SPECIALIST – An emergency management employee with demonstrated technical expertise in a defined specialty.

VALIDATION – The pre-funding verification that proposed or completed work projects meet statutory and regulatory compliance.

Appendix 4 – Debris Management Plan

I. MISSION

To facilitate and coordinate the removal, collection, and disposal of debris following a disaster, to mitigate against any potential threat to the health, safety, and welfare of the impacted citizens, and expedite recovery efforts in the impacted area, and address any threat of significant damage to improved public or private property.

II. SITUATION

Natural and man-made disasters precipitate a variety of debris that includes, but is not limited to, such things as trees, sand, gravel, building/construction materials, vehicles, personal property, etc.

The quantity and type of debris generated from any particular disaster is a function of the location and kind of event experienced, as well as its magnitude, duration, and intensity. The quantity and type of debris generated, its location, and the size of the area over which it is dispersed directly impacts the type of collection and disposal methods used to address the debris problem, associated costs incurred, and the speed with which the problem can be addressed.

In a major or catastrophic disaster, local government may have difficulty in locating staff, equipment, and funds to devote to debris removal, in the short as well as long term.

Private contractors play a significant role in the debris removal, collection, reduction, and disposal process.

The debris management program implemented by local government will be based on the waste management approach of reduction, reuse, reclamation, resources recovery, incineration, and land filling, respectively.

III. ORGANIZATION AND CONCEPT OF OPERATIONS

The Shreveport Department of Operational Services and Caddo Parish Public Works Department are responsible for the debris removal function for their respective jurisdiction. The Public Works Departments will work in conjunction with designated support agencies, utility companies, waste management firms, and trucking companies, to facilitate the debris clearance, collection, reduction, and disposal needs following a disaster. Public Works will be responsible for removing debris from the public right-of-way. Only when it is deemed in the public interest will Public Works remove debris from private property. Public Works will further stage equipment in strategic locations locally as well as regionally, if necessary, to protect the equipment from damage, preserve the decision maker's flexibility for

employment of the equipment, and allow for the clearing crews to begin work immediately after the disaster.

Because of the limited quantity of resources and service commitments following the disaster, Public Works will rely heavily on private contractors to remove, collect, and manage debris for reuse, resource recovery, reduction, and disposal. Using private contractors instead of government workers in debris removal activities has a number of benefits.

It shifts the burden of conducting the work from Public Works to the private sector, freeing up government personnel to devote more time to their regularly assigned duties. Private contracting also stimulates local, regional, and state economies impacted by the storm, as well as maximizes state and local governments' level of financial assistance from the federal government. Private contracting allows the state and its political subdivisions to more closely tailor their contract services to their specific needs. The entire process (i.e., clearance, collection, transportation, reduction, and disposal, etc.) or segments of the process can be contracted out.

The Shreveport Department of Operational Services and Caddo Parish Public Works Department will also develop and maintain a list of approved contractors who have the capability to provide debris removal, collection, and disposal in a cost effective, expeditious, and environmentally sound manner following a disaster.

IV. STAFF DEVELOPMENT & RESPONSIBILITIES

The Shreveport Department of Operational Services and Caddo Parish Public Works Department are responsible for developing a debris management plan and shall select a “Debris Manager” to supervise a “Debris Management Staff”. The staff shall be comprised of personnel to perform the following functions:

A. Administration

Function: Housekeeping, supplies, equipment, funding, accounting.

B. Contracting and Procurement

Function: Bidding requirements, forms, advertisements for bids, instructions to bidders, contract development.

C. Legal

Function: Contract review, right of entry permits, community liability, condemnation of buildings, land acquisition for temporary staging and reduction sites, land acquisition for disposal sites, insurance.

D. Operations

Function: Supervision of government and contract resources and project management.

E. Engineering

Function: Detailed damage assessment, identification of project tasks, assignments of tasks, preparation of estimates, plans, specifications, and recommendation of contract award.

F. Public Information Specialist

Function: Coordinate press releases, contacts with local organizations, individuals, and media, and public notices for debris removal and disposal contracts.

The staff shall coordinate with all state and federal agencies responsible for disaster response and recovery operations. The staff will be assigned the task of:

1. Develop a Debris Management Plan.
2. Develop an analysis and debris management capability.
3. Discourage development in hazardous zones.
4. Develop public information and education programs.
5. Train personnel in debris management techniques.
6. Maintain pre-disaster maps, blueprints, photos and other documents.
7. Make a list of critical facilities (streets, roads, and bridges) requiring debris clearance.
8. Identify non-government groups that could assist.

V. CONTRACT AND COOPERATIVE AGREEMENTS

Sample contracts with a menu of services and generic scopes of work will be developed by the City and Parish Attorney's Offices prior to the disaster to allow the City and Parish Public Works Departments to more closely tailor its contracts to its needs, as well as expedite their implementation in a prompt and effective manner.

The City and Parish Public Works Departments are responsible for managing the debris contract from project inception to completion. Managing the debris contract includes such things as monitoring performance, contract modifications, inspections, acceptance, payment, and closing out of activities. Shreveport and Caddo Parish Public Works Departments are encouraged to enter into cooperative agreements with other state agencies and local governments to maximize public assets. The development of such agreements must comply with the guidelines established in their agency procurement manual. All state agencies and local governments that wish to participate in such agreements should be identified prior to the development and implementation of the agreement.

The three types of contracts required are:

A. Time and Materials Contract

Will be limited to the first 100 hours of operation and only after all state and local equipment has been committed. The price for equipment applies only when the equipment is operating, the Shreveport and Caddo Parish Public

Works Departments can terminate the contract at its convenience for their particular jurisdiction, and do not guarantee a minimum number of hours.

B. Lump Sum Contract

The price of the work is fixed unless there is a change in the scope of work to be performed. Lump sum contracts will be calculated on either the “area” method or the “pass” method. The lump sum contract shall only be used when the scope of work is clearly defined and the areas of work can be specifically quantified.

C. Unit Price Contract

The Unit Price Contract is the most accurate account of actual quantities removed. It requires field inspectors to eliminate contractor fraud. All contractor trucks must be measured. It requires load tickets identifying truck number, contract number, contractor’s name, date, time-departed site, and estimated volume.

The City and Parish Attorney’s Offices should draw up sample contracts and these contracts should be attached to this plan as an appendix.

The Caddo Emergency Operations Plan (EOP) has established Mutual-Aid Agreements with the four local jurisdictions to provide assistance with debris removal in the event of a disaster resulting in copious amounts of debris:

1. City of Shreveport
2. Caddo Parish

These agreements include utilization of personnel, equipment, temporary landfill sites, emergency services, and law enforcement.

The Caddo Office of Emergency Preparedness has further identified certain Volunteer Organizations Active in Disasters (VOAD), state and federal agencies ready to assist. These agencies include Civic Clubs, Church organizations, Salvation Army, State Department of Transportation, National Guard, scrap dealers, and U.S. Department of Labor. These VOAD organizations will be coordinated by the state.

VI. SITE SELECTION

Debris storage and reduction sites will be identified and evaluated by interagency site selection teams comprised of a multi-disciplinary staff who are familiar with the area. A listing of appropriate local, state, and federal contacts will be developed by the appropriate agencies to expedite the formation of the interagency, multi-disciplinary site selection teams.

Initially, debris will be placed in temporary holding areas, determined before the onset of the disaster, until such time as a detailed plan of debris collection and disposal is prepared. This is not anticipated until after the local traffic has been

restored. Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use. Collection sites will be on public property when feasible to facilitate the implementation of the mission and mitigate against any potential liability requirements. Activation of sites will be under the control of the Director of Public Works, and will be coordinated with other recovery efforts through the Caddo Emergency Operations Center (EOC).

Site selection criteria will be developed into a checklist format for use by these teams to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

The following is a list of temporary holding sites:

- Louisiana State Fairgrounds - Shreveport
- Cargill Park – Shreveport
- Southern Hills Park – Shreveport
- Ford Park – Shreveport
- LSU-Shreveport
- Newton Smith Elementary School – Shreveport
- Reserve Drive Right-of-Way (east of Airport Drive and west of Red River Levee) – Shreveport

VII. DEBRIS REMOVAL PRIORITIES

The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following a major or catastrophic event. To achieve this objective, the first priority will be to clear debris from key roads in order to provide access for emergency vehicles and resources into the impacted area. Key roads in Shreveport and Caddo Parish are identified as follows:

1. Interstate 20
2. Interstate 49
3. Interstate 220
4. LA Hwy 3132 (Inner Loop)
5. LA Hwy 526 (Bert Kouns Industrial Loop)
6. US Hwy 171 (Mansfield Road)
7. LA Hwy 1 (Youree Drive)
8. US Hwy 71 (Barksdale Blvd.)
9. LA Hwy 3 (Benton Road)
10. LA Hwy 3105 (Airline Drive)
11. US Hwy 79/80

The need and demand for critical services will be increased significantly following a disaster. Therefore, the second priority that debris removal resources will be assigned is providing access to critical facilities pre-identified by State and local

governments. Critical facilities in Shreveport and Caddo Parish have been identified as:

1. Hospital/Medical Facilities/Dialysis Centers
2. Key Local, State and Federal Government Facilities (Fire, Police, etc.)
3. Communications Centers (Caddo and Bossier 9-1-1/BellSouth/Etc.)
4. Transportation Centers (SporTran, Railroads)
5. Utilities Centers (Water & Wastewater Plants, Electric, Natural Gas)
6. Nursing Homes/Retirement Centers
7. Nursery/Daycare Centers
8. Educational Facilities

The third priority for the debris removal teams to address will be the elimination of debris related threats to public health and safety. This will include such things as the repair, demolition, or barricading of heavily damaged and structurally unstable buildings, systems, or facilities that pose a danger to the public. Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner or responsible party. If access to the area can be controlled, the necessary actions can be deferred.

VIII. DEBRIS CLASSIFICATION

To facilitate the debris management process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations be standardized. Local governments will adopt the categories established for recovery operations by the U.S. Army Corps of Engineers following Hurricane Andrew. Debris removed will consist of two broad categories (clean wood debris and construction and demolition debris).

Most common hurricane-generated debris will consist of 30% clean wood material and 70% C&D. Of the 70% mixed C&D it is estimated 42% will be burnable but require sorting, 5% will be soil, 15% will be metals, and 38% landfill.

Definitions of classifications of debris are as follows:

A. Burnable Materials

Burnable materials will be of two types with separate burn locations:

1. Burnable Debris

Burnable debris includes, but is not limited to, damaged and disturbed trees; bushes and shrubs; broken, partially broken and severed tree limbs; and bushes. Burnable debris consists predominately of trees and vegetation. Burnable debris does not include garbage or construction and demolition material debris.

2. Burnable Construction Debris

Burnable construction and demolition debris consists of non-creosote

structural timber, wood products, and other materials designated by the coordinating agency representative.

B. Non-Burnable Debris

Non-burnable construction and demolition debris includes, but is not limited to, creosote timber, plastic, glass, rubber and metal products, sheet rock, roofing shingles, carpet, tires, and other materials as designated by the coordinating agency. Garbage will be considered non-burnable debris.

C. Stumps

Stumps will be considered tree remnants exceeding 24 inches in diameter, but no taller than 18 inches above grade, to include the stump ball. Any questionable stumps shall be referred to the designated coordinating agency representative for determination of its disposition.

D. Ineligible Debris

Ineligible debris to remain in place includes, but is not limited to, chemicals, petroleum products, paint products, asbestos, and power transformers.

Any material that is found to be classified as hazardous or toxic waste (HTW) shall be reported immediately to the designated coordinating agency representative. At the coordinating agency representative's direction, this material shall be segregated from the remaining debris in such a way as to allow the remaining debris to be loaded and transported. Standing broken utility poles, damaged and downed utility poles and appurtenances, transformers and other electrical material will be reported to the coordinating agency representative.

Emergency workers shall exercise due caution with existing overhead and underground utilities and above ground appurtenances, and advise the appropriate authorities of any situation that poses a health or safety risk to workers on site or to the general population.

Debris classifications developed and used by the Corps of Engineers in Hurricane Andrew recovery.

IX. ESTIMATING DEBRIS QUANTITIES

The formula for estimating debris quantity is: $Q=H(C)(V)(B)(S)$

H (Households)=Population/3 (3 persons per household)

C (Category of Storm)=Factor (See table below)

V (Vegetation Multiplier)= Factor (See table below)

B (Commercial Density Multiplier)= Factor (See table below) S (Precipitation Multiplier)= Factor (See table below)

Hurricane Category	Value of “C” Factor
1	2 CY
2	8 CY
3	26 CY
4	50 CY
5	80 CY
Vegetative Cover	Value of “V” Multiplier
Light	1.1
Medium	1.3
Heavy	1.5
Commercial Density	Value of “B” Multiplier
Light	1.0
Medium	1.2
Heavy	1.3
Precipitation	Value of “S” Multiplier
None to Light	1.0
Medium to Heavy	1.3

Once the amount of debris has been estimated, the local government will require temporary storage sites the size of which can be determined by taking the following factors into consideration:

1. The debris pile shall be stacked to a height of no more than 10 feet.
2. 60% usage of the land area will be devoted to roads, safety buffers, burn
3. 10 foot stack height = 3.33 yards
4. 1 acre = 4,840 square yards (sy)
5. Total volume per acre = 4,840 sy/ac x 3.33y = 16,133 cy/ac.

Using the above assumptions, the estimate of total debris from any hurricane will be within 30% plus or minus of the actual amount of debris accumulated.

GOHSEP has estimated that under the worst scenario (e. g., a Category 5 hurricane, heavy vegetation cover, heavy commercial density, and heavy precipitation), the amount of acres needed for a temporary landfill is 3,352 acres. The calculation (assuming a population of 500,000) is as follows:

$$Q = H(C)(V)(B)(S)$$

$$Q = 166,667 \times 80 \times 1.5 \times 1.3 \times 1.3$$

$$Q = 33,800,068 \text{ cy of debris.}$$

$$33,800,068 \text{ (cy of debris / 16,133 (cy/ac))} = 2,095 \text{ acres of debris.}$$

$$2,095 \text{ acres} \times 1.66 \text{ (60\% more area needed for roads, etc..)} = 3,352 \text{ acres.}$$

NOTE: To help visualize what 33,800,068 cy of debris looks like, picture a building occupying one acre. 1,000,000 cy of debris would create a stack 62’ high on one acre. That building would be 2,046 feet high or approximately 200 stories high.

X. DEBRIS DISPOSAL AND REDUCTION

Once the debris is removed from the damage sites, it will be taken to the temporary landfills. The three methods of disposal are burning, recycling, grinding/chipping. In certain instances material may not be suitable (or legal) for the disposal methods listed above. In these cases, land filling may be the only alternative for disposal.

Grinding and chipping will be utilized as a viable reduction method. Grinding and chipping reduces the volume on a 4 to 1 ratio. For grinding and chipping to be feasible, 25% of volume remaining must have some benefit or use.

The three primary burning methods are open burning, air curtain pit burning, and incineration. Controlled open burning is a cost-effective method for reducing clean woody debris in rural areas. Burning reduces the volume by 95%, leaving only ash residue for disposal. Air curtain pit burning substantially reduces environmental concerns. The blower unit must have adequate air velocity to provide a “curtain effect” to hold smoke in and to feed air to the fire below. Portable incinerators use the same methods as air curtain pit systems. The only difference is that portable incinerators utilize a pre-manufactured pit in lieu of an onsite constructed earth/limestone pit.

Metals, wood, and soils are prime candidates for recycling. Most of the non-ferrous metals are suitable for recycling. Specialized contractors are available to bid on recycling of debris if it is well sorted.

XI. SITE CLOSEOUT PROCEDURES

Each temporary debris staging and reduction site will eventually be cleared of all material and be restored to its previous condition and use.

Before activities begin, ground and aerial photos will be taken. Important features such as structures, fences, culverts, and landscaping will be noted. Random soil samples will be taken as well as water samples from existing wells. The site will be checked for volatile organic compounds.

After activities begin, constant monitoring of air quality and soil and water samples will take place. Photo, maps, and sketches of the site will be updated and fuel spills will be noted.

At closeout, a final testing of soil, water, and air quality will be compared to original conditions. All ash will be removed and any remediation actions taken.

XII. DEBRIS MANAGEMENT ACTIONS

The Debris Management Plan is separated into four stages:

A. NORMAL OPERATIONS

1. Develop local and regional resource list of contractors who can assist local governments in all phases of debris management.

2. Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies.
3. Develop mutual aid agreements with other state agencies and local governments, as appropriate, following guidelines established in agency procurement manual.
4. Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event.
5. Pre-identify local and regional critical routes in cooperation with contiguous and regional jurisdictions.
6. Develop site selection criteria checklists to assist in identifying potential debris storage sites.
7. Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs.
8. Develop the necessary right of entry and hold harmless agreements indemnifying all levels of government against any potential claims.
9. Establish debris assessment process to define scope of problem.
10. Develop and coordinate pre-scripted announcements with the Public Information Office (PIO) regarding debris removal process, collection times, temporary storage sites, use of private contractors, environmental and health issues, etc.

B. INCREASED READINESS

(A natural or man-made disaster is threatening the local area)

1. Review and update plans, standard operating procedures, generic contracts, and checklists relating to debris removal, storage, reduction, and disposal process.
2. Alert local departments that have debris removal responsibilities ensuring that personnel, facilities, and equipment are ready and available for emergency use.
3. Relocate personnel and resources out of harm's way and stage in areas where they can be effectively mobilized.
4. Review potential local, regional, and debris staging and reduction sites that may be used in the response and recovery phases in the context of the impending threat.
5. Review resource listing of private contractors who may assist in debris removal process. Make necessary arrangements to ensure their availability in the event of disaster.

C. RESPONSE

1. Activate debris management plan, coordinate with needs assessment team.
2. Begin documenting costs.
3. Coordinate and track resources (public and private).
4. Establish priorities regarding allocation and use of available resources.
5. Identify and establish debris temporary storage and disposal sites (local, regional).

6. Address any legal, environmental, and health issues relating to the debris removal process.
7. Continue to keep public informed through the PIO.

D. **RECOVERY**

1. Continue to collect, store, reduce, and dispose of debris generated from the event in a Cost-effective and environmentally responsible manner.
2. Continue to document costs.
3. Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site restoration actions.
4. Perform necessary audits of operation and submit claim for federal assistance.

XIII. PLAN DEVELOPMENT AND MAINTENANCE

The Directors for Shreveport Department of Operational Services and Caddo Parish Public Works Department will review and update this appendix periodically. The Public Works Directors shall develop and maintain Standard Operating Guidelines (SOGs) for their respective departments to include such items as the following Standard Operating Guideline recommendations:

- A. Notice to the public
- B. Mutual-aid agreements
- C. Intergovernmental emergency mutual-aid agreements
- D. Time and material contract
- E. Lump sum contract
- F. Unit price contract
- G. Right-of-Entry agreement
- H. Site selection priority list

NOTE: During the initial response to a disaster involving large quantities of debris, the atmosphere can be one of mass confusion. This confusion can be drastically offset if first responders begin immediately to utilize standard FEMA forms for accumulation of time, materials used, loads hauled, etc. Having to go back after the fact and try to accumulate information, receipts, etc. has proven nearly impossible for past events. By making the FEMA forms part of departmental Standard Operating Guidelines (SOGs) for use even before a disaster declaration is made, the likelihood of having the required information for federal reimbursement following a disaster is greatly enhanced. The necessary forms for requesting reimbursement following a federally declared disaster are located at the Caddo Emergency Operations Center or by contacting Caddo OHSEP at 675-2255.

Appendix 5 – Public Works and Engineering Resources

The resource lists of each public works and engineering department is maintained at the Caddo Emergency Operations Center. Also maintained at the EOC are mutual-aid agreements, lists of contractors, lists of equipment suppliers and lists of material suppliers.

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Appendix 6 – Standard Operating Guidelines

Each department/agency/organization listed in this annex will develop their own specific in-house Standard Operating Guidelines for dealing with Public Works/Utilities emergencies. A copy of these procedures will be kept on file in the Caddo EOC. Updates should be forwarded to Caddo OHSEP on a routine basis.

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ANNEX D

ESF 4: FIREFIGHTING

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 4: Firefighting Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor's Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-4: Firefighting

I. PURPOSE AND SCOPE

It is the purpose of this annex is to establish fire service policies and procedures for Shreveport and Caddo parish that save lives, prevent injury, and protect property, as well as support protective response actions during emergency situations and disasters.

II. SITUATIONS AND ASSUMPTIONS

The basis of this section depends upon a thorough hazard/vulnerability analysis for the community. The situation projections identify the disaster circumstances that the community might expect to experience and for which it must plan. The situation issues identify the probable disaster circumstances of the community. These analytical considerations, in turn, provide input to the decisions about the nature of fire procedures. The assumptions, in turn, address the unknowns of the disaster projections. It is necessary to make assumptions that compensate for a lack of known facts or probabilities. Although assumptions cannot be validated, not assessing possible situations may affect successful execution of fire services actions.

A. Situation

Fire prevention and control are daily problems faced by fire service personnel. These problems become more significant during emergency situations. Several hazards present difficulties with regard to fire protection including conflagrations, forest fires, urban fires, nuclear threat and hazardous materials incidents.

B. Assumptions

Existing fire service personnel and equipment will be able to handle most emergency situations through the use of existing mutual-aid agreements. When additional support is required, assistance can be obtained from state and federal agencies. In addition, selected fire personnel are periodically trained in radiological monitoring, decontamination and warning to provide a nucleus for this specialized skill. Essential personnel will be selected to perform essential job tasks. Clearing roads to permit passage of emergency vehicles will be a high priority after any disaster.

III. CONCEPT OF OPERATIONS

This section provides guidance that focuses on how comprehensive emergency management activities will be carried out.

Emphasis is placed on all four phases of comprehensive emergency management--mitigation, preparedness, response and recovery--with discussion on how roles and relationships are expected to interact among phases of comprehensive emergency management and planning levels.

A. General

The responsibilities of the fire services in disaster situations are basically the same as in daily operations. Their primary responsibility is fire control. They are also involved on a regular basis with rescue operations, hazardous materials incidents, emergency medical response and transportation. They also serve a supplemental emergency preparedness duty of providing backup support for the operation of public warning systems and support for radiological defense activities.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Review, upgrade and enforce fire codes.
- b. Present fire safety programs.
- c. Conduct public fire safety and hazardous materials safety education programs.
- d. Negotiate mutual-aid agreements with other jurisdictions.
- e. Ensure that all new construction conforms to fire codes.

2. Preparedness

- a. Maintain equipment.
- b. Recruit, train, and exercise personnel for disaster operations.
- c. Develop command system to facilitate coordination and communication between the fire service and other elements of emergency response forces.
- d. Develop and maintain standard operating guidelines (SOGs).
- e. Develop communication interaction with EOM.
- f. Participate in the development and implementation of annual Caddo Community Disaster Drill and other exercises.

3. Response

- a. Suppress fires by priority.
- b. Conduct search and rescue operations.
- c. Support operation of public warning systems (See Annex C - Warning).
- d. Support radiological protection (See Annex F).
- e. Respond to hazardous materials incidents (See Annex H). Advise public officials of potential hazardous materials dangers.
- f. Call for mutual-aid forces, as needed.
- g. Advise EOM officials of possible need for evacuation.
- h. Provide emergency medical service.
- i. Designate staging area for mutual-aid forces and support equipment responding to the disaster site.
- j. Request activation of the EOM as deemed necessary by the incident commander. Establish communications link with EOC

and report damage observed and any needed resources and assistance.

4. Recovery

- a. Conduct fire inspections.
- b. Conduct decontamination as needed.
- c. Continue response operations.
- d. Assist in damage assessment.
- e. Identify potential fire hazards, such as damaged gas lines and downed power lines.
- f. Establish fire watch and extinguish spot fires as necessary.
- g. Survey damage to fire equipment and facilities.
- h. Compile record of events and after-action report.
- i. Review fire codes in relation to disaster and recommend improvements where necessary.
- j. Inspect repair and construction work for fire safety.
- k. Monitor all demolition operations.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the fire service annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies. Making these assignments is critical because confusion during an emergency could have serious consequences. The task assignments detailed below are extensive but certainly not exhaustive. Items may be added or deleted as deemed necessary at the time of the event. Assignments may change as to particular tasks to suit specific departments and agencies.

A. Municipal, District, and Volunteer Fire Departments

1. Coordinate all fire service activities within their jurisdiction.
2. Control and extinguish fires, according to priority.
3. Conduct fire prevention programs.
4. Provide support in operation of public warning systems (i.e. FirstCall Telephone Warning System).
5. Enforce fire codes.
6. Support for radiological protection program.
7. Respond to and/or support hazardous materials incident operations.
8. Establish mutual-aid agreements with surrounding fire service agencies.
9. Assist in the rescue of injured persons during emergencies.
10. Assist in searching for missing persons.
11. Provide emergency medical service to the jurisdiction, if appropriate.
12. Analyze fire potentials in the jurisdiction.
13. Identify fire service requirements.
14. Set priorities on available resources.
15. Train personnel.
16. Identify firefighting personnel who must remain on duty to support essential public services.

17. Develop a plan to provide support for families of firefighting personnel who must remain on duty.
18. Conduct rescue operations.
19. Establish fire watches, as necessary.
20. Operate decontamination functions.

B. State/Federal Forestry Service

1. Control and extinguish forest fires on state/federal forestlands.
2. Support local fire services.
3. Implement reforestation.
4. Train personnel in disaster operations.

C. Military Support

1. Control and extinguish fires on military bases.
2. Train personnel in disaster operations.
3. Support local fire control and search and rescue operations, hazardous materials assessment and emergency medical services.

D. Public Works Departments

1. Clear roads for emergency vehicles.
2. Maintain water pressure, if possible.

E. Fire Training Academies

Train personnel in disaster operations.

F. All Local Government Departments

Support disaster fire operations, as required.

V. DIRECTION AND CONTROL

This section provides guidance for overall plan management and activation of particular segments of the plan. Issues that require attention include:

A. Operations

1. The Fire Chief of each designated jurisdiction shall have complete authority for fire operations within his/her respective district.
2. All disaster fire operations will be coordinated through the EOC.
3. Command Post and Staging Area procedures will be followed to effectively coordinate all field operations.
4. All mutual-aid and volunteer forces will function under the direction of the Incident Commander.
5. Mutual-aid operations at the disaster at the disaster scene will be coordinated by the on-site command post.
6. Mutual-aid forces will work under the immediate control of their supervisors.
7. In declared disasters the Mayor or Parish President, through Caddo OHSEP, will coordinate emergency operations within Caddo Parish from

- the Emergency Operations Center (EOC).
8. To assist in emergency operations, the fire chief or his/her designated representative should report to the EOC to coordinate activities.
 9. Situation reports from the scene should be forwarded to the EOC on a routine basis. According to the type and extent of the emergency, reports may contain information on casualties, extent of damage, danger to other areas and other pertinent information as needed.
 10. Priority of firefighting and rescue operations shall always be given to designated public shelters, and areas immediately adjacent to said shelters.
 11. Routine operations will be handled by the respective fire departments in accordance with their standard operating guidelines (SOGs). State and federal support will be called upon as needed.

B. Evacuation

1. The Incident Commander shall recommend voluntary evacuation in the event of a fire, explosion, or hazardous materials incident. Such recommendation shall be coordinated with law enforcement and Caddo OHSEP. In the event of an evacuation, Caddo OHSEP will need to be immediately notified to establish public shelter operations if necessary.
2. Execution of a forced evacuation order will be the responsibility of the Incident Commander along with the concurrence of the Chief Elected Official for that jurisdiction (i.e., Mayor or Parish President).
3. In situations when in the opinion of the Incident Commander, law enforcement, fire services and/or Caddo OHSEP that evacuation is essential to saving lives, an evacuation order may be issued.
4. Prior to the issuing of an evacuation order to the news media for public dissemination, all affected agencies shall be notified and the issuance of such orders shall be announced from the EOC or the field command post.

VI. CONTINUITY OF GOVERNMENT

Lines of succession to each department head are according to the standard operating guidelines (SOGs) established by each department. In the event that an official or agency charged with participating in fire services is unable to perform, lines of succession are established to ensure that fire service operations are provided as needed. Provisions are also established for alternate or backup operating facilities, such as fire stations, communications facilities, and fire headquarters.

VII. ADMINISTRATION AND LOGISTICS

This section of the fire services annex addresses management of resources, general support requirements and availability of services.

1. Report and record keeping requirements are according to departmental standard operating guidelines (SOGs).
2. Communications systems are outlined in departmental standard operating guidelines (SOGs).
3. Agreements and understandings among governments, volunteer groups

and private organizations, specifically regarding reimbursement of expenses and liability for actions and injuries are outlined in written and verbal mutual-aid agreements between jurisdictions.

4. Fire service resource listings are maintained in the Operations Section of the EOC. Resource lists are reviewed and updated on a periodic basis.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

In this section of the fire services annex, provisions are established for review, modification, acceptance and approval of this annex. This annex is to be reviewed, tested and updated annually. In addition, a person should be designated to maintain the inventory lists of personnel, fire equipment, fire facilities and mutual-aid agreements.

1. It is the responsibility of each fire service to insure its own operational capabilities.
2. The respective fire chief will coordinate the planning of all fire services related to emergency preparedness operations.
3. Each fire chief is responsible for the development and maintenance of standard operating guidelines to implement this annex and govern the operations of their department.

IX. AUTHORITIES AND REFERENCES

If hazard-specific authorities exist, they should be listed.

Hazard-specific references are often different than the basic plan. A list of the technical manuals, technical studies, software, and procedures used to develop or execute the annex should be included.

A. Authority

See Basic Plan.

B. References

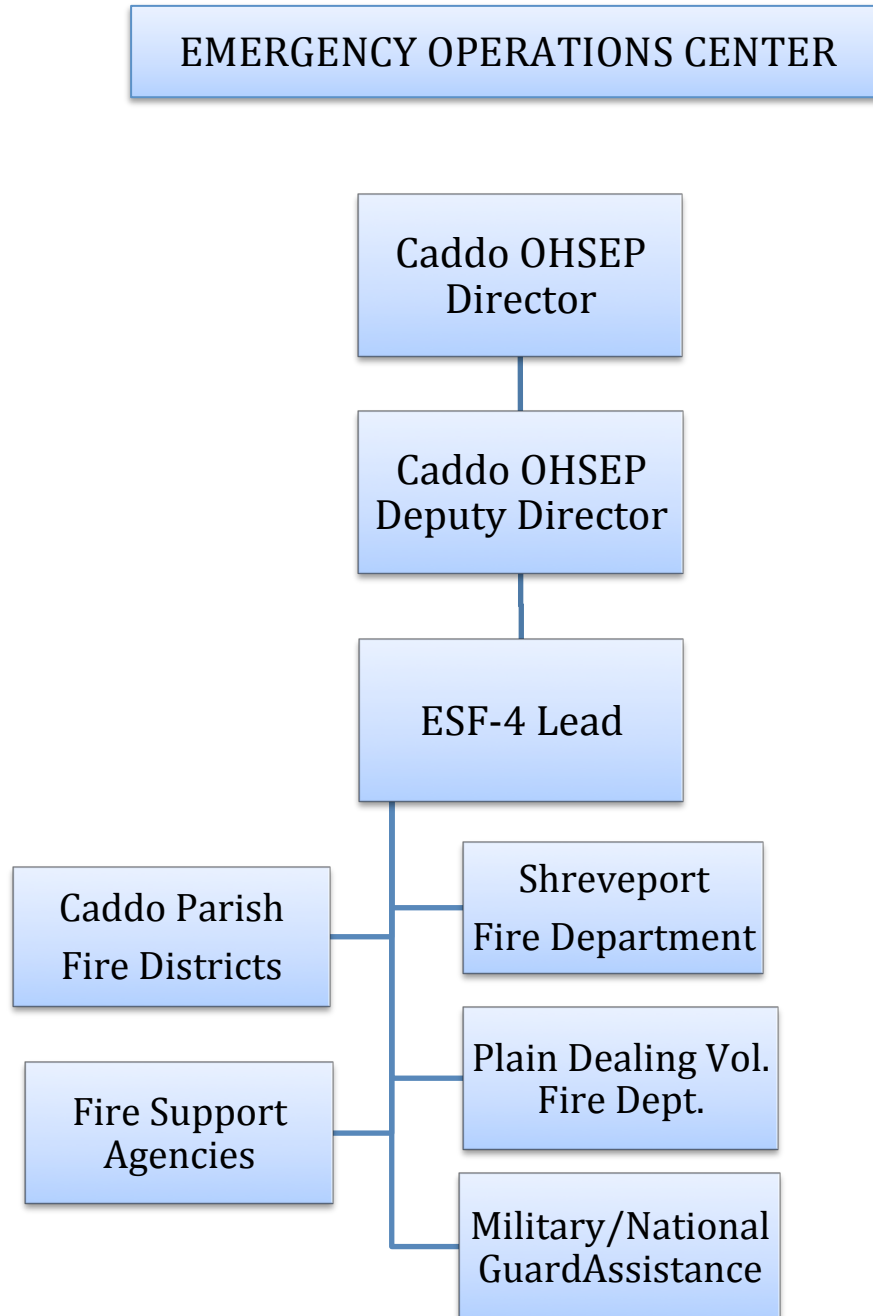
1. Defense Civil Preparedness Agency. Guide for Increasing Local Government Civil Defense Readiness During Periods of International Crisis, CPG 1-7, 1979.
2. Federal Emergency Management Agency. Disaster Operations, CPG 1-6, July 1981.
3. Federal Emergency Management Agency. Disaster Planning for Fire Chiefs. M&R-3. Washington: FEMA, 1981.
4. Federal Emergency Management Agency. Emergency First Responder. FA-47. Washington: FEMA, 1981.
5. Federal Emergency Management Agency. Fire Education and the News. FA-61. Washington: FEMA, 1981.
6. Federal Emergency Management Agency. Firefighting for Civil Defense Emergencies: Support Assistant for Fire Emergencies. SM-9.2A&B. Washington: FEMA, 1981.

7. Federal Emergency Management Agency. Guide for Increasing Local Government Civil Defense during Periods of International Crisis. CPG 1- 7. Washington: FEMA, 1981.
8. Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-7. Washington: FEMA, 1982.
9. National Fire Protection Association. Fire Protection Handbook. 15th ed., Quincy: NFPA, 1981.

X. APPENDICES TO ANNEX D

1. Organizational Chart
2. List of Resources
3. Caddo Fire Departments
4. Major Fires
5. Bomb Threats
6. Explosions
7. Standard Operating Guidelines

Appendix 1 – Organizational Chart



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Appendix 2 – List of Resources

Critical Data Forms (CDF) and Critical Facility Forms (CFF) are kept on file and computer database at the Caddo Emergency Operations Center (EOC). These forms contain listings for all available governmental and private sector resources in Caddo Parish. The forms also list mutual-aid assistance available from surrounding parishes/counties and state and federal agencies as well. Information from the resource lists may be obtained by contacting Caddo OHSEP at 675-2255 (24 hours).

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Appendix 3 – Fire Departments

SHREVEPORT FIRE DEPARTMENT

801 Crockett Street
Shreveport, LA 71101
673-6655

CADDO FIRE DIST. #1- BLANCHARD

P.O. Box 614
Blanchard, LA 71009
929-3575

CADDO FIRE DIST. #2- LAKEVIEW

3324 Lorraine
Shreveport, LA 71007
425-2712

CADDO FIRE DIST. #3- GREENWOOD

P.O. Box 26
Greenwood, LA 71033
938-5290

CADDO FIRE DIST. #4-SPRING RIDGE

8240 Colquitt Road
Keithville, LA 71047
925-2200

CADDO FIRE DIST. #5-ELLERBE RD.

1012 Overton Brooks Road
Shreveport, LA 71106
797-4111

CADDO FIRE DIST. #6- KEITHVILLE

10377 Linwood Ave.
Keithville, LA 71082
687-0032

PLAIN DEALING VFD

P.O. Box 426
Plain Dealing, LA 71064
(318) 326-4234

CADDO FIRE DIST. #7-OIL CITY

P.O. Box 100

Oil City, LA 71061
(318) 995-7114

CADDO FIRE DIST.#8-VIVIAN
1007-A South Spruce
Vivian, LA 71082
(318) 375-3233

CADDO FIRE DIST.#9-DIXIE GARDEN
5100 Dixie Garden Drive
Shreveport, LA 71105
861-9210

Appendix 4 – Major Fires

I. GENERAL

Each fire department within Shreveport and Caddo Parish should develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken upon being notified of a major fire in their jurisdiction.

II. RESPONSE CONSIDERATIONS

A. Initial Response

In most cases, the initial response to a major fire will simply be “Dispatch fire department”, with direction for second-level response to come from the fire officer in command at the scene after he has had a chance to assess the situation. In other cases, there may be automatic responses involving several departments.

B. Mutual-Aid Response

If multiple departments pre-arranged joint responses are planned, a summary of those agreements should be included in departmental Standard Operating Guidelines (SOGs). Pre-arranged, or automatic, responses should include specific directions as to how to notify the other responding departments. Special responses may be designated for high-occupancy buildings, certain public facilities, and designated industrial installations. The action-results of this pre-planning should be included in this section to assure the smooth implementation of the situation specific procedures.

C. Water Pressure

A major structural fire may significantly increase the demand for water to extinguish the blaze. Response guidelines should include a step to notify the water department of the increased need. The change in demand for water might require some modification in normal pumping and storage procedures.

D. Crowd and Traffic Control

Response guidelines should also include a step about notifying the appropriate law enforcement agency. A major fire attracts fire equipment and personnel, but it also attracts sightseers. Crowds and traffic congestion can seriously complicate a fire department’s ability to function effectively. Police support may be needed to keep crowds back, control traffic, remove motor vehicles that are parked in the way of firefighters, or assist in evacuation of threatened structures. Extra manpower may be needed.

E. Utility Shut-Offs

If utility shut-offs are necessary, notification of needed offices is guided by procedures outlined in Annex Q - Public Works/Utilities.

F. Public Assistance

If people are burned out of their dwellings, agencies such as the American Red Cross and the Salvation Army will arrange for shelter and clothing (See Annex M - Emergency Public Welfare). Other local agencies may be involved such as the Caddo Office of Family Services.

G. Videotaping

Fire services may want to consider making the videotaping of the fire an automatic action in multiple alarm or institutional fires. The tapes could be very helpful in arson investigations and in critique and training.

III. SUMMARY

Other problem areas and needs will surely arise, but a well-trained department will be able to arrange for the resources or responses needed for the particular situation at hand. All possible conditions should be noted in departmental response guidelines. These guidelines should be bound, indexed and updated on a frequent basis.

Appendix 5 – Bomb Threats

I. GENERAL

Bomb threats must be treated as the real thing until proven otherwise, so response guidelines for a threat and an actual bomb found will be similar. Bomb threats are usually made by telephone—to switchboard operators, persons responsible for targeted facilities, news media and public safety agencies.

If someone receives the call other than the emergency service dispatcher, the person receiving the threat will probably call the dispatcher soon after receiving the call. Either way, the dispatcher’s principal focus when receiving the notification should be to gather as much information as possible. Both the response to the call and the investigative follow-up will be aided by a careful gathering of clues and facts at the earliest possible time. A guide sheet for questions to be asked of the caller is included in this section. It may be copied and distributed to persons who might receive bomb threat telephone calls.

II. RESPONSE PROCEDURES

Each fire department within Shreveport and Caddo Parish should develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken upon being notified of a bomb threat in their jurisdiction. Response actions should include step-by-step procedures for bomb disposal if an actual or suspected explosive device is discovered. Also, special care should be given to maintain the crime scene and evidence collection activities to be performed following the immediate response.

III. EMERGENCY CONTACTS

A. Shreveport Fire Department

673-6655

B. Caddo Parish Sheriff’s Office

675-2170

C. LA State Police – Troop G

741-7411

D. Barksdale Air Force Base

456-2151

IV. GUIDESHEET

The Federal Bureau of Alcohol, Tobacco and Firearms (ATF) developed the following bomb threat guide sheet. It may be copied and distributed to persons who might receive bomb threat telephone calls.

Appendix 5 – Attachment 1 – Bomb Threat Report

KEEP CALM: Do not get excited or excite others.

TIME: Call Received: _____ Terminated: _____

EXACT WORDS OF CALLER:

QUESTIONS TO ASK:

1. What time is the bomb set to explode? _____
2. Where is the bomb located? _____
3. What kind of bomb is it? _____
4. Describe the bomb: _____
5. Why do you want to kill or injure innocent people?

6. Where are you calling from? _____
7. Who are you? _____

DESCRIPTION OF VOICE:

Male _____ Child _____ Rough _____ Slow _____
Female _____ Old _____ Refined _____ Fast _____
Calm _____ Middle-Aged _____ Accent _____ Excited _____
Nervous _____ Teenager _____ Speech Impediment _____ Disguised _____
Is Voice Familiar? _____ If so, who did it sound like? _____
Any Additional Descriptions: _____

BACKGROUND NOISE:

Music _____ Traffic _____ Bells _____ Aircraft _____
Motors _____ Whistles _____ Horns _____ Machinery _____
Other: _____

ADDITIONAL INFORMATION:

1. Did Caller indicate knowledge of the facility? I so, how?
2. What line did the call come in on?
3. Did call come in on a listed or unlisted number?

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Appendix 6 – Explosions

I. GENERAL

Explosions can occur in industrial plants, public buildings, on transportation routes, and a number of other places. They can result from pressure build-up or chemical reactions. They can result from unexpected mechanical problems (such as pressure controls failing on a boiler), industrial process problems, accidents, or deliberate actions (terrorism, extortion or crime).

II. RESPONSE PROCEDURES

Each fire department within Shreveport and Caddo Parish should develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken upon being notified of an explosion in their jurisdiction. Also, special care should be given to maintain the crime scene, if appropriate, and evidence collection activities to be performed following the immediate response.

Response procedures to an explosion may include the following activities depending on the nature of the event:

A. Dispatch closest available law enforcement unit to:

1. Assess situation and report conditions and needs to dispatcher.
2. Make on-the-spot determination of possibility of unlawful activity.

B. Dispatch fire and emergency medical services as needed.

C. Dispatch specialized resources as requested by officer-in-charge on scene:

1. Public works support (street closings, heavy equipment, etc.)
2. Building inspector/structural engineer.
3. Rescue Equipment.
4. Persons knowledgeable about continued and associated risks.
- 5.

D. Associated Risks

A very important consideration is the risk after an explosion—risks to responding emergency services, victims, and surrounding structures and people.

The risk can arise from weakened structures or changed environment as a result of the explosion and from the possibility of additional explosions. These factors should control the way in which the impact of the explosion is managed.

There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency.

III. EMERGENCY CONTACTS

If it is suspected that the explosion may be due to an explosive device of some nature, emergency services should immediately contact the appropriate bomb squad coordinator for their jurisdiction. Special care should be given to maintain the crime scene, if appropriate, and evidence collection activities to be performed following the immediate response.

Mutual-aid assistance is also available from state and federal agencies and may be requested by contacting the Caddo Emergency Operations Center (EOC) at 675-2255 (24 hours).

- A. Shreveport Fire Department**
673-6655

- B. Caddo Parish Sheriff's Office**
675-2170

- C. LA State Police – Troop G**
741-7411

- D. Barksdale Air Force Base**
456-2151

- E. Federal Bureau of Investigation**
221-8439

- F. Bureau of Alcohol, Tobacco & Firearms**
676-3301

- G. Fort Polk 45th Ordnance Disposal**
Explosive Ordnance Disposal (EOD)
Emergency: 1-337-531-5505
Operations: 1-337-531-5506

Appendix 7 – Standard Operating Guidelines

Standard Operating Guidelines for departments/agencies/organizations listed in this annex will be developed by the respective agencies listed herein and kept on file in the Caddo Emergency Operations Center. Updates should be forwarded to Caddo Parish OHSEP on a routine basis.

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ANNEX E

ESF 5: EMERGENCY MANAGEMENT

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 5: Emergency Management Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor's Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-5: Emergency Management

I. PURPOSE AND SCOPE

It is the purpose of this annex to provide the crisis management team with the necessary procedures and staffing requirements to properly activate the Caddo Parish Emergency Operations Center (EOC) during disaster situations.

II. SITUATIONS AND ASSUMPTIONS

A. Situation

The Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP) is mandated to direct and control those actions needed to protect the lives and property of its residents when confronted with emergency conditions. In order to provide the most effective response to a given emergency situation, the Caddo OHSEP Director feels that all response and recovery operations should be directed from one centralized facility. The Caddo Emergency Operations Center (EOC) is the base of operations for the coordination of disaster activities in Shreveport and Caddo Parish.

B. Assumptions

Caddo Parish is vulnerable to numerous natural phenomena as well as numerous types of manmade occurrences. The operational procedures and staffing of the Caddo EOC have taken into consideration these various types and degrees of emergency conditions that could confront the parish. Planning for adequate direction and control has been made for such degrees of activation that will cope with a given magnitude of an emergency situation.

III. CONCEPT OF OPERATIONS

A. General

The EOC is the key to successful response and recovery operations. With decision-makers located together, personnel and other resources can be used more efficiently. Coordination of activities will ensure that all tasks are accomplished with little or no duplication of effort.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Caddo Parish has one primary and one alternate EOC that can be activated promptly and are both capable of operating on a continuous 24-hour basis. Maintaining the operational readiness of the primary and alternate EOCs is the responsibility of Caddo OHSEP.
- b. Caddo Parish has an alternate EOC that is activated should relocation of the primary EOC be required, and will then serve as

- the site for primary direction and control.
- c. Caddo OHSEP has completed a hazard analysis of the Caddo Parish indicating a wide variety of potential problems that could and have posed danger in the jurisdiction.
- d. All city and parish departments and outside agencies as well as personnel with emergency responsibilities in the EOC or field command have been identified and procedures have been developed to activate same. These organizations will also identify alternate operations sites that can be used, if needed.
- e. Needed resources to sustain the activated EOC and any support personnel in the field have been identified and their availability determined.
- f. Communications equipment, compatible with other departments and agencies, is kept updated and functional.
- g. Provisions will be made to protect personnel, within the jurisdiction, from exposure to hazardous substances.

2. Preparedness

- a. Caddo OHSEP develops and maintains the Caddo Emergency Operations Plan with its annexes and appendices along with operational procedures for Emergency Operations Center activation and staff duties.
- b. The Caddo EOC has appropriate space and comfort for operations, furnishings and equipment and an adequate stock of administrative supplies.
- c. The Caddo EOC has necessary maps, status boards, displays, equipment and supplies needed to conduct direction and control activities by governmental officials and emergency staff.
- d. Caddo OHSEP will review annually the Louisiana Disaster Recovery Manual to determine necessary changes to this plan or to any procedures Caddo Parish may have.
- e. Caddo OHSEP will designate a training officer that will work with appropriate parish officials to maintain the appropriate level of training for all responders in Emergency Management.
- f. Caddo OHSEP will maintain an exercise schedule for the parish.
- g. Caddo OHSEP will coordinate exercises that are determined necessary by the Director and will work with an exercise design team to design, execute and evaluate homeland security and emergency management exercises for both parishes.
- h. The Communications Room in the EOC has the necessary items and equipment needed to carry out its coordinating function (See Annex B – Communications).
- i. Adequate food and water can be obtained for the assigned staff of the Emergency Operations Centers.
- j. A preventative maintenance program is adhered to for all equipment, fixed or mobile, and regularly scheduled testing of it is

- done on a weekly basis.
- k. The Communications Room in the EOC will serve as the Message Center during all emergencies. Incoming emergency information and reports are checked for accuracy and authenticity before response capability is assessed.
 - l. The Public Information Officer releases public information and educational information after review by the Caddo OHSEP Director (See Annex N - Emergency Public Information).
 - m. The degree of activation of the EOC and its assigned staff is categorized into emergency action levels (See Basic Plan, Part III-B).

3. Response

- a. The EOCs are activated according to the degree of level of the emergency.
- b. A significant events log is begun at the onset of the emergency and maintained for the duration of the event.
- c. Emergency Operations Center staff and other emergency personnel are alerted either by pager, telephone or radio. The call-down list is kept in the EOC Communications Room.
- d. Briefing sessions are held for all EOC personnel.
- e. Communications equipment is tested with field representatives.
- f. Outside support agencies that may have to lend assistance are contacted.
- g. Initial contact is made with the public through the media if conditions warrant.
- h. Caddo OHSEP will initiate any debris clearance activities that are needed within the parish according to the parish debris plan.
- i. Using an EOC checklist for the determined emergency follows Standard Operating Guidelines (SOGs) for a particular type of emergency.
- j. All operations are coordinated through the EOC.

4. Recovery

- a. Preparations for recovery operations commence with the onset of the emergency or as soon as possible after the emergency.
- b. Data collection of logs, forms, expenditures, equipment, materials, and personnel is begun at onset. This will include any videotape or photographic evidence of the damages caused by the disaster.
- c. The Damage Assessment Officer organizes damage assessment, including the collection and reporting of appropriate data.
- d. The Emergency Operations Center and field personnel are phased down to begin deactivation.
- e. The Emergency Operations Center is brought back to its pre-emergency condition along with the emergency equipment and supplies.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The general responsibilities of each department assigned to the EOC and alternate EOC are outlined in Appendix 3 of this annex. The EOC staff and all departments and organization contact names, numbers and assignments are maintained in the EOC.

V. DIRECTION AND CONTROL

When activated for an emergency, the Caddo OHSEP Director is the manager of the EOC. The Emergency Operations Center staff is divided into four (4) groups.

A. Executive Council

This group consists of members of the Caddo-Bossier OHSEP Executive Council that are comprised of the Shreveport Mayor, Bossier City Mayor, Caddo Parish Commission President, Bossier Parish Police Jury President and the Caddo- Bossier OHSEP Director. This group is responsible for policy matters and the overall direction of disaster recovery efforts. This includes the basic plan of action and the overall coordination of resources and equipment to carry out the plan. Since the verification of emergency information is critical to the productive deployment of resources, this group is also responsible for authenticating and acknowledging reports.

B. Operations Group

The operations group and their field staff are responsible for carrying out response activities. They are responsible for conducting emergency operations throughout Shreveport and Caddo Parish.

C. Communications Group

This group is responsible for the manning of telephones and radio equipment in the EOC. The Caddo OHSEP Communications Officer directs the activities of the communications personnel in the Emergency Operations Center.

D. Support Group

This section includes those individuals or agencies that lend support to the emergency management effort.

Also provided under this section is the coordinator of volunteers who organizes, manages, coordinates and channels the donations and services of individual citizens, and organized groups of volunteers during emergency situations.

VI. CONTINUITY OF GOVERNMENT

During most large-scale emergencies, the EOC will become the center of local government control. It will be from this facility that all major emergency related decisions will be made.

Lines of succession for Caddo OHSEP have been established and are presented in

the basic plan. Lines of succession for departmental personnel will be according to departmental standard operating guidelines.

VII. ADMINISTRATION AND LOGISTICS

A. EMERGENCY OPERATIONS CENTER

1. Primary Emergency Operations Center

Caddo EOC:

Caddo E-911 Building
1144 Texas Avenue
Shreveport
675-2255 (24 Hours)

2. Alternate Emergency Operations Center

a. Location:

Caddo Parish Sheriff's Office
4910 North Market
Shreveport

- b. The Alternate EOC is activated when relocation of the primary EOC is required, and will serve as the site for primary direction and control.
- c. When relocating, the staff and necessary supplies at the primary EOC will be transported to the alternate site.
- d. Since communication capabilities exist at the alternate site, the Homeland Security and Emergency Preparedness Director will maintain radio contact with both sites while he is en route to the alternate site.

1. Forward Command Post

Depending upon the type of emergency, it may become necessary for Caddo OHSEP to establish an at-the-scene Command Post or be a part of one already established by the agency in charge of the incident. The "Incident Commander" is responsible for on-scene management.

B. DEPARTMENTAL RELOCATION

An alternate site for each city and/or parish department needing relocation is listed in that department's Standard Operating Guidelines (SOGs). These departmental SOGs should be maintained by the corresponding department's director or his/her designated staff member who is custodian of the SOG.

C. REPORTS AND RECORDS

The need for various forms listed will vary with the type and magnitude of each incident.

1. **Message Form**
All requests for assistance and general messages are received and transmitted on this form.
2. **Message Log**
All messages taken or given out by each member of the EOC staff are recorded in chronological order. Each staff member is responsible for maintaining a log of his activities.
3. **Incident Report**
Summary of event in condensed form.
4. **Field Status Report**
Conditions being reported from the field.
5. **Shreveport or Caddo Parish Declaration of Emergency**
A declaration proclaiming a local State of Emergency exists.
6. **Disaster notification, disaster documentation and Presidential Disaster Declaration**
Federal forms needed for disaster assistance.
7. **Security Log**
A record of all persons entering and exiting the Emergency Operations Center.
8. **Other**
Multitudes of inter-parish forms are used depending on the type of emergency. Such forms are not included in this annex.

D. SECURITY

A security officer will be stationed at the main entrance of the Emergency Operations Center and is responsible for maintaining the security log. Visitors are not allowed access to any other section of the building without clearance from the Caddo OHSEP Director or Deputy Director.

E. MEDIA

Media personnel will be briefed in a designated area adjacent to the EOC. The Caddo EOC news media briefing area is the E-911 Conference Room. Scheduled news conferences will be held within the conference room at regular intervals. Media personnel will be permitted to enter the EOC in small groups when accompanied by the Caddo OHSEP Director or Public Information Officer.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Deputy Director will be responsible for the development and

implementation of this annex. He will maintain same through periodic review, testing and updating. He will instruct all Emergency Operating Center staff in the contents and use of this annex. The Homeland Security and Emergency Preparedness Director is the custodian of the Emergency Operations Center/Direction and Control Standard Operating Procedures.

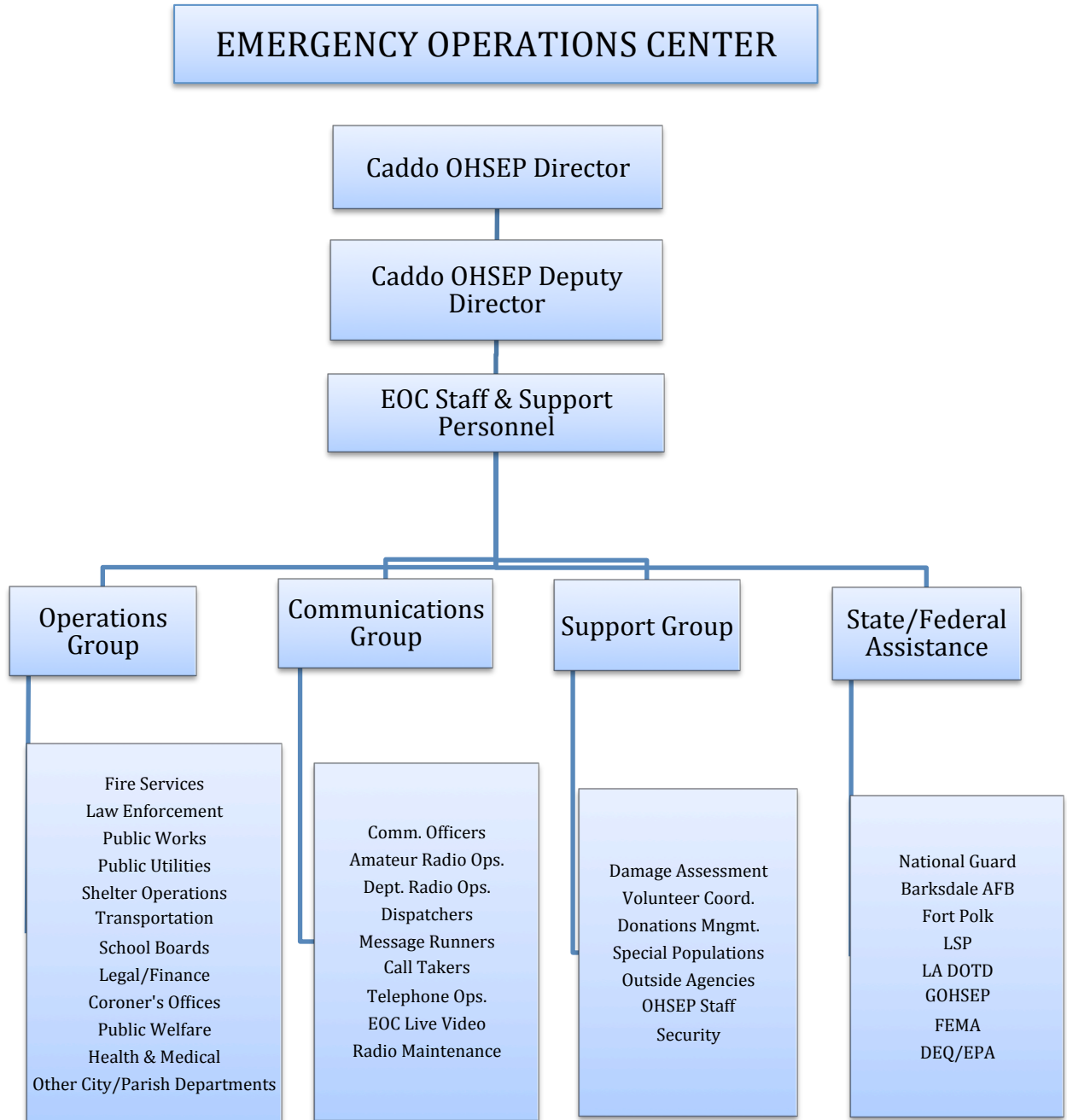
IX. AUTHORITIES AND REFERENCES

See Basic Plan.

X. APPENDICES TO ANNEX E

1. Organizational Chart
2. EOC Guidelines
3. EOC Activation Roster
4. EOC Logistics

Appendix 1 – Organizational Chart



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Appendix 2 – EOC Guidelines

I. GENERAL

The Emergency Operations Center (EOC) is the nerve center of the emergency response effort. The EOC is the place where the elected and appointed officials of local government work together to overcome the impact of the disaster or major emergency. As decisions need to be made concerning policy or allocation of resources, the responsibility belongs to those who will be found in the EOC. Ideally, there is a constant flow of information from the field into the EOC so the responsible officials will be as knowledgeable as possible when they make their decisions. This information can be collected through the use of radios, personal contacts, telephone calls, videotape or live video broadcast from the scene. An important part of the operating philosophy should be that information is to be fed directly to the EOC on a regular basis.

II. EOC STAFF

The EOC will be most effective if the local governments' top leadership constitutes the EOC staff. This means the Mayor and/or Parish President, police chief and/or sheriff, fire chief, public works, public utilities, public transportation, streets and highway departments, public buildings directors, health units, city/parish attorneys, finance directors, and others of this level that constitute the EOC staff. In their absence, the administrative assistants, deputy chiefs, and other designated representatives should report to the EOC to participate in the command decisions concerning the management of the overall emergency. The EOC staff membership should respond to the EOC and not to the field in major emergencies.

Coordination between local government departments and non-governmental entities is crucial in many kinds of disasters. For this reason, various non-governmental officials should be asked to become part of the EOC staff when appropriate.

Examples of such people are key management representatives of public schools, electric utility, natural gas utility, telephone company, Red Cross, Salvation Army, amateur radio club, civic groups, clergy and crisis counselors, and other agencies involved with disaster support work in the community.

The EOC team membership may vary, depending on the nature, scope and intensity of the disaster. All active resources and responders should be involved directly or indirectly in the EOC. Indirect involvement, with representation through someone else but not actually present in the EOC, might be appropriate in some instances. Each situation will serve as the basis for determining who should be involved in the EOC.

III. EOC ACTIVATION

In some situations, such as a flash flooding or severe storm watch, the EOC might be activated only on a limited basis.

The **EOC Activation Manual**, located at the Caddo EOC, details who will be mobilized as part of a skeleton crew, who will be called in when conditions worsen, and who will make the decision for higher levels of EOC activation.

While every major emergency and disaster is different, the following EOC activation guidelines are listed as examples only. EOC activation will be evaluated on a case-by-case basis or when formally requested by the Caddo Parish OHSEP Director or department heads/chiefs with local emergency services.

<u>EMERGENCY/DISASTER</u>	<u>EOC ACTIVATION/STAFFING</u>
Severe Storm Watch	Monitor Only/OHSEP Staff
Severe Storm Warning	Skeleton Crew/OHSEP Staff
Tornado Watch	Monitor Only/OHSEP Staff
Tornado Warning Approaching Caddo	Skeleton Crew/OHSEP Staff
Tornado Warning in Populated Area	Full Activation/EOC Staff
Major Auto Accident (Mass Casualties)	Varies with Seriousness
Hazardous Materials Incident	Varies with Seriousness
Flood Watch	Monitor Only/OHSEP Staff
Flash Flood Warning	Skeleton Crew/OHSEP Staff
Flooding Reaches Certain Point (Predetermined)	Full Activation/EOC Staff
Bomb Threat	Varies with Seriousness
Evacuation (Limited Temporary)	Monitor Only/OHSEP Staff
Evacuation (Major Prolonged)	Full Activation/EOC Staff
Hurricane Evacuees/Sheltering	Varies with Seriousness
Major Fire	Varies with Seriousness
Aircraft Crash (Commercial)	Full Activation/EOC Staff
Ice Storm	Varies with Seriousness
Terrorist Threat	Monitor Only/OHSEP Staff
Terrorist Attack	Full Activation/EOC Staff

In addition to a predetermined understanding of who will staff the EOC under various circumstances, the **EOC Activation Manual** (under separate cover) contains instructions to contact the people concerned to mobilize them. An EOC activation checklist is included in the manual. The manual also indicates whether the EOC should be activated, by whom and at what point.

There may be a number of situations when there will be a need to activate the EOC for some emergency that does not have a response guideline listed in the EOC Activation Manual. EOC activation can be requested for any number of possible scenarios by simply contacting Caddo OHSEP at their 24-hour number (675-2255). Department heads/chiefs with local emergency services can authorize EOC activation. The EOC staff should respond when a member of the local emergency services team perceives the situation to be serious enough that he feels the EOC activation would be helpful.

In addition to the EOC staff, support personnel will also need to be mobilized to enable EOC decision-makers to function efficiently. Support staff includes amateur radio operators, call takers, message runners and administrative personnel.

Smooth management of the EOC is essential. Although the chief executive of the affected jurisdiction is in charge and has the ultimate responsibility, the administrative management of the EOC is placed with the Caddo Office of Homeland Security and Emergency Preparedness (OHSEP). Caddo OHSEP maintains EOC operational items such as use of message forms, record-keeping procedures, use of telephones and radios, activation of warning equipment and presentation of composite information on status boards, computers and video imagery.

IV. DRILLS AND EXERCISES

Caddo OHSEP will coordinate periodic EOC drills and exercises. These types of training events are a good way to train and evaluate EOC staff members through simple and complex mock disaster scenarios. In addition, the EOC will be fully activated each year as part of the annual Caddo Community Disaster Drill. This full-scale disaster drill, the largest in the nation, annually tests local emergency response to various types of disasters that could affect the local area.

V. EOC ACCESS AND SECURITY

The EOC must be restricted in order to enable EOC team members to function efficiently and to protect the information that is compiled there. There should not be news media representatives, the general public, or other unauthorized personnel wandering around while the EOC staff is trying to coordinate emergency activities. When the EOC is activated, Caddo OHSEP will request a law enforcement officer report to the EOC entrance to limited access to authorized personnel only. An EOC log sheet and list of authorized personnel will be provided to the security officer.

VI. ALTERNATE EOC

If the Caddo EOC is threatened or damaged by the disaster, EOC staff will relocate to the Alternate EOC.

VII. EOC ACTIVATION MANUAL

The EOC Activation Manual located at the Caddo EOC, detail guidelines to follow for various types of emergencies/disasters that threaten Caddo Parish. The manual contains activation procedures, call-out lists and the appropriate forms to follow for disaster declarations. Each EOC staff member should be familiar with the EOC Activation Manual and their own roles and procedures as part of the EOC team.

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Appendix 3 – EOC Activation Roster

ACTIVATE EOC

Caddo EOC

1144 Texas Avenue
Shreveport, LA 71101
675-2255

Alert the following appropriate individuals/departments

Record date and time alerted for each individual (mm/dd/yyyy hh:mm)

Caddo OHSEP

_____ Director
_____ Deputy Director
_____ Homeland Security Manager
_____ Field Operations Manager

_____ Caddo Parish Sheriff
_____ Caddo Parish Commission President
_____ Mayor of Shreveport

Fire Services

_____ Shreveport Fire Chief
_____ Caddo Parish Fire Districts representative

Law Enforcement

_____ Shreveport Police Chief
_____ Caddo Parish Sheriff representative

Notify the following departments as appropriate

Record date and time alerted for each agency (mm/dd/yyyy hh:mm)

Hospitals

_____ Region 7 Hospitals Coordinator
_____ Christus Schumpert Highland
_____ North Caddo Memorial Hospital
_____ Overton Brooks VA Medical Center
_____ University Health
_____ Willis-Knighton Medical Center
_____ Willis-Knighton Pierremont
_____ Willis-Knighton South Medical Center

Public Works Department

_____ Shreveport Public Works

_____ Caddo Parish Public Works
_____ LA DOTD

Public and Private Utilities

_____ Shreveport Water and Sewer Department
_____ Reliant/ArkLa Gas Company
_____ AEP SWEPCO
_____ ATT/Bellsouth

Parish Departments

_____ Caddo Parish Health Unit
_____ Caddo Parish School Board
_____ Caddo Parish Coroner

State/Federal Agencies

_____ Governor’s Office of Homeland Security and Emergency Preparedness
_____ Barksdale Air Force Base – Readiness

Non-Profits

_____ American Red Cross – NW LA Chapter
_____ Salvation Army
_____ NW LA VOAD

Airports

_____ Downtown Airport
_____ Shreveport Regional Airport
_____ Airport Authority

Building Departments

_____ Shreveport Buildings
_____ Caddo Parish Buildings

Other Departments (as needed)

_____ Broadcast Media
_____ Print Media
_____ SPORTRAN
_____ Lifeshare Blood Center

Appendix 4 – EOC Logistics

- _____ Prepare EOC Operations Room
(provide stationary supplies, ensure all EOC equipment are working properly)
- _____ Create WebEOC Event
- _____ Initiate all software relevant to incident
(WebEOC, Virtual Louisiana, Hurrevac, etc.)
- _____ OHSEP Director assigned OHSEP Staff shifts
- _____ OHSEP Director or his designee briefs EOC Staff
(At onset of activation and at each shift change)
- _____ Complete Parish Disaster Declaration
(Fax to GOHSEP Ops at 225-922-1400)
- _____ Develop Incident Action Plan
- _____ Maintain documentation and expenses throughout duration of event
- _____ Prepare public information release and establish schedule with media

ANNEX F

ESF 6: MASS CARE, HOUSING, AND HUMAN SERVICES

PROMULGATION STATEMENT

Transmitted herewith is the ESF – 6: Mass Care, Housing and Human Services Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-6: Mass Care, Housing, and Human Services

I. PURPOSE AND SCOPE

ESF 6 provides Mass Care, including Shelter, Mass Feeding and Housing and Human services support for victims of natural and technological emergencies and disasters:

Mass Care

1. Mass Care will provide shelter during the emergency period and immediately following the disaster, in which victims are housed as a result of evacuation or, on a limited basis, pending repair of dwellings or assignment and movement into temporary housing. Emergency shelter is not intended for prolonged periods of occupancy due to the emergency nature of the activity and the requirements for mass feeding, bedding and adequate sanitary facilities. Shelter will include the mass feeding of victims and emergency workers through a combination of fixed sites, mobile feeding units and bulk distribution of food.
2. Mass Care will coordinate with the Caddo Parish Health Unit and other medical agencies to ensure the provision of emergency first aid for victims and emergency workers at shelters and designated sites, and referral to appropriate medical facilities.
3. Mass Care will collect and provide information about individuals in the emergency area through a Disaster Welfare Information system. Such information will be used to aid reunion of families and individuals separated by the emergency or disaster.
4. Housing activities will provide for short and long-term housing needs of emergency and disaster victims. Housing activities may include rental assistance, temporary housing, loans for house repair and/or replacement of primary residences.
5. Human services include all government and relief organization actions to provide immediate assistance to victims of emergencies and disasters. It will include the provision and expedited processing of federal benefits claims, such as Social Security, disaster unemployment assistance, Veterans benefits and tax refunds.
6. Human services may include, as appropriate, crisis counseling and supportive mental health services and such commodities as water, ice and other basic needs.

II. SITUATIONS AND ASSUMPTIONS

A. Situation

1. Caddo Parish is continually exposed to potential disasters that are capable of destroying the property of individuals, their means of making a living and the physical environment that makes modern society workable. Emergency public welfare services are critical to relieving suffering and

making the basic necessities of life available to persons affected by such disasters. To ensure that these services can be made available quickly and effectively, plans must be made and an organization maintained which can respond quickly to these disasters.

2. Caddo Parish could experience disaster conditions that would require emergency sheltering of evacuees.
3. Disaster conditions requiring sheltering could be brought on by natural phenomena such as floods, tornadoes, fires, severe winter storms, or any combination thereof.
4. Other occurrences that could necessitate sheltering would be a hurricane approaching the Louisiana Gulf Coast, hazardous material incident, terrorist attack or war related emergency.

B. Assumptions

1. Caddo Parish will continue to be exposed to potential disasters.
2. Public Shelters will be open, manned and usable during periods of emergencies.
3. The coordination of emergency welfare services will be required to respond to these disasters.
4. Experience has shown that under local emergency conditions, a high percentage (50 percent or more) of evacuees will seek shelter with friends, relatives, or hotel/motels rather than go to established shelters.
5. Facilities will be designated for lodging institutionalized and “special needs” groups.
6. The shelter concept will reduce the number of casualties resulting from a disaster situation.
7. Emergency welfare services can be of significant assistance to the people of Caddo Parish in preventing or reducing disaster related losses.
8. People who would not normally be clients of the local social service agency will require some form of public assistance under emergency conditions.
9. The most effective and adequate response is through planning efforts.
10. Volunteer groups, such as the Red Cross and Salvation Army, will render assistance during emergency situations.

III. CONCEPT OF OPERATIONS

A. General

1. The Caddo Parish Shelter Program is a combination of methods that can be utilized to afford the best available public protections.

The Louisiana Department of Children and Family Services (DCFS), as the welfare arm of the government, will assume its responsibilities in coordination with other emergency-oriented activities. DCFS provides overall direction, planning and policy guidance. Caddo Parish OHSEP

works with DCFS in Shreveport to develop specific requirements and details for implementing the emergency welfare plan for Caddo Parish. Major functions are related to Public Assistance Programs, Food Stamp and Medical Assistance Programs, Child Support and establishment of Paternity Programs, and other disability and eligibility programs.

2. All shelter locations are determined by conditions such as elevation, proximity of an incident to a shelter and the best available protection.
3. Where practical public buildings, religious institutions and public, private, and parochial schools will be used as shelters.
4. The primary mode of transportation to shelter will be by private vehicle. Parking will be available in the vicinity of the shelters. Emergency transportation will be provided where necessary.
5. The local American Red Cross chapter will operate and be responsible for shelter facilities during disaster situations. Nationally, the Red Cross has been designated as the agency to operate shelter facilities during national emergencies. The Red Cross will coordinate shelter operations with Caddo Parish OHSEP.
6. Other public or non-profit organizations in the Caddo area may open shelters in conjunction with or independent of the local Red Cross chapter. These organizations include the Salvation Army, churches, private or parochial schools or local service organizations. Note: All public or non-profit organizations opening public shelters should coordinate their activities with Caddo Parish OHSEP.
7. For sudden, fast-escalated emergency situations, Caddo Parish Schools will be used as Reception or "Staging Areas" for evacuees until the American Red Cross can supplement resources with the opening of their designated shelters.
8. In the unlikely event of a war-related emergency or terrorist attack, Caddo Parish has been designated as a high-risk area. Residents will evacuate the high-risk area(s) to designated host areas.

B. Phases of Emergency Management

1. **Mitigation (Prevention)**
 - a. Conduct a hazard analysis of Caddo Parish.
 - b. Determine requirements for adequate sheltering.
 - c. Compare shelter locations with potential hazards and disaster conditions.
 - d. Determine location for best available use as shelters. Survey sites for capacities, facilities (feeding, restrooms, showers, etc.) and power sources.
 - e. Prepare resource lists identifying agencies, personnel, resources and physical facilities. Develop agreements to grant access to facilities and availability of staff during emergencies.
 - f. Coordinate activities with Caddo Parish OHSEP.

- g. Train personnel in emergency procedures.
- h. Plan shelter services to be provided in an emergency situation.
- i. Plan coordination with other services.

2. Preparedness

- a. Update and review shelter resource lists.
- b. Verify availability of shelter personnel and insure names and phone numbers are updated at least annually.
- c. Notify persons and organizations identified in shelter resource list about possible need for services and facilities.
- d. Prepare plans and standard operating guidelines (SOGs) for shelters.
- e. Arrange training programs for shelter managers' staff and support personnel.
- f. Prepare signs to mark shelters.
- g. Prepare shelter management kits.
- h. Stockpile shelter supplies.
- i. Survey shelters to determine which ones can accommodate ill, injured, handicapped, or other institutionalized people. Coordinate with local institutions and service organizations to get an estimate of the number of spaces as needed, then match numbers, as far as possible, to existing shelters. If shelter spaces are inadequate, have additional facilities added to shelter list.
- j. Upon receipt of information of any pending disaster or emergency threatening the lives or welfare of the people, DCFS will review existing contingency plans for emergency welfare services, anticipate probable extent of human needs, and notify officials of related public and private welfare agencies.

3. Response

- a. At the onset of any emergency that may require public sheltering, the initial activities shall include locating designated shelters as well as staging areas within the proximity of the incident.
- b. Shelters will be selected according to:
 - i. Hazard/vulnerability analysis considerations.
 - ii. Locations in relation to evacuation routes.
 - iii. Services available in facilities.
- c. Open and staff shelters, as needed.
- d. Coordinate with Emergency Operations Center (EOC) to ensure that communications are established, routes to shelters are clearly marked, and appropriate traffic control systems are established.
- e. Distribute shelter kits and supplies.
- f. Complete shelter stocking for necessary items.
- g. Display shelter identifying markers and signs at shelter locations.
- h. Make public announcements about shelter availability and locations.

- i. Prepare to receive evacuees and provide for their health and welfare.
- j. Maintain records of financial expenditures and shelter supply use.
- k. Upon notification that an emergency or disaster has occurred, the DCFS will activate the emergency plan to include:
 - i. Situation analysis.
 - ii. Mobilization of resources.
 - iii. Coordination of all welfare services provided by public and private welfare or welfare-related agencies and VOAD.
 - iv. Carry out these responsibilities in close cooperation with the Emergency Operations Center (EOC).

4. Recovery

- a. Keep shelters open as long as necessary.
- b. Arrange for return of evacuees to homes or for transportation to long-term shelters, if necessary.
- c. Deactivate unnecessary shelters.
- d. Clean and return shelters to original condition and negotiate reimbursement for any damages.
- e. Assess social service needs of victims.
- f. Coordinate various available social services.
- g. Inform public of social service availability, including state, federal and private assistance.
- h. Continue welfare assistance to the eligible needy as circumstance dictates and current policies allow.
- i. Assist in centers for granting relief to victims of emergencies.

C. Execution

The method and scope of response will depend on the extent of human needs created by the disaster as well as the condition under which services can be delivered. DCFS in Caddo Parish will respond immediately to meet human needs caused by a natural or manmade disaster

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies. The task assignments detailed below are extensive, but certainly not exhaustive. Items may be added or deleted as deemed necessary at the time of the particular emergency.

A. General Organization

- 1. The Louisiana Department of Children and Family Services (DCFS) establishes policies, procedures, and provides guidance to the Parish Agency in order to develop and maintain statewide capability of service delivery to meet human needs caused by a disaster. The Office of Family Support is organized with an inherent response oriented capability as the

- welfare arm of the local government.
2. The organizational structure of Emergency Welfare Services of Caddo Parish is found in Appendix 1.
 3. Key positions for emergency operations in Caddo Parish have been established to assure the administration of emergency welfare services and for the efficient use of staff during a disaster. The key positions are the Director and his or her alternates who may administer emergency welfare services from an On-Site Center or the Office of Family Support.
 4. In any disaster or emergency, it is the responsibility of Caddo Parish OHSEP and DCFS to coordinate all welfare assistance and services to individuals and families administered by public and private welfare or welfare-related agencies, and civic and church groups to fully use all public and private welfare resources within Caddo and Parish; and to assure the availability of welfare assistance and services to victims of any disaster or emergency.

B. Assignment of Responsibilities

1. **Caddo Parish Office of Homeland Security and Emergency Preparedness**

- a. Contact the American Red Cross (NW LA Chapter) if public shelter operations are necessary.
- b. Coordinate shelter activities through the Emergency Operations Center.
- c. Provide communications capability between shelter(s) and the Emergency Operations Center by way of amateur radio volunteers.
- d. Provide public information regarding shelter locations and transportation routes.
- e. Arrange for public transportation to shelters if necessary.
- f. Provide periodic briefings to EOC staff regarding shelter operations.
- g. Assemble a team of representatives from involved organizations to develop the emergency public welfare annex.
- h. Designate a DCFS representative to serve as the Social Services Coordinator In the Emergency Operations Center (EOC).
- i. Maintain the Caddo Emergency Operations Plan.

2. **American Red Cross (NW LA Chapter)**

- a. Identify shelter sites.
- b. Oversee shelter activities.
- c. Survey shelters.
- d. Develop agreements for shelter use.
- e. Provide proper shelter markings.
- f. Provide for crisis marking of unmarked shelters.
- g. Ensure training of shelter managers and support personnel.
- h. Provide shelter management kits and supplies.
- i. Establish public information and education programs.

- j. Activate and deactivate shelters, as needed.
- k. Manage reception and care activities, to include registration, staffing, lodging, feeding, processing evacuee information, etc.
- l. Arrange with local health, mental health and social service agencies to provide support personnel.
- m. Develop a policy concerning pet care at shelter facilities.
- n. Develop a shelter operations organization chart.
- o. Provide individual and family support services at shelter sites.
- p. Provide for crisis counseling to disaster victims.
- q. Coordinate shelter use including meals.
- r. Maintain shelter log and evacuee inventory.

3. Shelter Coordinator (American Red Cross)

- a. Coordinate with DCFS concerning social services assistance in public shelters.
- b. Include DCFS workers in all shelter training and exercises.

4. Law Enforcement

- a. Provide security at designated shelters as well as at reception/staging areas and lodging and feeding centers.
- b. Provide traffic control during movement to shelters.
- c. Provide alternate communications between shelters and EOC through mobile units, if necessary.

5. Fire Services

- a. Periodically survey shelter sites for fire safety.
- b. Assist with emergency medical problems at shelters including emergency transportation to area hospitals.
- c. Provide fire suppression for shelters, if necessary.

6. Military Units

- a. Deliver emergency water supplies as needed.
- b. Assist with emergency transportation, as needed.
- c. Inform EOC team of shelter availability on military properties.
- d. Coordinate use of shelter facilities on military properties.

7. Public Works/Utilities

- a. Inspect shelter sites for serviceability.
- b. Maintain water supplies and sanitary facilities at shelter sites during duration of emergency.

8. Code Enforcement

- a. Inspect structural capabilities of designated shelters.

9. Department of Children and Family Services

- a. Develop a roster of essential employees who must be available

- during emergencies.
- b. Develop plans for the security of essential employees' families.
- c. Develop plans for the security of agency files.
- d. Coordinate all emergency social services plans with the Caddo Parish Office of Homeland Security and Emergency Preparedness and with appropriate state and federal agencies.
- e. Develop emergency aid agreements with volunteer social service agencies.
- f. Coordinate with volunteer agencies for the distribution of donated food and clothing to disaster victims.
- g. Ensure that DCFS staff is available to assist at shelter sites.
- h. Ensure that agency clients have access to evacuation transportation.
- i. Ensure that adequate supplies are available for all shelter sites.
- j. Maintain communication with volunteer social services providers.
- k. Establish an emergency training program for staff and exercise this program regularly.
- l. Assist in disaster assistance centers, as necessary.

10. Evacuation Coordinator (Caddo Parish OHSEP)

- a. Coordinate with the Caddo Parish Sheriff's Office, Shreveport Police Department and Louisiana State Police during evacuation movements.
- b. Work with DHH/OPH and the Caddo Parish Council on Aging to develop a roster of persons in the area who will require special assistance under evacuation conditions.

V. DIRECTION AND CONTROL

- 1. All shelter activities will be coordinated through the Emergency Operations Center.
- 2. Shelter managers will be responsible for the operation of their individual shelters.
- 3. Shelter plans and procedures will be developed by the American Red Cross to meet specific contingencies.
- 4. All local departments and agencies will support shelter operations, as needed.
- 5. Staff from supporting agencies will work under the operational control of the shelter coordinator.
- 6. This section provides guidance to the emergency preparedness and office of family support for overall management of the annex. Issues considered here include:
 - a. The Director of DCFS is a member of the EOC team and is responsible for coordinating all emergency social services activities.
 - b. All departments and agencies providing direct social services or related activities under emergency conditions will retain operational control of their staff and facilities. They must

- c. coordinate their activities through the DCFS coordinator.
- c. DCFS will develop pertinent contingency social service procedures as appendices to this annex.
- 7. During times of emergency, DCFS may:
 - a. Designate staff members to represent their department at the EOC.
 - b. Assign staff to provide emergency welfare resources available to victims.
 - c. Continue to operate from DCFS.

VI. CONTINUITY OF GOVERNMENT

Each department according to the standard operating guidelines establishes lines of succession to each department head.

Lines of succession for emergency public welfare activities at DCFS are established by departmental policy.

VII. ADMINISTRATION AND LOGISTICS

1. Shelter Management

Shelters will be operated in accordance with American Red Cross management procedures. The American Red Cross (NW LA Chapter) will provide shelter management training on a regular basis.

2. Records And Reports

Registration forms are used to record information about evacuees. The Shelter Managers will periodically report to the Emergency Operations Center and report the condition and numbers of people in each shelter.

3. Communications

The telephone will be the primary means of communication to each shelter. When telephones cannot be used, emergency services two-way communications along with amateur radio operators will be used.

4. Shelter Stocking

Shelters will be stocked with appropriate supplies to include food, water and sanitary facilities, clothing, bedding and other supplies as needed.

5. Shelter Marking

Signs identifying public shelters will be prepared for each designated shelter. In the event that a crisis requires the use of additional shelters, expedient signs will be made and posted at each shelter location.

6. Social Services

Public social services are needed during emergencies. The Department of Children and Family Services should ensure that activities are administered in an orderly, efficient manner.

7. DCFS Programs

During a disaster, DCFS assists families with needed assistance programs through D-SNAP. This program is entirely different from the regular Supplemental Nutrition Assistance Program (SNAP).

8. Available Shelters

The American Red Cross (NW LA Chapter) maintains a current list of available shelters, which may be required in an emergency and/or disaster.

9. Delivery of Assistance

Delivery of assistance will be made through DCFS in conformity with established policies and procedures of the Emergency Welfare Services Program. DCFS will provide technical assistance, manpower and supplies to support Caddo Parish operations as appropriate. Support agencies will provide essential logistics to assure their designated emergency functions.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

Caddo Parish OHSEP along with the Red Cross and DCFS in Caddo Parish will assume the primary responsibility for this annex and develop appropriate procedures to implement it. This annex will be annually reviewed and maintained by Caddo Parish OHSEP, Red Cross and DCFS.

IX. AUTHORITY AND REFERENCES

American Red Cross. Statement of Understanding between the Federal Emergency Management Agency (FEMA) and the American Red Cross. ARC 2267. Washington: American Red Cross, 1982.

Federal Emergency Management Agency. Disaster Operations-A Handbook for Local Governments. CPG 1-6. Washington: FEMA, 1981.

Federal Emergency Management Agency. Emergency Shelter. L-91. Washington: FEMA, 1978.

Federal Emergency Management Agency. Shelter Management Handbook. P&P8. Washington: FEMA, 1981.

Also, see Basic Plan.

X. APPENDICES TO ANNEX F

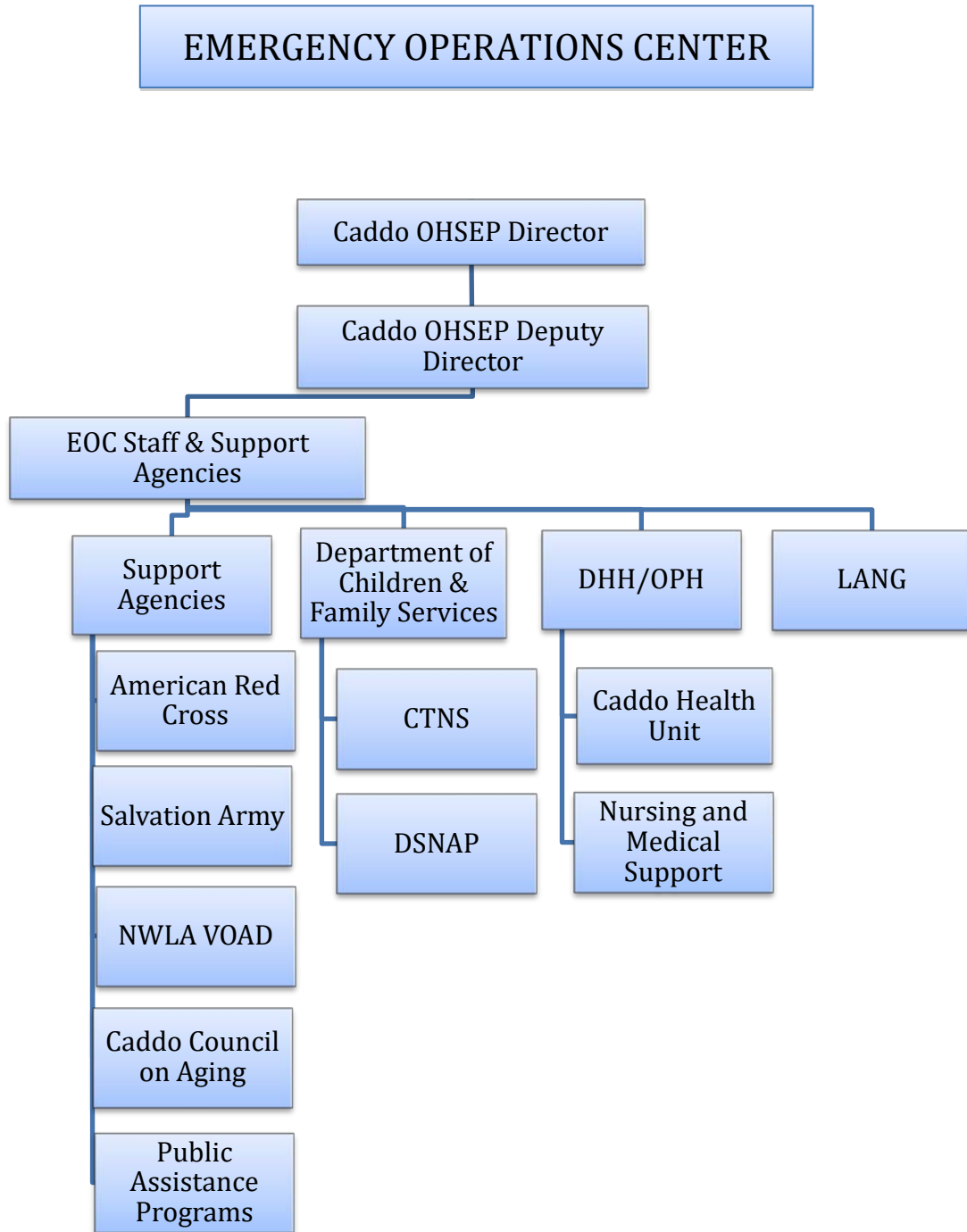
1. Organizational Chart

2. Shelter Locations and Information Points

3. Emergency Shelter Plan

4. **Critical Transportation Needs Shelter Plan**
5. **Special Needs Evacuation and Shelter Plan**
6. **Sheltering of Animals**
7. **Standard Operating Guidelines**
8. **Donations Management**

Appendix 1 – Organizational Charts



Appendix 2 – Shelter Locations

Any one or combination of the following locations can be utilized for public shelter in the event of a local evacuation. The shelter sites may also be utilized for hosting evacuees from the Louisiana Gulf Coast region in the event of a hurricane. The American Red Cross may designate additional locations for shelters if required to meet the immediate needs of the public during a major emergency. (Note: Emergency and after-hour contact telephone numbers for shelter sites are kept on file at the American Red Cross office).

I. CADDO PARISH SHELTER SITES

- A. The following **General Population Shelters** are run by the American Red Cross in the event of a hurricane evacuation of south Louisiana. These shelters may also be used for local evacuation, if needed, and as determined necessary by the type and scale of the local disaster.
1. LSUS Shreveport
750-800 capacity
One University Place
Shreveport, LA 71115
797-5000
 2. Southern University
600 capacity
3050 Dr. Martin Luther King Dr.
Shreveport, LA 71107
670-6000
- B. Critical Transportation Needs Shelters (CTNS) will only be opened in the event of a hurricane evacuation of south Louisiana. All wrap-around services for CTNS are provided by DCFS. Louisiana State Police provides security for the shelters. Medical Reserve Corps trailers are pre-staged at both locations. The shelters are listed in the order that they would be opened.
1. Jewella
2,400 capacity
8810 Jewella Avenue
Shreveport, LA 71108
 2. Westpark
1,500 capacity
Atkinson Drive
Shreveport, LA 71129
- C. A city-run shelter can be opened at Riverview Hall with a capacity for 500

people. Shreveport Police Department would be responsible for security. Red Cross would provide cots and possibly feeding. The shelter would be for both General Population and CTN.

- D. The Medical Special Needs Shelter is located in Bossier Parish at the Bossier City Civic Center with a capacity of 200.
- E. The Pet Shelter for CTNS and GP would be located in Bossier Parish at the Louisiana Department of Agriculture and Forestry facility in Haughton.
- F. The Sex Offender Shelter would be located in Claiborne Parish at the Wade Correctional Center in Homer with a capacity of 120.

II. HOTELS/MOTELS

NOTE: The following is a list of lodging accommodations that the public may choose to stay at as an alternative to public shelters. All expenses incurred at the following facilities are the responsibility of the individual.

The Remington Suite Hotel and Spa
220 Travis Street

Hilton Shreveport
104 Market Street

Sam's Town Hotel and Casino
315 Clyde Fant Parkway

Best Western Chateau Suite Hotel
201 Lake Street

Fairfield Place
2221 Fairfield Avenue

Shreveport Travelodge
2134 Greenwood Road

Sleep Inn & Suites Medical Center
3215 Samford Avenue

Wyndham Garden Shreveport
1419 E. 70th Street

Ramada Shreveport
5101 Westwood Park Drive

Super 8 Shreveport

4911 Monkhouse Drive

Residence Inn
4910 W. Monkhouse Drive

Days Inn Shreveport Airport
4935 West Monkhouse Drive

Baymont Inn and Suites Shreveport Airport
5101 Monkhouse Drive

Studio 6 Shreveport
5020 Hollywood Avenue

Quality Inn Shreveport
5402 Interstate Drive

Merryton Inn
5204 Monkhouse Drive

Hampton Inn Shreveport Airport
5226 Monkhouse Drive

Holiday Inn Express & Suites West
5420 Interstate Drive

MoonRider Inn & Suites
5215 Monkhouse Drive

Hampton Inn and Suites Shreveport/South
8340 Millicent Way

Holiday Inn Express & Suites Shreveport South Park Plaza
8751 Park Plaza

Holiday Inn Shreveport Airport West
5555 Financial Plz

Homewood Suites Shreveport
5485 Financial Plaza

Hilton Garden Inn Shreveport
5971 Financial Plaza

Courtyard by Marriott Shreveport Airport
6001 Financial Plaza

Howard Johnson Shreveport
5715 Raspberry Ln

La Quinta Inn and Suites Shreveport
6700 Financial Cir

Comfort Suites Shreveport
6715 Financial Circle

Comfort Inn Shreveport
9420 Healthplex Drive

Fairfield Inn by Marriott Shreveport
6245 W Port Avenue

Sleep Inn and Suites Shreveport
6720 Klug Pines Rd I-20 Exit 10 Pines Rd

Motel 6 Shreveport
7296 Greenwood Rd

Country Inn Motel Vivian
1032 South Pine Street

Appendix 3 – Emergency Shelter Plan

PUBLIC SHELTER

CADDO PARISH OHSEP: 675-2255 (24 Hours)

AMERICAN RED CROSS: 865-9545 (24 Hours)
Primary Public Shelter Operations

LA DCFS: 676-7323
Shelter Support

I. GENERAL

The responsibility for shelter management rests with the local American Red Cross (NW LA Chapter). The American Red Cross has traditionally been assigned responsibility for shelter management in time of disaster. The organization and their personnel – both paid and volunteer – are trained, equipped and prepared to fulfill the shelter responsibility.

When faced with a need to shelter evacuees, local government officials must decide whether or not to open shelters. The American Red Cross must decide which shelters should be opened. Close coordination between emergency services, Caddo OHSEP and the American Red Cross is essential to assure a cohesive response to the need. The Emergency Operations Center (EOC) should be operational by the time the shelter decision is made. A Red Cross representative available at the EOC will help coordinate the community's response to the disaster and assist with sheltering needs.

II. SHELTER ACTIVATION

When residents are forced to move from their homes during an emergency or potential emergency situation, an evaluation will be made as to the need for congregate shelters. Caddo OHSEP, the American Red Cross and local emergency services will determine if such a need does exist. If it is determined that public shelter operations are necessary, the following steps will be implemented:

A. Local Emergency Services (Fire, Police, Sheriff's Office, etc)

1. Notify Caddo OHSEP that an emergency exists in the community.
2. Describe the impact on people needing shelter.
3. Estimate the number of people needing shelter and request that shelters be opened to accommodate them.
4. If time doesn't allow for a shelter to be opened prior to the evacuation, coordinate with Caddo OHSEP and the EOC to evacuate residents to a staging area while a shelter is being readied.
5. Notify Caddo OHSEP if any warning systems need to be activated to assist with the evacuation (i.e., FirstCall Telephone Warning System).

B. Caddo Office of Homeland Security and Emergency Preparedness

1. Contact the American Red Cross immediately when public shelter operations are requested or appear imminent.
2. Activate the Caddo Emergency Operations Center (EOC), as appropriate. (See Annex A - Emergency Operations Center)
3. Activate community-warning systems, as necessary. (See Annex C - Alerting & Warning)
4. Provide news releases and public information concerning location of public shelters and transportation routes.
5. Arrange for public transportation from Sportran, Caddo Parish School System, as needed.
6. Coordinate evacuation of special populations (homebound, elderly, institutionalized, etc.) to special needs shelter or facilities as necessary.
7. Arrange for backup communications with shelter through volunteer amateur radio operators, as needed.

C. American Red Cross (NW LA Chapter)

1. The Red Cross will notify the shelter manager that a request has been received and will direct shelter staff to the appropriate location.
2. The shelter manager will mobilize his/her resources to open the shelter and operate it according to pre-established policies and procedures.
3. The Red Cross chapter will provide support as needed to achieve smooth and effective operation of the public shelter for the duration of the emergency.
4. The Red Cross will have the responsibility of coordinating access to the facility and providing needed supplies.
5. The Red Cross will provide a representative to the EOC as part of the disaster management team. This representative should have telephone or radio communication with the shelter manager(s). This kind of coordination is necessary especially if multiple shelter sites are opened so that some shelters are not overloaded while others have plenty of room.

III. SUMMARY

Close coordination between emergency services, Caddo OHSEP and the American Red Cross is a must to ensure shelters are opened as expediently as possible. At the initial onset of any emergency that may require an evacuation, local emergency services should notify Caddo OHSEP about the possibility of the need for congregate care facilities.

Public shelters will be operated according to national Red Cross standard operating policies and procedures. These guidelines are available from the local Red Cross chapter. Shelters will be operated until such a time as local emergency services and/or the EOC disaster management team deems the area safe for reentry.

In the unlikely event of a nuclear attack, the shelters that are adequate for flooding or other emergencies may not be satisfactory as fallout shelters. Information for the operation of this type of shelter is available at Caddo OHSEP.

Appendix 4 – Hurricane Plan (Shelter Parishes)

I. GENERAL

Hurricanes are tropical cyclones in which winds reach speeds of 74 miles per hour or more, blowing in a large spiral around a relatively calm center called the eye of the hurricane. In our hemisphere the counterclockwise motion of the giant whirlwind reaches maximum velocity in a circular band extending outward 20-30 miles from the rim of the eye. Wind gusts of over 200 miles per hour have been recorded in hurricanes. The destructive power of these major storms is derived from winds, storm tides, tornadoes and torrential rains. Hurricane season runs from June 1 through November 30.

II. EFFECTS OF HURRICANES

A. Storm Surge

The worst destructive aspect of a hurricane is a general rise in sea level called storm surge. Storm surge begins over the deep ocean. The low pressure and strong winds around the hurricane's eye raises the ocean surface a foot or two higher, forming a dome of water as much as 50 miles across. As the storm move into shallow coastal waters, decreasing water depth transforms the dome into a storm surge that can rise 20 feet or more above normal sea level, causing massive flooding and destruction along shorelines in its path.

B. Waves

Hurricane winds whip the waves another 5 to 10 feet on top of the surge levels. The result is an extremely effective battering ram, capable of smashing structures to rubble, eroding beaches and coastal highways and undermining poorly anchored buildings.

C. Wind Speeds

Wind speeds vary greatly from one hurricane to another, and within each storm. Gusts may exceed sustained winds by 25 to 50 percent. The powerful winds can break electric and telephone lines, rip shingles off roofs, push down trees and blow debris with great force. The blowing debris, of course, causes a lot of damage like broken windows.

D. Tornadoes

Tornadoes, the most violent storm on earth, are spawned by hurricanes. Usually found on the edges of the storm system, they are not as destructive as the tornadoes that strike the Midwestern United States, but still have the potential to cause significant death and property damage.

E. Floods

Torrential rains that accompany hurricanes cause floods. During a "typical" hurricane, there will be between 5 and 12 inches of rainfall—some hurricanes

have brought much more—during a 24-hour period. The resulting floods can cause great damage and loss of life, especially in areas where flash flooding occurs. These rains can cause serious problems in widespread areas of inland states that fall in the path of the hurricane storm system.

III. HURRICANE TRACKING

Hurricanes are studied and tracked by the National Hurricane Center operated by the National Oceanic and Atmospheric Administration (NOAA) of the U.S. Department of Commerce. The forecasters at this facility, in Miami, Florida, track the storms and issue watches and warnings to advise local government officials and the general public. The National Weather Service also issues advisory statements to keep the public aware and informed of impending serious weather. Though the NOAA system works well, it must be recognized that hurricanes can shift direction abruptly and unexpectedly. Public education programs for coastal counties/parishes must be in place about hurricane preparedness measures in order to minimize death, injury and destruction. Experience has shown that when people are aware of the potential effects of hurricanes, the public will be better prepared and will respond more orderly when a hurricane watch or warning is issued.

IV. ADVISORY MESSAGES

The hurricane warning operations begin when a storm is first detected. A potential hurricane picked up by satellite images is usually the subject of the first in a series of advisory messages issued by the National Hurricane Center at six-hour intervals (5 and 11 a.m. and 5 and 11 p.m., Eastern Time). These early advisories are aimed primarily at shipping and aviation interests, and tell where the developing disturbance is located, what is known of its winds, central pressure and what can be expected over the next 12 to 24 hours.

When the storm intensifies further, it is given a name—one of an alphabetical series of names used to identify tropical storms and hurricanes. Now the advisories become more comprehensive, incorporating new information from aircraft penetrations, satellites, ships, radar and other sources. As the hurricane approaches land, advisory information begins to focus on coastal and inland effects and the six-hour advisories are supplemented by intermediate advisories specifying probable dangers for threatened areas.

A. Gale Warning

A gale warning indicates the presence of sustained winds within the range of 39 to 54 miles per hour.

B. Storm Warning

A storm warning, associated with tropical cyclones, indicates sustained winds in the range of 55 to 73 miles per hour.

C. Hurricane Watch

A hurricane watch announcement becomes part of the advisories when the storm threatens coastal and inland areas. The watch covers a specific area and period of time. A hurricane watch means that hurricane conditions are a real possibility; it does not mean that a hurricane is about to strike. Forecasters of hurricanes tend to over warn—their watches and warnings will cover areas larger than the approaching storm. This practice is followed because of the erratic and capricious behavior of hurricanes.

D. Hurricane Warning

A hurricane warning is issued when hurricane conditions—winds of at least 74 miles per hour, high water and storm tides—are expected within a period of 24 hours or less. The warning identifies coastal areas where these conditions are expected to occur. Most hurricane warnings will give residents of threatened areas 12 to 16 hours advance notice.

In most parts of the United States, the landfall of a hurricane means the storm will lose its source of energy, the warm ocean, and will begin to die. There are many cases, however, where hurricanes have struck the coast of Florida, diminished slightly while crossing the peninsula, only to regain power and then slam into the Gulf coast or Atlantic coast states (i.e., Hurricane Andrew in 1992 struck Florida and then Louisiana).

V. RESPONSE PROCEDURES (SHELTER PARISHES)

The Louisiana Hurricane Shelter Operations Plan (under separate cover) prescribes an orderly procedure for parishes to follow in response to a catastrophic hurricane. The plan describes the problems inherent in sheltering people affected by an evacuation. It prescribes actions to be taken at each stage of shelter operations. Host parishes are responsible for controlling evacuation routes and manage reception and shelter operations as specified in each parishes Emergency Operations Plan (See Appendix 3 - Emergency Shelter Plan) and in conjunction with the Louisiana Hurricane Shelter Operations Plan. Statewide coordination of this major emergency/disaster will be handled through the GOHSEP Emergency Operations Center. Local coordination will be handled through the Caddo Emergency Operations Center (EOC).

Specific duties are outlined in the Louisiana Hurricane Shelter Operations Plan. A copy of this plan is located at the Caddo Emergency Operations Center.

Appendix 5 – Special Needs Evacuation and Shelter Plan

SPECIAL NEEDS SHELTER

DHH/OPH: 676-7451

Medical Support

DCFS: 676-7323

Shelter Support and Administrative Control

HRSA REGION VII: 464-2847

Hospital Sheltering Coordinator

I. GENERAL

1. The Louisiana Special Needs Plan provides a framework for both Parish and regional special Needs Sheltering Concepts within which parish and state government agencies, private industries, non-profit organizations, and volunteer groups can coordinate their action to deal with the problems and situations associated with Special Needs (SN) people in emergencies and disasters.
2. There exists local Special Needs Shelters and Sate Regional Special Needs Shelters. These shelters are listed in Attachment 2. Parishes have designated Parish SN shelters and the State has designated regional SN shelters, primarily for medically dependent individuals who do not require care in a hospital setting, and whose pre-arrangements have failed and left the patients with no other recourse. Regional Shelters will be used to support the Parish OHSEPs only after Parish resources have been totally exhausted. Parish resources refer to the required parish operated minimal Special Needs Shelter.
3. There exists a growing vulnerable population in Louisiana. The vulnerable population is defined as being medically dependent.
4. The Special Needs population is a subset of the vulnerable population. The Special Needs population is eligible to receive care in pre-designated Special Needs Shelters provided that appropriate skill set can be provided at the shelter. Special Needs patients have difficulty, evacuating cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability to function on their own, and have no other recourse to care.
5. Special Needs Shelters are shelters pre-designated by state and local OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS (OHSEP) to house individuals who have difficulties evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability function on their own, and have no other recourse to care.

6. All Parish and State government agencies, private, and non-profit organizations, and volunteer groups will cooperate to ensure that the most effective and efficient assistance possible is provided to the vulnerable populations in times of emergency.
7. In an emergency, Parish and State government authorities will encourage the evacuation of vulnerable patients with their families well before calling for mandatory evacuation of the general population.

II. AT-RISK POPULATION PLANNING

Although Parish governments have overall responsibility for special needs shelters in their jurisdictions, the nine (9) State Regional Special Needs Shelters provide support depending on the circumstances. The Department of Social Services (DSS), the Department of Health and Hospitals (DHH), the Louisiana State University (LSU) Health Science Center hospital system, public and private hospitals, other state agencies, volunteer organizations, as well as other public and private entities, will be called upon to support the Parish and Regional SN Concept as required.

There exists a growing vulnerable population in Louisiana. This population is seen in the health care facilities and agencies, such as Nursing Homes, Group Homes, Home Health, Assisted Living and other health care facilities. All such healthcare facilities will have emergency plans with provisions equaling or exceeding the provisions prescribed by licensure.

A. Nursing Homes

Nursing Home patients are lodged in and cared for on a permanent basis in their nursing homes. The nursing homes have a custodial responsibility for their patients. Patients are not expected to leave their nursing homes in the normal course of events unless their condition deteriorates so much that it requires them to be admitted to a hospital or other serious care facility. Nursing homes are expected to make all arrangements to evacuate and shelter their patients in emergencies. DHH maintains a directory of nursing homes and the number of beds for which they are licensed. Nursing homes generally run at 80% capacity or higher. Nursing homes have facilities, on-site staff and some transportation.

1. Planning

Nursing Home facilities will evaluate their patients and assign them to categories in accordance with the instructions in the Louisiana Model Nursing Home or Home Health Emergency Plan. Nursing home patients whose health could seriously deteriorate in a shelter will be classified as Category I Hospital Admit (I-HA) or Category I Hospital Shelter (I-HS) patients. The patient categories are identified in Appendix A.

2. Patient Care

Category I Hospital Admit and Category I Hospital shelter patients will be evacuated, whenever possible, to hospitals or other health care facilities in which extensive care can be arranged. It is the responsibility of Nursing Homes to seek out the appropriate care form hospitals or other providers to ensure the safety of their patients during disasters. Prearranged agreements shall be made as appropriate between Nursing Home facilities hospitals, and/or other health care providers to ensure their patients' safety.

3. **Sheltering**

Nursing homes are responsible for alerting their patients, and arranging for the patients or their caregivers to bring needed medicines, special foods, mechanical apparatus, and bedding with them in an emergency evacuation. Nursing Homes shall not use Special Needs Shelters as a planned option for patient care.

4. **Transportation**

Nursing Homes are expected to make all arrangements to evacuate and shelter their patients in emergencies. Plans shall provide for professional staff to accompany evacuating Nursing Home patients so that care will continue to be provided by customary caregivers. Nursing homes will make arrangements to move their patients to host facilities according to the guidance in the Model Nursing Home Plan.

- a. Nursing homes have some transportation of their own. They may not, however, have sufficient transportation to move all their patients, staff and staff families at one time to a location outside the parish in an evacuation. Nursing homes will contract in advance with commercial carriers for emergency transportation for patients, staff and staff families. Ambulance companies may be consulted, but nursing home officials must be aware that, in an emergency, ambulances will be sought after by other nursing homes and health care agencies, as well as hospitals and clinics. Evacuation traffic accidents could produce enough injuries to tie up all of an area's ambulances.
- b. Parish and State Government authorities will instruct nursing homes and similar congregate care facilities to evacuate early in an emergency, well before they instruct the general population to evacuate. This will be done in order that the nursing homes will have ample time to confirm transportation arrangements and put their patients on the roads before road travel is slowed by congestion. This action will minimize the potential for physical and mental discomfort that would be caused by lengthy traffic jams.

5. **Community Transportation Assistance**

The nursing homes, Home Health agencies, hospitals, and other organizations or agencies, which provide care to patients, but do not

have enough transportation for all patients for all emergencies, will arrange for supplemental transportation. If their prearrangements fail, so that they cannot arrange for transportation, the agencies will report their shortfalls to the parish OHSEP in the parish in which the patients are located.

The Parish OHSEP will take in, collate, and report transportation needs in excess for their community capacity to GOHSEP.

GOHSEP will consolidate transportation needs and report them to the state agency responsible for transportation, the Louisiana National Guard (LANG). The LANG will compare the lists of transportation needs with organic assets, and, if the needs exceed assets, the LANG will arrange for supplemental transportation assistance from other state agencies, the Federal Government, private businesses, or other organizations, and volunteer groups.

B. Home Health Patient Population

Home Health patients receive treatment in their homes on a regular schedule from health care professionals and therapists. The patients may have mild or serious conditions. They may receive treatment or therapy on a short-term basis after being released from a hospital stay caused by an illness or operation, or they may have a continuing physical condition. Home health agencies do not have facilities, numerous staff, or other physical resources, such as transport. Professional staff may treat people in several different parishes.

1. Planning

Home health agencies are required by the Home Health Model Plan to evaluate the condition of each patient. Based on the patients' condition, they will be categorized as Category I Hospital Admit, Category I Hospital Shelter, or Category II as identified in Attachment 2. Home Health agencies shall report this information using Attachment 1 of the Model Home Health Emergency Plan.

2. Special Needs Shelter Eligible Patients

The home health agencies are required to report only the Special Needs Shelter eligible patients who would require public assistance in an emergency, to the OHSEP in each parish in which patients in need are located. The reports are due yearly, in May, or more frequently if the agency can manage. Parish OHSEPs will use the reports of people who need community assistance to develop transportation and sheltering requirements. The information on individual patients' physical condition may change, but the reports will give the parish OHSEP a rough estimate of the numbers of Home Health Patients needing public assistance in an emergency.

3. **Transportation**

Home Health agencies do not have facilities, equipment, or transportation for their clients. Home Health agencies serve patients in a fifty-mile radius, which could include several parishes. The people who are responsible for the patient; family, caregivers, friends, or neighbors, will be informed of the need for transportation in emergencies. Home Health agencies will assist the patient or the patient's responsible people in making transportation arrangements.

4. **Pre-Disaster Communications**

Each year, in May, or more frequently if the agency can manage, the Home Health agency will inform the Parish OHSEP in which such patients reside of the location and condition of Special Needs Shelter eligible patients who need community assistance for evacuation. This information is communicated using Attachment 1 of the Model Home Health Plan.

5. **Disaster Communications**

When an emergency arises, home health agencies are required to send updated lists of only those Special Needs Shelter eligible patients who need assistance from the community to the Parish OHSEP in each parish in which they have such patients. The list will consist of only those patients who cannot get assistance from any other source. It will not be a list of the agency's entire patient roster.

Parish and State Government authorities will instruct home health agencies, their patients, and their caregivers, to evacuate early in an emergency, well before they instruct the general population to evacuate. This will be done in order that home health agencies, patients, and their caregivers will have ample time to confirm transportation arrangements and get the patients on the roads before road travel is slowed by congestion. This action will minimize the potential for physical and mental discomfort that would be caused by lengthy traffic jams.

6. **Community Transportation Assistance**

The nursing homes, home health agencies, hospitals, and other organizations or agencies, which provide care to patients, but do not have enough transportation for all patients for all emergencies, will arrange for supplemental transportation. If their prearrangements fail, so that they cannot arrange for transportation, the agencies will report their shortfalls to the parish OHSEP in the parish in which the patients are located.

The Parish OHSEP will take in, collate, and report transportation needs in excess for their community capacity to GOHSEP.

GOHSEP will consolidate transportation needs and report them to the state agency responsible for transportation, the Louisiana National Guard (LANG). The LANG will compare the lists of transportation needs with organic assets, and, if the needs exceed assets, the LANG will arrange for supplemental transportation assistance from other state agencies, the Federal Government, private businesses, or other organizations, and volunteer groups.

NOTE: Transportation assistance may be available for Home Health patients during local evacuations through school system buses, SPORTAN buses and National Guard buses.

- a. Each year, in May, or more frequently, as the agency can arrange, the Home Health agencies will inform Caddo OHSEP of the location of people who need community assistance for evacuation. Caddo OHSEP will coordinate this information with local emergency services and the American Red Cross should the need arise for an evacuation in the affected individuals neighborhood.
- b. When an emergency arises, Home Health agencies will give Caddo OHSEP an updated list of any patients in the two parishes. The list will only consist of patients who cannot get assistance from any other source; it will not be a list of all the agency's patients.

III. SPECIAL NEEDS SHELTERING NETWORK

There are three types of shelters: general shelters, special needs shelters and hospital shelters. These types of shelters provide a triage network of shelter care for vulnerable patients. Depending upon the acuity of the patient, potential patients can be triaged to a general shelter, special needs shelter or a hospital shelter.

Special Needs agencies are required to make every effort to secure emergency shelter for their patients for two types of emergencies, parish and regional. SN agencies are expected to arrange for shelter in nursing homes, other health care facilities, lodging facilities, business facilities, or other facilities that can support SN patients with a minimum deterioration in the patients' conditions.

Parish emergencies, such as fires, tornadoes, hazardous materials incidents, or flooding, may require an evacuation of a few miles, possibly within the same city or parish. Regional emergencies, such as a catastrophic hurricane, or widespread flooding, may require an evacuation of fifty (50) or a hundred (100) miles.

A. Special Needs Sheltering

There exists local Special Needs Shelters and State Regional Special Needs Shelters. These shelters are listed in Attachment 2. Parishes have designated parish SN shelters and the state has designated regional SN shelters, primarily for medically dependent individuals who do not require care in a hospital setting, and whose pre-arrangements have failed and left the patients with no

other recourse. Regional shelters will be used to support the Parish OHSEP only after parish resources have been totally exhausted. Parish resources refer to the required parish operated minimal Special Needs Shelter.

Special Needs Shelters are shelters pre-designated by state and local OHSEP to house individuals who have difficulties evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability function on their own, and have no other recourse to care.

All parish and state government agencies, private, and non-profit organizations, and volunteer groups will cooperate to ensure that the most effective and efficient assistance possible is provided to the vulnerable populations in times of emergency.

In an emergency, parish and state government authorities will encourage the evacuation of vulnerable patients with their families well before calling for mandatory evacuation of the general population.

1. **Parish Special Needs Shelter Concept**

PARISH EMERGENCIES: When emergencies are localized and require and evacuation within one parish, or, at most, to an adjoining parish, Special Needs people in hospitals, nursing homes, other health care organizations, and home health situations in that parish will only needs local evacuation to hospitals and shelters.

Each parish will have at least one Special Needs Shelter operated and controlled in accordance with the Parish Emergency Operations Plan. The shelter will not be a general population shelter, but will be operated only for those SN people who cannot go anyplace else.

If the parish capacity or resources are exhausted, arrangements should be made with GOHSEP to expand and support parish operations. The state may initiate regional special need shelters if other approaches are not adequate.

2. **Regional Special Needs Shelter Concept**

Regional Special Needs Shelters may be activated by GOHSEP at the request of the Parish OHSEP Directors, as it becomes evident that all parish resources will become exhausted. Regional Special Needs Shelters will be under the direction and control of the state.

Regional sites have been pre-designated and consist of state hospitals, state universities, and other facilities as listed in Attachment 2.

Regional special needs shelters will receive support from state agencies.

- a. DSS will provide administrative control and support personnel

- b. DHH will provide medical coordination and staffing.
- c. Other state agencies, private industries, non-profit organizations, and volunteer groups will be tasked by GOHSEP to assist in setting up and running the shelters as needed.

B. Hospital Sheltering

Hospitals play the major role in Special Needs sheltering for Category I patients. Category I patients include Category I Hospital Admit, and Category I Hospital Shelter patients. The categories are identified in Attachment 2 and in detail in the Patient Emergency Category forms contained as Tabs to the Model Nursing Home and Home Health Agency Emergency Plans.

The LSU Health Science Center is the lead state agency in the area of regional hospital emergency operations in support of SN people. The LSU Health Science Center will work with DHH and The Louisiana Hospital Association, the Metropolitan Hospital Council of New Orleans, and other hospital and health care organizations in order to formulate procedures for accepting and allocating SN patients during emergencies. Such procedures will become a part of this plan by reference.

The LSU Health Science Center hospitals will be the core hospitals providing support to category I Hospital Admit and Category I Hospital Shelter patients who cannot be accommodated elsewhere.

Public and private hospitals may elect to be a part of the Special Needs Sheltering network. The hospitals which elect to be part of the network will sign the Regional Memorandum of Understanding. The MOUs will be on file with the DHH/OPH Regional Medical Director and the local and state OHSEP offices.

C. General Sheltering

There is a need to have both general shelters opened as well as hospitals identified in those areas that have activated a Special Needs Shelter. The underlying purpose is for triage: For those individuals that are too critical, hospital placement may be necessary. For those that are not critical, general shelters are appropriate. Having hospitals available and regular shelters available will decrease some of the volume of individuals seeking shelter and allow access to appropriate level of care.

- 1. DCFS will provide administrative control and support personnel.
- 2. American Red Cross, other state agencies, private industries, non-profit organizations, and volunteer groups will be tasked by GOHSEP to assist in setting up and running the shelters as needed.

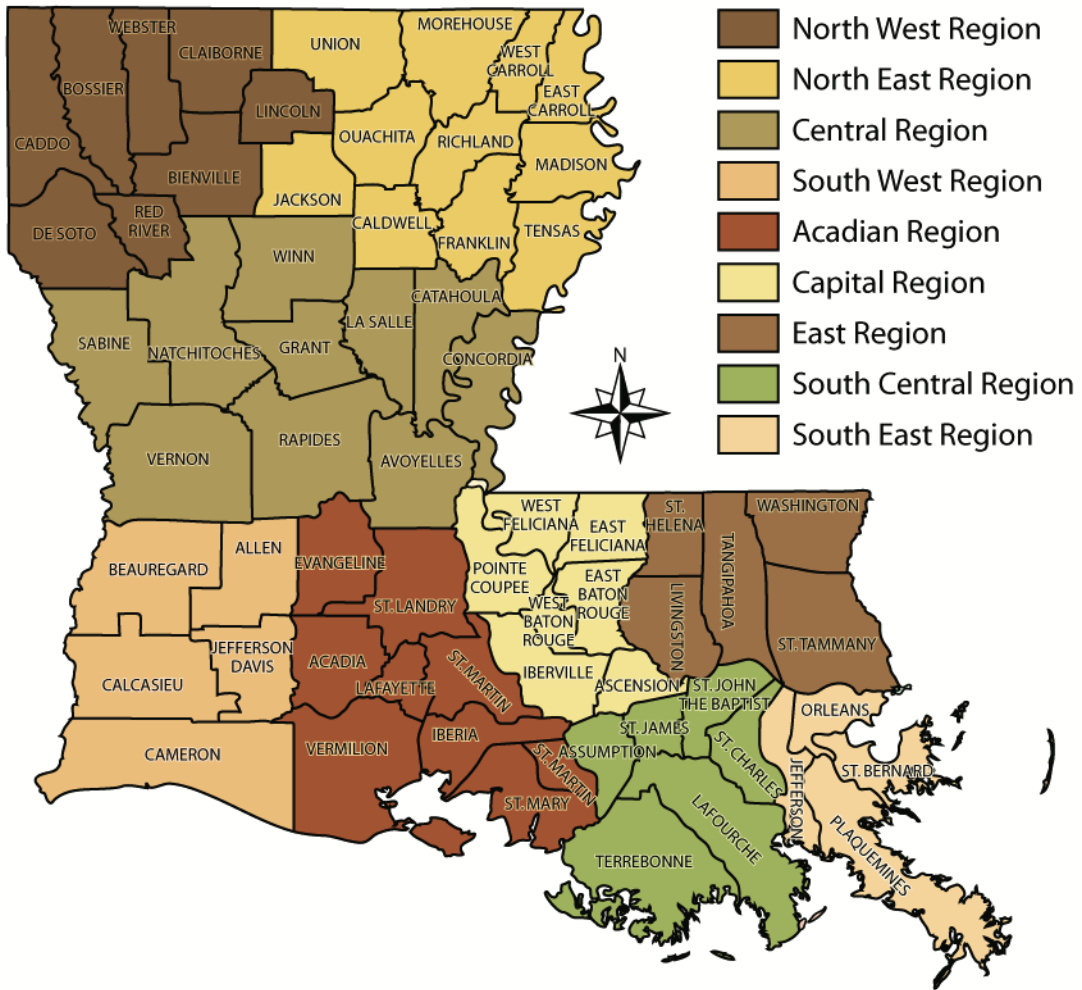
IV. RISK AREA SPECIAL NEEDS POPULATION

Depending on the definition of SN people, they can comprise a large part of the population. DHH will maintain a census of nursing home patients, and will estimate the population served by home health agencies and other organizations. Current

population census and estimate updates will be adopted as a part of this plan by reference.

Organizations providing care SN people will evaluate the needs of those people in advance according to the criteria in Part III, above. Every SN patient who is designated as a potential category I Hospital Admit patient will have an admit order prepared and coordinated with the host hospital designated for evacuation. Every SN patient who is designated as a potential Category I Hospital Shelter patient will be put on a list of such patients, and the host hospital designated for evacuation will be informed. Changes in a patient's condition which would result in changes in the patient's evacuation category will be noted, admit orders and shelter patient lists will be changed as needed, and hospitals will be informed and coordinated.

Special Needs Regions



Appendix 5: Attachment 2 – Shelter Locations

SHELTER LOCATIONS

Northwest Louisiana Region

Category I – LSU Medical Center in Shreveport

LSU Medical Center (LSU MC) has primary responsibility for providing and coordinating care and shelter for Category I patients in widespread and catastrophic emergencies, but the assistance of all public and private hospitals will be needed to accommodate the increased patient load in catastrophic emergencies. Category I includes Category I Hospital Admit and Category I Hospital Shelter patients. The categories are explained in Section III (Special Needs Population) of this appendix, and in detail in the Patient Emergency Category forms contained as Tabs to the Model Nursing Home and Home Health Agency Emergency Plans.

Category II – LSU in Shreveport

LSU in Shreveport will serve as the Category II Special Needs Shelter. The **Health & Physical Education building** will be utilized as the general public shelter and to house special needs patients as space permits.

Additional meeting rooms may be utilized as Special Needs Shelters in the **University Center (Student Union) building** as required.

Appendix 5: Attachment 3 – Categories Of Evacuees

MEDICALLY VULNERABLE EVACUEES

There exists a growing vulnerable population in Louisiana. The vulnerable population is defined as being medically dependent.

SPECIAL NEEDS EVACUEE

The Special Needs population is a subset of the vulnerable population. The Special Needs population is eligible to receive care in pre-designated Special Needs Shelters provided that appropriate skill set can be provided at the shelter. Special Needs individuals have difficulty evacuating, cannot arrange their own sheltering, have physical or mental conditions that limit their mobility and ability to function on their own, and have no other recourse to care.

There has been discussion and feedback to drop the roman numbers. The final outcome has not been decided and is only reported for discussion purposes.

Sheltering Categories

Category HB – Hospital-Based Shelteree

Category SNS – Regional Special Needs Shelter Shelteree

Triage Categories

Technology Dependent

Medically Complex-stable

Medically Fragile

Medically Unstable

Matrix developed to capture the nuances and differences of medical resources available in each region. The region would have to communicate the medical resources available at the shelter so that appropriate environment of care can be maximized.

- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7
- Region 8
- Region 9

Appendix 6 – Sheltering of Animals

Caddo Parish Animal Emergency Plan under separate cover on file with Caddo Parish OHSEP and submitted annually to the Louisiana Department of Agriculture and Forestry.

Appendix 7 – Standard Operating Guidelines

Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective units listed herein and should be submitted to Caddo OHSEP for reference at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 8 – Donations Management

I. PURPOSE

The purpose of Donations Management is to provide victims of disasters with as much support as possible by effectively and efficiently channeling offers from the public or from private businesses or corporations. This appendix will provide guidance for the operation of a donation management system wherein preferred goods are directed to designated staging areas or reception centers outside the disaster area.

II. SITUATION AND ASSUMPTIONS

1. Severe or catastrophic disaster events could create a need to coordinate donated goods and volunteer services. It is assumed that not every disaster incident will generate donated goods and services. However, when circumstances warrant, a united and cooperative effort by local, state and federal governments, private volunteer organizations, the private sector and donor community is necessary for successful management.
2. It is not the government's intent to alter, divert or otherwise impede the normal operation or flow of goods or services through volunteer organizations, but to help coordinate offers of donated goods and services. Private volunteer organizations have operational networks set up to receive, process, and deliver needed goods and services to disaster victims. Caddo OHSEP and the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), through its Donations Coordination Team (DCT), will work closely with volunteer organizations who have agreed to operate in accordance with this plan. OHSEP will look to those organizations to provide a means to implement the donations management system.
3. The Louisiana Governor's Office of Homeland Security and Emergency Preparedness has entered into a Statement of Understanding with Adventist Community Services (ACS), wherein ACS is designated by GOHSEP to perform management and distribution of donated goods and services.
4. OHSEP and the State of Louisiana assume immunity from liability as described in Section S735, paragraph A of the Louisiana Emergency Assistance and Disaster Act of 1993.

III. CONCEPT OF OPERATIONS

A. General

In accordance with the Louisiana Emergency Assistance and Disaster Act of 1993, the Governor is responsible for meeting the dangers to the state and people presented by emergencies of disasters. The law designates the Adjutant General as Director of the Louisiana Governor's Office of Homeland Security and Emergency Preparedness.

1. The Governor, through GOHSEP, shall determine requirements of the

state and its political subdivisions for food, clothing, shelter, and any other necessities, including procurement and pre-positioning of supplies, medicines, materials and equipment. This donation management plan and its implementing procedures will be activated when any significant event causes spontaneous flow of or a major need for donated resources with the State of Louisiana.

2. The Directors of Caddo OHSEP and GOHSEP will assign Local and State Donations Coordinating Officers respectively and other staff as necessary to work with the Federal Emergency Management Agency (FEMA) Donations Coordinator and representatives from Louisiana Volunteer Agencies Active in Disaster (LA VOAD), thus comprising the principal Donations Coordination Team (DCT). The State's role is to support local government. The Federal Government's role is to support the State's effort.
3. Donations Management staff will operate from a Donations Coordination Center (DCC) as part of the State Emergency Operations Center (EOC). The State Donations Coordinating Officer will be seated in the EOC, and will stay in close contact with the DCT. Liaison personnel from participating organizations will be in all other donations operations facilities (i.e. staging areas, distribution centers, etc.).
4. The federal government's Donations Information System database for recording offers of donated moneys, goods and volunteer services may be utilized initially, if available. Offers for inquiries to the State of Louisiana may be referred to the national 1-800 number. Louisiana retains the option to use an in-state 1-800 number.
5. It is extremely important that only carefully stated, factual information be disseminated. Therefore, a joint media management and coordination center will be established. All media information will be coordinated through the Donations Center Coordinator, the Operations Chief, and Public Information Officer. Local, state and federal government news releases should be coordinated prior to release. National Volunteer Organizations Active in Disasters (NVOAD) agencies participating in the disaster may also disseminate news releases.

B. Phases of Emergency Management

1. Mitigation

- a. Educate the public about donations.
- b. Review and revise donations plan.

2. Preparedness

- a. Identify members of the Donations Coordination Team.
- b. Designate workspace to be used as Donations Coordination Center.
- c. Planning, training and exercising.

3. **Response**
 - a. Activate donations plan and the Donations Coordination Team.
 - b. Establish phone bank and information management system.
 - c. Identify and secure donations facilities (i.e., warehouse, distribution centers, etc.).
 - d. Provide consistent management of the flow of goods and services.

4. **Recovery**
 - a. Continue response efforts.
 - b. Thank all donors.
 - c. Address unmet needs.
 - d. Disposition of remaining goods.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

The Directors of Caddo OHSEP and GOHSEP shall determine when this plan will be implemented and will notify appropriate federal and state emergency management personnel, local government officials, and participating volunteer organizations prior to public notification.

B. Assignment of Responsibilities

1. Federal Emergency Management Agency (FEMA)

- a. Maintain a centralized donations management system for supporting national, state and voluntary organization needs with appropriate offers of donated moneys, goods, and volunteer services through a central phone number for receiving inquiries and a database system for recording and tracking offers.
- b. Provide a FEMA Donations Coordinating Officer to work with the State Donations Coordination Team in accomplishing an effective Donated Goods and Services Management function within the state. The FEMA Donations Coordinating Officer is the single liaison to the FEMA 1-800 number Center Manager, if activated.
- c. Fully support Louisiana's donations management system and look principally to those volunteer organizations with established donations structures to receive and deliver appropriate donated goods to disaster victims.

2. Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)

- a. Designate a State Donations Coordination Officer and identify additional GOHSEP staff to work with Donations Coordination Team.
- b. Identify and designate workspace with telephones and computer down link.

- c. Provide Donations Coordinating Team (DCT) with names, telephone numbers and other pertinent information about local government, FEMA and volunteer agencies to ensure effective communications process.
- d. Assign GOHSEP personnel to the Needs Assessment Team.
- e. Receive incoming telephone calls from donors of goods and services, and provide information to callers with unsolicited goods.
- f. Identify possible warehouse space through the Office of Economic Development and Division of Administration Office of Facility Planning and Control.

3. Caddo Parish Office of Homeland Security and Emergency Preparedness (Caddo OHSEP)

- a. Designate a local Donations Coordination Officer (DCO) and identify additional OHSEP staff to work with the Donations Coordination Team from state/federal.
- b. Coordinate donation management information from the Caddo EOC with state EOC in Baton Rouge.
- c. Provide Donations Coordination Team with names, telephone numbers and other pertinent information about local government and volunteer organizations to ensure effective communications process.
- d. Assign Caddo OHSEP staff and/or volunteers to serve on a Needs Assessment Team (NAT) and coordinate information with state/federal NAT.
- e. Receive incoming telephone calls and inquiries from donors of goods and services, and provide information to callers with unsolicited goods. Refer calls to 1-800 telephone number at the state and/or federal level.
- f. Identify possible local warehouse space through local governments and/or commercial real estate agents.

4. Local Law Enforcement Agencies

- a. Identify and manage checkpoints and/or staging areas for incoming donations.
- b. Provide convoy escort if necessary.
- c. Provide signage to direct vehicles and trucks to designated checkpoints or staging areas.
- d. Provide security at staging areas and warehouse storage facilities.
- e. Coordinate checkpoint and staging area activities with Donations Coordination Team.

5. Department of Transportation and Development (DOTD)

- a. Provide local movement permits and waivers as necessary.
- b. Coordinate weigh station activities with Donations Coordination Team.

c. Assign personnel to the Needs Assessment Team if needed.

6. Department of Health and Hospitals (DHH)

- a. Provide health guidelines, medical rules and regulations for acceptance and handling of donated goods and services.
- b. Provide professional advice concerning communicable disease control as it relates to distribution of donated goods.
- c. Provide personnel to assist in management of facilities as required.
- d. Assign personnel to Needs Assessment Team as needed.

7. Department of Public Safety and Corrections (DPS)

- a. Provide personnel (Corrections) to assist with loading and unloading, sorting, packaging and otherwise handling donated goods as required.
- b. Provide state resources to assist in storage, warehousing and movement of donated goods as necessary. (Includes grounds, facilities, vehicles and equipment).
- c. Assign personnel to Needs Assessment Team as needed.

8. Division of Administration (DOA)

- a. Establish a State Cash Donations Receipt System.
- b. Provide support in managing cash donations.
- c. Provide finance and accounting assistance, as necessary.

9. Office of Economic Development (OED)

- a. Provide assistance to identify warehouse space with adequate space features, i.e., loading docks, climate control, etc., in a safe location near disaster area.
- b. Provide personnel assistance in management of facilities as necessary.

10. Office of Facility Planning (OFP)

Coordinate with Office of Economic Development and GOHSEP to negotiate with property owners for the procurement of warehouse space once the need has been established.

11. Louisiana Volunteer Organizations Active in Disasters (LA VOAD)

- a. Provide liaison for Disaster Coordination Team (DCT) and Reception Center/Staging Area.
- b. Provide facility matching of unsolicited and solicited donated goods and services with all organizations involved, in conjunction with DCT.
- c. Coordinate registration and/or referral of emergency volunteers with local government.
- d. Coordinate designated donations that are specifically solicited by

- their parent agency.
- e. Furnish telephone numbers and other pertinent voluntary agency information to the DCT in order to provide an effective communications process.
- f. Assist coordination of and provide input for acceptance/disposition of unsolicited donations when received or asked for by the DCT.

12. Adventist Community Services

- a. Provide liaison for Donations Coordination Team (DCT) and Reception Center/Staging Area(s).
- b. Coordinate designated shipments and donations solicited by Adventist Community Services (ACS).
- c. Inform and update DCT with logistical information regarding designated shipments.
- d. Furnish names and telephone numbers and other pertinent information to the DCT.
- e. Develop procedures for acceptance/disposition of unsolicited donations.
- f. Provide services as defined in “Statement of Understanding between Adventist Community Services and GOHSEP.”

13. Any Responding Voluntary Agency

- a. Provide liaison for Donations Coordination Team (DCT) and Reception Center/Staging Area.
- b. Coordinate designated shipments and donations specifically solicited by individual voluntary agency.
- c. Inform and update DCT with logistical information regarding designated shipments.
- d. Furnish names and telephone numbers and other pertinent information to the DCT.
- e. Develop procedures for acceptance/disposition of unsolicited donations.

V. DIRECTION AND CONTROL

The Directors of Caddo OHSEP and GOHSEP will activate the Donations Management Plan and procedures when a significant event causes a spontaneous flow of or a major need for donated resources. Federal support will be requested as needed.

Volunteer agency representatives in the Donations Coordination Center (DCC) will retain supervision of their agency personnel. The Donations Coordination Team (DCT) will work together in a collaborative effort to manage donated goods.

VI. CONTINUITY OF GOVERNMENT

See Basic Plan.

VII. ADMINISTRATION AND LOGISTICS

A. Administration

Administrative support in implementing the Donations Plan will be provided by GOHSEP, FEMA, other agencies of local and state government as specified in this plan, and volunteer organizations. Temporary personnel may be employed on an as-needed basis.

B. Logistics

1. Designated Donations

- a. All inquiries concerning donations for a specific organization will be referred to that organization.
- b. The organization accepting/receiving designated donations will follow its own policies and procedures for logistics.

2. Unsolicited/Non-designated Donations

- a. Donors will be discouraged from sending unsolicited donations.
- b. Donors of unsolicited goods will be advised that although the donations cannot be accepted at present, the information will be entered into a database and made available to federal and state governments, volunteer organizations, and other emergency responders, should a need arise for such goods.
- c. Usable or needed donations will be available to all participating volunteer organizations and other specialized existing non-profit organizations such as Goodwill Industries, food banks, Salvation Army, etc.
- d. Unneeded goods such as clothing will be recycled or redistributed if possible.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

Caddo OHSEP and GOHSEP are responsible for maintaining this plan. The plan will be reviewed, exercised and updated periodically according to the basic plan. The volunteer agencies shall integrate their planning efforts in the development, maintenance, implementation and testing of this plan and its procedures.

IX. AUTHORITIES AND REFERENCES

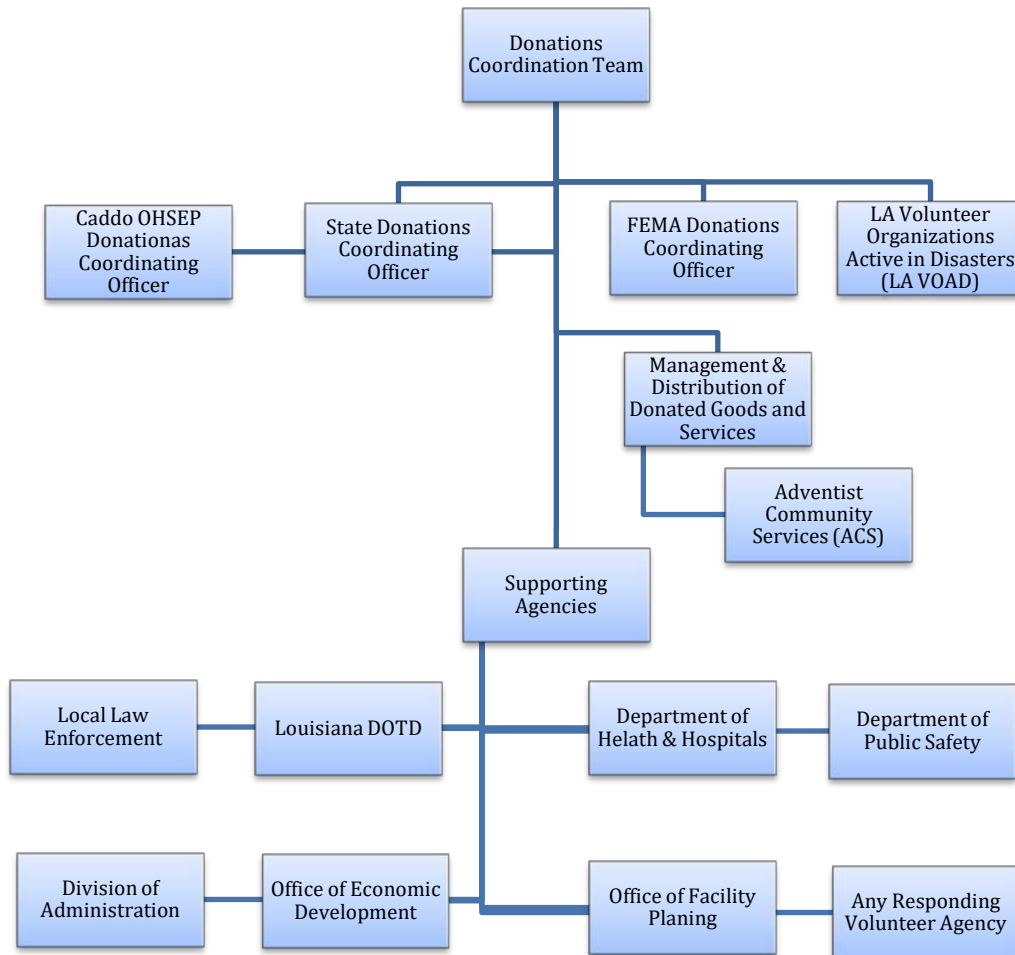
See Basic Plan.

X. ATTACHMENTS

Attachment 1 – Organizational Chart

Appendix 9: Attachment 1 – Donations Management Organizational Chart

Donations Coordination Center (DCC)



I. PURPOSE

LA VOAD's main goal is to increase coordination, cooperation, communication, education and to improve disaster legislation. Bringing together National Voluntary Organizations Active in Disaster will provide more effective services through mitigation and response for the benefit of people affected (imperiled and impacted) by disaster through:

A. Coordination

To coordinate policy among member organizations and to serve as liaison, advocate and a national voice.

B. Cooperation

To create a climate of cooperation at all levels (including the grass roots) and to provide information.

C. Communication

To disseminate information through the newsletter, the director, research and demonstration case studies.

D. Education

To increase mutual awareness and understanding of each organization.

E. Convention Mechanisms

To arrange for such meetings and conferences as necessary to accomplish the purposes of LA VOAD.

F. Legislation

To encourage effective disaster relief legislation and policy.

II. ROLES AND RESPONSIBILITIES

The role of LA VOAD is not to manage disaster response operations; it is to coordinate planning and preparations in advance of disaster incidents and operations. When an incident happens, the role of the LA VOAD chair is to convene or co-convene with an appropriate partner a meeting with all of the voluntary response organizations as soon as possible.

Within a reasonable period of time, it is also appropriate for LA VOAD to convene or co-convene with an appropriate partner a meeting of the recovery organizations to discuss what form of long-range coordinating entity for unmet needs should take.

III. MEMBERSHIP IN LA VOAD

Membership in LA VOAD can be obtained by any non-profit voluntary organization having a constitutional reference and who supports an organized disaster response program. The service and resources of that organization also need to be available to all disaster victims.

Representations of parish and state agencies are encouraged to have liaison involvement with LA VOAD. Their advice and expertise should be sought and encouraged. These representatives serve as ex-officio members and do not hold voting privileges. Members participating and voting at any (annual/regular) meeting shall be designated representatives of participating organizations and shall have one vote. Written proxies are acceptable if presented to the chairperson prior to the meeting.

Agency membership status includes:

A. Regular Membership (Voting)

National VOAD organization members, active in Louisiana and other volunteer organizations with membership and constituencies and not for profit structures, that are qualified under Internal Revenue Service (IRS) regulation 501 (c)(3) and with a stated policy of commitment resources (i.e., personnel, funds and equipment) to meet the needs of people affected by disaster, without discrimination, the most common of which are, but not limited to, race, religion, sexual orientation, physically/mentally challenged and/or aged.

B. Affiliate Membership (Non-Voting)

Non-VOAD organizations that do not meet the requirements for regular membership. Affiliate memberships are generally governmental agencies or non-profit organizations with disaster planning and operations responsibilities or capabilities. Candidates for affiliate membership will be admitted upon the recommendation of the Executive Committee and approval of the general membership.

C. Associate Membership (Non-Voting)

Associate membership is intended for chartered state VOAD's or parish or regional VOAD's. Candidates for associate membership will be admitted upon recommendation of the Executive Committee and the approval of the general membership.

TO ACTIVATE LAVOAD CONTACT LOEP AT: 1-800-256-7036

D. LA VOAD Member Organizations

1. Adventist Community Services
2. America's Second Harvest (Food Bank)
3. American Red Cross
4. Boys and Girls Clubs of Natchitoches
5. Catholic Charities
6. Church of Jesus Christ of Later Day Saints
7. Church of God in Christ/Mennonite
8. Church World Service
9. Federal Emergency Management Agency

10. Governor's Office of Elderly Affairs
11. Louisiana Inter-Church Conference
12. Louisiana Office of Homeland Security and Emergency Preparedness
13. Louisiana Veterinary Medical Association
14. Lutheran Disaster Response
15. National Association of Social Workers
16. Presbyterian Church U.S.A.
17. Society of St. Vincent DePaul
18. Southern Baptist Convention
19. Terrebonne Readiness and Assistance Coalition
20. The Salvation Army
21. United Methodist

E. LA VOAD Board Members (as of 10/11/00)

1. Chair – Jayne Wright, America's Second Harvest (Food Bank)
2. Vice-Chair – Verdie Culpepper, Adventist Community Services
3. Treasurer – Mary Sutton, Catholic Charities
4. Secretary – Bob Wortman, American Red Cross

ANNEX G

ESF 7: RESOURCE SUPPORT

PROMULGATION STATEMENT

Transmitted herewith is the ESF –7: Resource Support Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-7: Resource Support

I. PURPOSE AND SCOPE

This annex is designed to provide guidance to local governments for management of resources in an emergency situation. This annex provides for the proper inventorying of community resources in Caddo Parish and procedures to deploy these resources in an orderly and timely manner during an emergency.

II. SITUATIONS AND ASSUMPTIONS

This section of the resource management annex identifies some broad considerations that the resource management planning team must address before developing a specific resource management plan for the community. The situation projections identify disasters that could occur and would require contingency plans. The assumptions, in turn, complement a situational analysis by addressing the unknowns of the disaster projections.

A. Situation

1. This annex is designed to provide guidance to local government for management of resources in an emergency situation.
2. It outlines procedures for requesting assistance and resources during an emergency.
3. It establishes a network for response inventory to assist in keeping adequate resources available.
4. Resource inventory will include anticipated needs of local government for all types of emergencies.
5. It provides proper coordination of available resources and their sources through management.

B. Assumptions

1. Assistance from neighboring jurisdictions, state and federal agencies will not be requested until the Emergency Operations Center (EOC) has exhausted all available local private-sector resources.
2. Local private contractors and volunteer groups are willing to assist the community during a disaster. Local government will reimburse private companies for any expenses, equipment damages and personal injuries.
3. Local government will assume liability for volunteer work performed under emergency conditions.
4. Shortages in local government response resources will occur very quickly in any emergency that lasts longer than 24 hours, or in certain types of emergencies, such as flooding.

III. CONCEPT OF OPERATIONS

This section of the resource management annex lists general responsibilities and details very specific operational resource management activities. In order to give some context flow to these operational considerations, they are organized according

to the four phases of emergency management - mitigation, preparedness, response and recovery.

A. General

1. Ultimate responsibility for mobilizing a community's resources to cope with an emergency rests with local government.
2. Pre-emergency planning will include identification of personnel, equipment, materials, and other resources that are under the control of, or available to, the community in the time of emergency.
3. The community will commit all resources necessary to protect lives and property and to relieve suffering and hardship.
4. Should the emergency situation be of such magnitude that all local resources are committed or expended, immediate requests for outside assistance will be made to upper levels of government and to neighboring jurisdictions.
5. The Resource Management Coordinator is a member of the EOC team.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Analyze resource requirements.
- b. Identify and categorize resources.
- c. Plan and train adequate personnel for maximum use of available resources.
- d. Designate agencies responsible for providing resource management support.
- e. Develop a public information and education program.
- f. Draft letters of understanding with private sector organizations and mutual-aid agreements with neighboring jurisdictions.

2. Preparedness

- a. Identify needed emergency resources and their sources.
- b. Prepare and update list of needed resources.
- c. Develop resource management standard operating guidelines.
- d. Coordinate resources with other agencies and volunteers in order to maintain adequate reserves.
- e. Notify mutual-aid jurisdictions and private-sector organizations about possible need for assistance.

3. Response

- a. Activate resource management section in EOC.
- b. Establish priorities and allocate resources.
- c. Coordinate delivery of resources to response teams and disaster victims.
- d. Identify resource distribution centers.
- e. Coordinate local efforts with other agencies.

- f. Make lists available to response agencies that identify sources of materials, equipment, personnel and other resources during emergencies.
- g. Record services and resources rendered during emergencies.

4. Recovery

- a. Assess recovery needs.
- b. Estimate costs to provide resources.
- c. Assess impact of the emergency on available resources and identify repair, maintenance and replenishment needs.
- d. Assess damage to resource management facilities.
- e. Set priorities for available resources.
- f. Coordinate resource management.
- g. Maintain appropriate records.
- h. Disseminate public information about resource availability and communicate this to disaster victims.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the resource management annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government and supporting agencies.

A. General Organization

Develop a list of agencies and organizations that would be involved in responding to this hazard.

B. Assignment of Responsibilities

1. Caddo Parish Office of Homeland Security and Emergency Preparedness

Caddo Parish OHSEP is responsible for developing a comprehensive emergency management plan, including provisions for resource management. The Caddo OHSEP Resource Management Coordinator is assigned the following responsibilities:

- a. Assemble a team for developing the resource management annex.
- b. Work closely with the Caddo OHSEP Deputy Director to coordinate the resource management annex with other annexes.
- c. Analyze resource requirements.
- d. Identify resources.
- e. Establish inventory control and delivery systems.
- f. Maintain current inventories of all resources.
- g. Develop agreements for use of all resources.
- h. Set priorities on available resources.
- i. Coordinate resource management.
- j. Train personnel for maximum use.
- k. Develop mutual-aid agreements.

2. **All Local Government Units**
 - a. Inventory personnel, equipment, and supplies as requested by resource management planning team.
 - b. Provide inventory lists to Caddo OHSEP Resource Management Coordinator.
 - c. Coordinate resource use under emergency conditions with Caddo OHSEP Resource Management Coordinator.

3. **Private Sector Organizations**
 - a. Coordinate resource use under emergency conditions with Caddo OHSEP Resource Management Coordinator.
 - b. Provide, as needed:
 - i. Shelter facilities.
 - ii. Trained personnel.
 - iii. Special and heavy equipment.
 - iv. Emergency medical services and supplies.
 - v. Food, fuel, building supplies, etc.
 - vi. Utilities (electricity, telephone, natural gas service).
 - vii. Special engineering and consultation services.
 - viii. Aircraft for aerial observations and emergency use.

V. DIRECTION AND CONTROL

This section of the annex guides the local government and emergency program manager in overall management of the plan.

A. Resource Management Coordinator

The Resource Management Coordinator, along with the OHSEP Director and assigned staff, will be responsible for the coordination, acquisition, distribution, and management of resources and supplies. The major responsibility is to identify available sources from which needed resources can be obtained during an emergency situation. The Resource Management Coordinator will handle coordination of these resources during emergencies from the Caddo EOC. Routine checks will be made in order to maintain an accurate list of supplies and to insure their protection.

B. Department Heads

Specific department heads, or their representatives, may be designated to coordinate specialized resources.

C. Private Citizens

Private citizens may be designated to coordinate resources obtained from the private sector.

VI. CONTINUITY OF GOVERNMENT

Lines of succession are in accordance with the Basic Plan. The EOC is directly responsible for the proper coordination of resource management.

A. Administration and Logistics

This section of the annex addresses management and administrative needs, general support requirements and the availability of services.

1. Communications

The resource management network of communications is a primary responsibility of the EOC and should be effectively functional during an emergency situation.

2. Resources

The day-to-day operations of Caddo OHSEP provide planning and personnel training to obtain the maximum use of available resources and materials in the event of an emergency. During the emergency, local government will coordinate and identify essential resources to be rendered to disaster victims. The aim of the resource management annex is to use resources and trained personnel to carry out each assignment effectively. Among the many resource tasks to be performed during an emergency are the following needs:

- a. Heavy Equipment
 - i. Machinery for clearance.
 - ii. Bulldozers.
 - iii. Backhoes.
 - iv. Draglines.
- b. Specialized Equipment
 - i. Chain saws.
 - ii. Firefighting equipment.
 - iii. Water pumps.
 - iv. Rescue equipment.
- c. Temporary Shelters
 - i. American Red Cross shelters.
 - ii. Salvation Army shelters.
 - iii. Hotels and motels.
 - iv. Local public buildings and facilities.
 - v. Schools/Colleges/Universities.
 - vi. Churches.
 - vii. Military facilities (Barksdale AFB/National Guard).
 - viii. RV Parks.
- d. Food Centers
 - i. Wholesalers.
 - ii. Grocery stores.
 - iii. Frozen food storage facilities.

- e. Medical Care
 - i. Hospitals/medical centers.
 - ii. Medical clinics.
 - iii. Drug stores.
 - iv. Emergency medical service.
 - v. Private ambulance service.

A listing of all available resources, supplies and equipment is kept on file in the Caddo EOC. The above resource management areas are to be addressed in addition to the normal emergency role of the department during emergencies.

VII. AUTHORITIES AND REFERENCES

I. Authority

See Basic Plan.

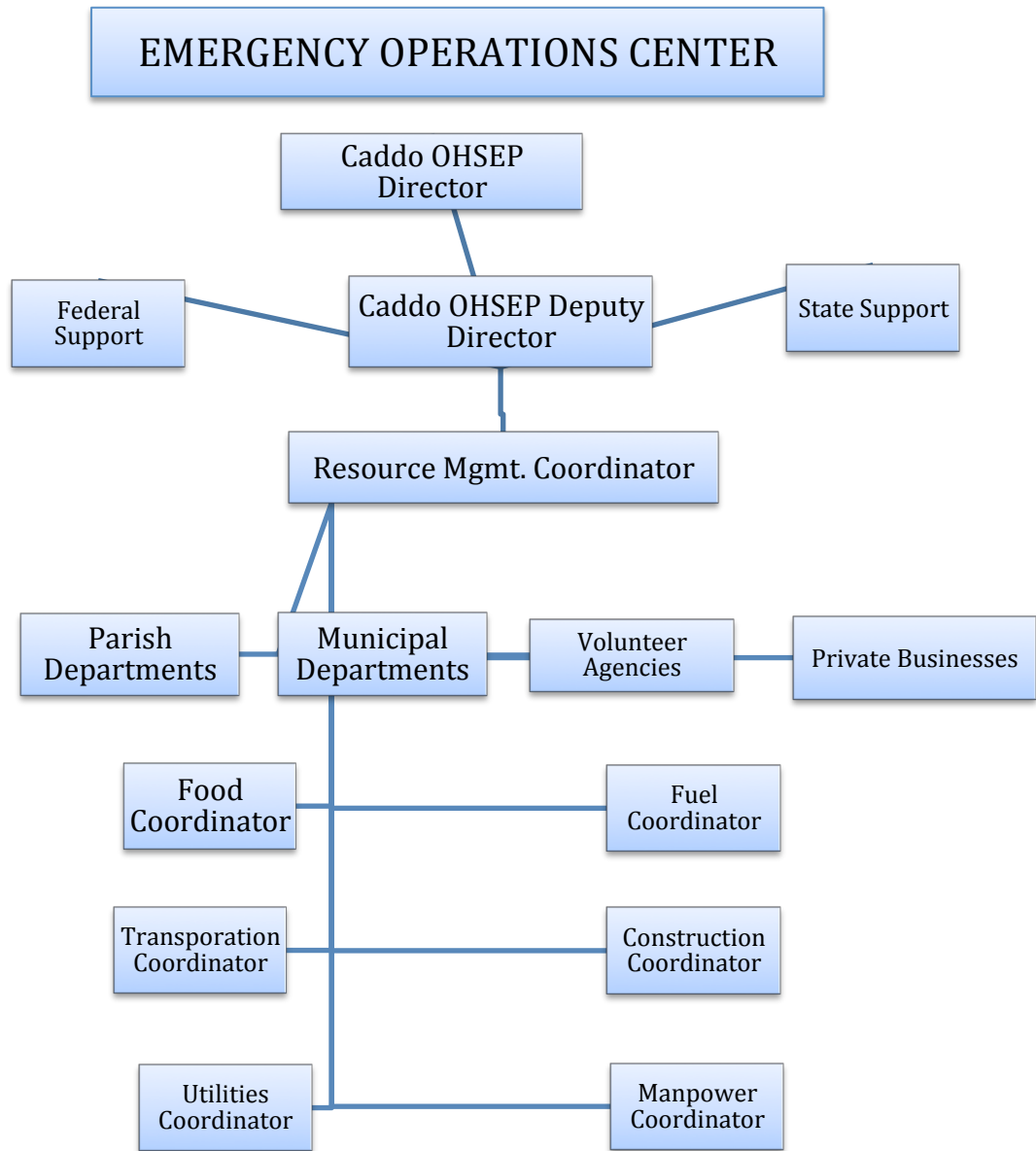
II. Resources

1. Federal Emergency Management Agency. Disaster Operations. CPG 1-6. Washington: FEMA, 1981.
2. Guide for Increasing Local Government Civil Defense Readiness During Periods of International Crisis, CPG 1-7, Defense Civil Preparedness Agency, 1979, Washington, D.C.

VIII. APPENDICES TO ANNEX G

1. Organizational Chart
2. Food Supply Plan
3. Fuel Supply Plan
4. Transportation Plan
5. Construction Plan
6. Utility Plan
7. Manpower Plan
8. Resource List
9. Military Assistance
10. Public Distribution

Appendix 1 – Organizational Charts



EOC Logistics Section will coordinate support organizations and groups with requests that are beyond the agency's ability to supply.

Appendix 2 – Food Supply Plan

I. GENERAL

1. Normally, food supplies on hand in retail stores in Caddo Parish would be sufficient to sustain the resident population for approximately four (4) days without re-supply. Local residents are estimated to have on hand in their homes enough food to support themselves for seven (7) days.
2. Evacuees are expected to bring at least a three (3) day supply to feed themselves until the food distribution system can be redirected from the large cities to the rural areas.
3. Based on the national Emergency Food Consumption Standard established by the US Department of Agriculture, which provides a minimum of 2,500 calories per person per day, (approximately 3.25 pounds per person), plans may be made for additional population.

II. RESPONSIBILITIES

1. Commercial food industry (processors, wholesalers, and retailers) will be responsible for redistribution of food stocks in Caddo Parish.
2. The Food Supply Coordinator will be responsible for arranging the distribution and control of all available food stocks within Caddo Parish.
3. The Coordinator for each lodging district is responsible for requesting the amount of food needed from Food Supply Coordinator.

III. OPERATIONS

1. The location of the Food Supply Operations Center will be decided upon at the time of the emergency or disaster depending upon the necessary location and population districts to be served.
2. Based on food supply request forwarded by the Lodging District Feeding Coordinators, the Food Supply Coordinator will locate food needed and arrange for transportation to the district rationing distribution point, or mass feeding kitchens, where needed.
3. All trucks delivering food and other grocery products to Caddo Parish will first report to the Food Supply Operations Center. From this point, the Food Supply Coordinator will direct trucks to appropriate storage or distribution points.

Appendix 3 – Fuel Supply Plan

I. GENERAL

The Fuel Supply Coordinator will make use of all available government and commercial fuel supplies and distribution facilities to furnish fuels for essential emergency preparedness needs.

II. RESPONSIBILITIES

The Fuel Supply Coordinator is responsible for insuring that adequate supplies of petroleum products and natural gas are available for emergency preparedness use. Fuels Section will consist of managers or operators of all fuel storage, transportation, and distribution facilities in Caddo Parish.

III. OPERATIONS

Emergency Service Coordinators will request any fuel support needed for their operations from the Fuel Section. The Fuel Coordinator will arrange to furnish the amount and type of fuels needed, based on priorities set for fuel use in Caddo Parish.

The Fuel Coordinator should work closely with the Transportation and Construction Sections to arrange for gasoline, oil, and diesel fuel supplies, at or near vehicle dispatch points, and for heavy construction equipment.

The Fuel Coordinator should report shortages or surpluses to the EOC. All fuel trucks delivering petroleum to Caddo Parish will first report to the Fuel Coordination Center. From this point, the Fuel Coordinator will direct trucks to the appropriate storage or distribution points.

Appendix 4 – Transportation Plan

I. GENERAL

The Transportation Section will make use of all available government, public school district, commercial, and private transportation equipment, supplies and facilities needed to support emergency operations in Caddo Parish.

II. RESPONSIBILITIES

The Transportation Section consists of: the Transportation Coordinator, representatives from local bus companies, representatives from other organizations owning cargo or passenger carrying vehicles, representatives from railroad and express companies, and the local Postmaster.

III. OPERATIONS

1. Transportation Operations Center will be located at the Caddo Parish School Board Office.
2. Emergency Service Coordinators will request any transportation support needed from the Transportation Section. Transportation Coordinator will arrange to furnish the type of transportation needed on a mission basis. Vehicles and drivers will be dispatched for one of the dispatch points after each assignment.
3. All trucks carrying cargo into Caddo Parish should report first to a vehicle control point at the Caddo Parish lines for further instructions. From this vehicle control point, incoming trucks will be instructed as follows:
 - a. Trucks carrying food report to _____.
 - b. Trucks carrying construction materials/equipment report to Construction Operations Center located at the Shreveport and Caddo Parish Maintenance Offices.
 - c. Trucks carrying petroleum products report to Fuel Coordination Center located at _____.
 - d. All trucks delivering health/medical supplies report to _____.
 - e. Empty trucks/buses report to central vehicle dispatch point located at the Caddo School Board Office.
4. Trucks carrying supplies through Caddo Parish to other parishes must not be diverted from their routes. The Transportation Coordinator should work closely with law enforcement to arrange for priority movement of critical supplies. If State Emergency Traffic Regulations are in effect, the Transportation Coordinator must issue necessary road use permits for trucks using regulated routes. The Transportation Section must be prepared to help move relocated lodging areas to designated fallout shelters in the event of war emergencies.

Appendix 5 – Construction Plan

I. GENERAL

The Construction Section will mobilize all heavy and light duty construction equipment and all building materials available in Caddo Parish. All engineers, contractors, architects, skilled construction workers, and others with practical experience and training will be asked to help with the critical task of fallout shelter construction or upgrading, in the event this is necessary.

II. RESPONSIBILITIES

1. The Construction Section will provide heavy and light equipment construction materials and engineering support for all emergency service work.
2. Labor will be provided by the organization furnishing the equipment or the Manpower Coordinator.

III. OPERATIONS

1. All trucks carrying construction supplies/equipment and all motorized heavy equipment arriving in Caddo Parish will report first to the Construction Operating Center. From this point, the Construction Coordinator will direct such trucks or equipment to work sites. The Director of Public Works will coordinate construction with the city or parish facilities director
2. See Crisis Relocations Handbook for suggestions on how to upgrade buildings.

Appendix 6 – Utility Plan

I. GENERAL

The Assistant for Utility Services shall oversee and coordinate matters and problems pertaining to electric, gas, water, sewer, telephone, etc., utilities with those public and private firms who dispense these services to Caddo Parish during the emergency periods.

II. RESPONSIBILITY

The Assistant for Utility Services shall monitor and coordinate with all utility companies and shall endeavor to obtain the needed utilities for all evacuees and to resolve problems between evacuees and utility firms or agencies. He shall keep the Resources and Supply Coordinator informed of any problems involving utilities and their availability.

III. OPERATIONS

1. The majority of electrical service in Caddo Parish are supplied by AEP - Southwestern Electric Power Company (SWEPCO). A small portion of western Caddo Parish is provided by Panola-Harrison Electric Co-op. Alternate sources for generating equipment may be provided by agreements with neighboring parishes, municipalities, and state agencies (National Guard).
2. Natural gas utilities in Caddo Parish are supplied by Reliant Energy – Arkansas Louisiana Gas Company (Reliant Energy – Arkla).
3. Water utilities are supplied by systems owned and operated by various municipalities. The rest of Caddo Parish is supplied water by co-ops, parish water districts, and individually owned wells. Alternate water sources may be supplied by private bottling companies and state agencies (National Guard water trucks).
4. Sewer and/or sanitation facilities are supplied by municipality owned and operated treatment plants. The rest of Caddo Parish are covered by private, parish and individual treatment disposal (septic tanks).
5. The majority of local telephone service in Caddo Parish is supplied by BellSouth. A number of additional telephone service providers are listed in the latest BellSouth telephone directory. In addition, a wider variety of cellular phone companies provide service in Caddo Parish. Please refer to Annex B - Communications, for more detailed information about local communications systems.

Appendix 7 – Manpower Plan

I. GENERAL

The Manpower Coordinator of the Resource and Supply Services shall coordinate able-bodied men and women to assist with emergency services for special or general jobs that need to be done for the welfare and care of the relocated public.

II. RESPONSIBILITIES

The Assistant for Manpower Service shall be responsible to the Coordinator, Resource and Supply Service, for providing manpower, critical and general, to the emergency services requesting this type of assistance.

III. OPERATIONS

1. The Assistant for Manpower Services, upon being notified of activation by the Coordinator, Resources and Supply Service, will form his staff (usually made up of people from the local Employment Service or City/Parish Personnel and/or Reception and Care [R&C] Centers). Manpower services people will assign relocatees to different tasks which must be accomplished for the common welfare of the people in a time of crisis (i.e. sanding/sandbagging a building, cooking/kitchen duties, guards, etc.). Job assignments will be made in accordance with the procedures, checklist, and assignments, as stated in the Basic Plan.
2. In the case of shortages, the Resources Priority Board shall set priorities. The Assistant for Manpower Services shall coordinate these activities with the local and state employment services.

Appendix 8 – Resource List

Critical Data Forms (CDF) and Critical Facility Forms (CFF) are kept on file and computer database at the Caddo Emergency Operations Center (EOC). These forms are indexed and prioritized in EOC Resource Manuals containing information for all available public and private sector sources in Shreveport and Caddo Parish. The forms also list mutual-aid assistance available from surrounding parishes/counties and state and federal agencies as well. Information from the resource lists may be obtained by contacting Caddo Parish OHSEP at 675-2255 (24 hours).

Category listings in the EOC Resource Manuals include:

1. Air Surveying
2. Aircraft
3. Airlines
4. Airport
5. All Terrain Vehicles / 4 Wheel Drive Vehicles
6. Ambulances
7. Asbestos Abatement
8. Barricades
9. Blood Supply
10. Boats
11. Boats & Trained Personnel
12. Cable Override Warning System
13. Cellular Telephone Service
14. Chemical Facility – EHS Information
15. City-Parish Administration
16. City-Parish Departments & Agencies
17. Communications
18. Crisis Counseling
19. Disaster Support Service
20. Education, Food Safety
21. Electric Generation
22. Emergency Management
23. Environmental Remediation
24. Federal Assistance
25. Fire Prevention
26. Fire Service
27. Flooding / Technical Information
28. Forensics / Medical Examiner / Victim Identification
29. Funeral Home
30. Generators, Lights, Portable Electrical Service
31. Generators, oxygen, fuel
32. HAZMA T Response
33. Health & Welfare Service
34. Health Care

35. Heavy Equipment
36. Heavy Equipment/Landfill
37. Hospitals
38. Ice & Dry Ice
39. Industrial Waste Water Treatment
40. K-9 Unit
41. Law Enforcement
42. Law Enforcement/Federal Assistance
43. Maps
44. Meeting / Training Rooms
45. Military Assistance
46. Neutralizing Chemicals
47. Oil Spill Response / Absorbing Materials
48. Personal Protective Equipment
49. Pipeline Company
50. Portable Toilets
51. Public Assistance
52. Pumps
53. Rental Supplies
54. Respiratory Protection Equip.
55. Safety Training
56. Sandbags & Sandbag Supplies
57. Security
58. Self Contained Breathing Apparatus & Accessories
59. Shelters & Shelter Management
60. Specialized Rescue Teams & Equipment
61. Specialized Response Vehicle
62. State Agencies
63. Storage Leasing
64. Tanks, Storage
65. Tents
66. Trained Personnel
67. Training Academy
68. Transportation
69. Transportation—Emergency
70. Transportation--Non-Emergency
71. Vehicles (Cars, Trucks, Vans)
72. Water Rescue Team & Equipment
73. Weather Forecast and Information

Appendix 9 – Military Assistance

I. PURPOSE

The purpose of this annex is to identify the local military organizations and to establish procedures to request assistance from them.

II. SITUATION AND ASSUMPTIONS

A. Situation

During any disaster all available resources will be placed under the control of the Caddo Emergency Operations Center (EOC) in order to protect the local populace. These resources include manpower, equipment, supplies, communications, medical services, technical support, etc., necessary to control the situation.

B. Assumptions

The possibility exists that there may be a greater requirement need than can be met with the resources available. Therefore it may be necessary to obtain additional assistance from the various military organizations in the local area. Military assistance can only be provided for the Caddo Office of Homeland Security and Emergency Preparedness (OHSEP) when the military organizations receive necessary authorization.

III. CONCEPT OF OPERATIONS

General

1. Emergency operations in the form of military assistance to Caddo OHSEP will simply be an expansion of their normal responsibilities.
2. The disaster response functions of the military departments are military support, communications, engineering and transport as prescribed by military policy.

IV. ORGANIZATION AND MILITARY RESOURCES

A. Organization

The military assistance organizational chart is shown as Appendix 1 of this annex. All requests for military assistance will be made through the EOC.

B. Military Resources

1. United States Air Force

Barksdale Air Force Base

Bossier City, LA

2nd Bomb Wing Command Post: 456-2151

Disaster Preparedness Office: 456-2851

The Disaster Preparedness Operations Plan for Barksdale Air Force Base contains procedures to be followed to provide military assistance to civilian authorities during a local emergency. The plan states that assistance will be provided if it does not interfere with Base operations. Any assistance required will be in accordance with applicable Air Force directions. A copy of the plan is kept on file at the Caddo Emergency Operations Center.

REQUEST PROCEDURE: Requests for assistance from Barksdale AFB can be made by contacting Caddo OHSEP or the Emergency Operations Center (EOC) who in turn will follow request procedures as outlined in the BAFB Operations Plan. The following resources may be available: base ambulance, bioenvironmental, engineering, exercise and evaluation, EOD, fire department, hospital and police department. NOTE: Local civilian fire departments have mutual-aid agreements with the base fire department and may contact them directly for assistance.

2. Louisiana Army National Guard

- a. 1st Battalion 156th Armor (Fort Humbug) Headquarters
Shreveport, LA
676-7613
- b. HQ 165th Transportation BN
Bossier City, LA
741-7468

The Military Department of the State of Louisiana will support emergency operations necessitated by a disaster occurring within the State of LA in order to protect lives and property of its citizens in accordance with the orders of the Governor and the LA Adjutant General.

The National Guard organization is an ideal source of manpower that can be assembled in a relatively short period of time. They have their own transportation and are organized to such an extent that they would require very little outside control.

The National Guard is prepared to respond to emergency disasters by providing relief and rescue work, supplementing local police as well as providing manpower. National Guard resources may be utilized, as available, for all phases of disaster activities, preparedness through recovery.

REQUEST PROCEDURE: A request for National Guard assistance should be made to Caddo OHSEP, who in turn will contact the Louisiana Office of Homeland Security Emergency Preparedness to authorize a local

guard unit(s) for support activities.

3. United States Army (Reserve Units)

- a. 4158 USAR School
1500 Airport Drive
Shreveport, LA 71107
- b. Headquarters 3rd Btn – 4th Brigade
1500 Airport Drive
Shreveport, LA 71107
- c. Army Resident Training Detachment
400 E. Stoner
Shreveport, LA 71101
425-4385

These U.S. Army Reserve organizations have various medical and support personnel and a small number of military vehicles. These units have a recall plan by which they can assemble members in a relatively short period of time after they are ordered to active duty.

REQUEST PROCEDURE: A request for assistance must go through the Commanding General, Fifth Army, San Antonio, Texas.

4. United States Marine Corps (Reserve)

Reserve Center
1440 Swan Lake Road
Bossier City, LA 71111
747-0795

The Marine Corp Reserve Unit has in excess of 100 support personnel and a limited number of military vehicles. This unit has an overall plan whereby they can assemble members in a relatively short period of time after they are ordered to active duty.

REQUEST PROCEDURE: A request for assistance should go through the Inspector/Instructor of the local Marine Corp Reserve Unit.

5. United States Navy (Reserve)

Naval Reserve Center
1440 Swan Lake Road
Bossier City, LA 71111
746-9657

The Naval Reserve Unit has a limited number of support personnel and military vehicles. This unit has a recall plan whereby they can assemble

members in a relatively short period of time after being ordered to active duty.

REQUEST PROCEDURE: A request for assistance should go through the Commander, Naval Reserve Center.

6. United States Coast Guard

8th Coastguard District
Hale Boggs Federal Building
501 Magazine Street, Room 1324 Audio: (800) 526-1144
New Orleans, LA 70130
(504) 589-6287

REQUEST PROCEDURE: In the event of a disaster occurrence on any of the inland waterways in Caddo Parish, i.e. a hazardous materials spill on the Red River, LA Office of Homeland Security and Emergency Preparedness would alert the United States Coast Guard who would respond with equipment and personnel and assume control of the problem through the response and recovery phase.

7. United States Army Corps of Engineers

- a. U.S. Army Engineers
Fort Worth District/Eastern Area Office
280 Miller Road
Bossier City, LA 71112
676-3365

- b. U.S. Army Engineers
Vicksburg District/Bossier City Area Office
276 Miller Road
Bossier City, LA 71112
549-3000

Public Law 84-99 is the authority for the Army Corps of Engineers to respond to emergency flood control and coastal storm activities. This law delegates authority to the District Engineer to direct this response. DR 500-1-1 and Supplement A to ER 500-1-1, Natural Disaster Activities, is the regulation by which the offices under the New Orleans District will operate in providing emergency assistance. The Corps of Engineers is able to provide technical advice during flood conditions as well as actively participate in flood fighting.

REQUEST PROCEDURE: Contact Ken Bryan, Deputy Commander Emergency Operations at 549-3000.

V. DIRECTION AND CONTROL

1. The commanding officer of each military unit will retain control of their assigned personnel and equipment.
2. Coordination of military forces will be directed by the chief law enforcement official at the EOC in the jurisdiction in which they are operating.

VI. CONTINUITY OF GOVERNMENT

See Basic Plan.

VII. ADMINISTRATION AND LOGISTICS

A. Administration

There is an occasional need for military assistance during emergencies. When deemed necessary by Caddo OHSEP or emergency services that military assistance is necessary, a request will be made through the Emergency Operations Center (EOC). Caddo OHSEP is legally required to make such requests. A local State-of-Emergency signed by the chief elected official of the affected jurisdiction will be necessary prior to requesting state or federal assistance.

B. Logistics

Military assistance with equipment and manpower (primarily through the National Guard and BAFB) will significantly supplement local resources. Obtaining military assistance will be coordinated through the EOC. Logs of all requests and needed resources will be determined prior to requesting military assistance. Requests for National Guard assistance will be made to the Louisiana Office of Homeland Security and Emergency Preparedness. Request for BAFB assistance will be made to the 2nd Bomb Wing Command Post and the Base Disaster Preparedness Office. Resources available from each military unit are kept on file in the EOC Resource Manual. The EOC staff will coordinate the assistance needed from local military units.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

Caddo OHSEP along with representatives from BAFB and LA Army National Guard (Fort Humbug) will review, exercise and update this annex periodically.

IX. AUTHORITIES AND REFERENCES

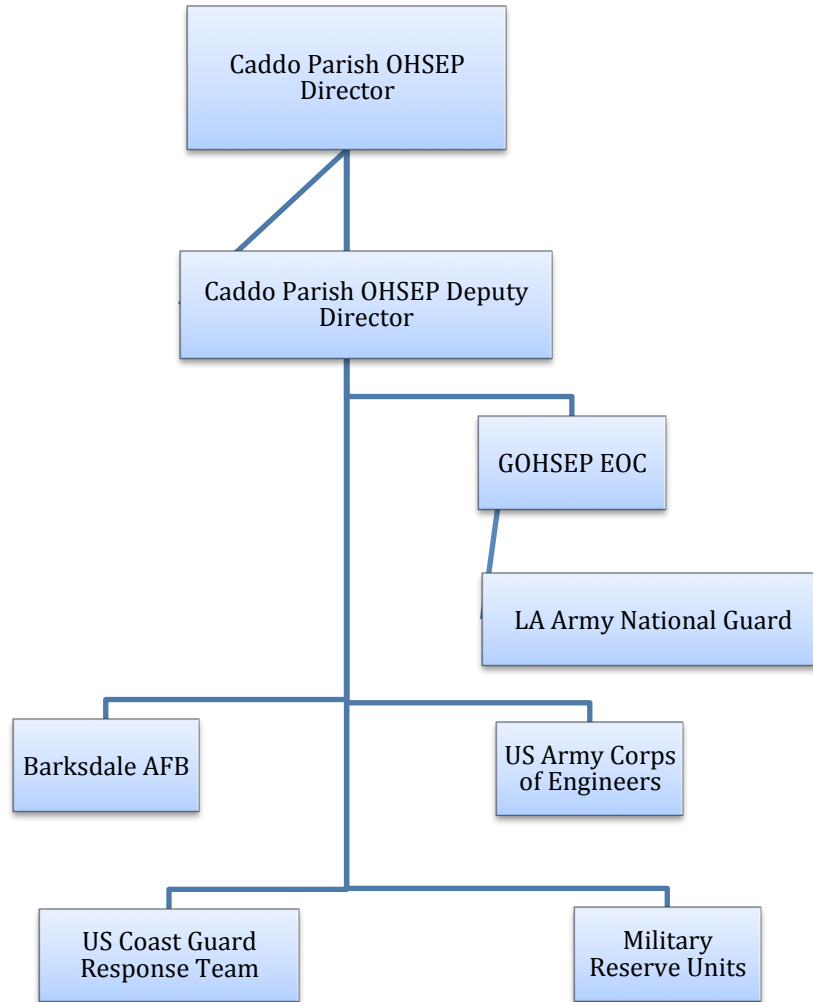
See Basic Plan.

X. ATTACHMENTS

Attachment 1 – Organizational Chart

Appendix 9: Attachment 1 – Organizational Chart

Emergency Operations Center



Appendix 10 – Public Distribution Sites

Distribution sites for the public are determined by events and coordinated by ARC, Goodwill, the Salvation Army, etc.

ANNEX H

ESF 8: PUBLIC HEALTH AND MEDICAL SERVICES

PROMULGATION STATEMENT

Transmitted herewith is the ESF –8: Public Health and Medical Services Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-8: Public Health and Medical Services

I. PURPOSE AND SCOPE

This annex deals with providing public health services for Caddo Parish during emergency situations. It takes into consideration many factors including disease control, sanitation, and mental health.

II. SITUATIONS AND ASSUMPTIONS

A. Situation

In many instances emergency and disaster situations will involve a wide range of health and medical problems. To respond adequately to a major incident in Caddo Parish, a well planned health and medical support network should address procedures for responding to incidents involving mass casualty accidents, diseases, sanitation problems, contamination of food and water, and community mental health problems.

B. Assumptions

In Caddo Parish there is an adequate health and medical response capability in place to meet the demands of most major accidents and disaster situations. However, should additional support resources be needed, Caddo Parish will request such assistance from neighboring parishes. State and federal agencies will also be contacted should health and medical service support be unavailable locally.

III. CONCEPT OF OPERATIONS

A. General

Emergency Operations for public health services will be an extension of normal duties. One of the primary concerns of public health personnel is disease control. This involves the detection, and control of disease causing agents, as well as purification of water. Sanitation is a very significant aspect of public health. One of the primary considerations is the continuation of water disposal under disaster conditions. Medical facilities and food establishments need sanitary inspections. Personnel health and hygiene education is very important before, during, and after an emergency. Personal food and water supplies must be kept free of contamination.

The health and medical services planning team must provide a basic understanding of the extent of its responsibilities for developing an EMS capability. During a disaster, EMS will simply be an extension of the normal duties of EMS provider agencies. This section of the annex describes several general responsibilities and then lists specific operational activities that are typical of health and medical services planning concerns. Close cooperation

between health and medical service personnel and support agencies requires an understanding of several medical issues to include the following:

1. **Triage**

Sorting of patients is necessary in a disaster because resources, especially personnel, are limited. As a result, an attempt is made to actively conserve the equipment and time of EMS personnel. A victim whose injuries are too serious must occasionally be bypassed so that patients who can benefit from medical assistance can receive it in a timely manner.

Triage includes assessing and classifying patients to provide efficient and effective treatment and transportation. Assessing patients is a medical art. Assessing patients during a disaster is a much more rudimentary skill. Patients are classified in four very broad categories—minor injuries, urgent (but stable) injuries, life threatening (but correctable injuries), and victims who are dead and dying. After patients are classified, transportation is arranged for the living. The dead are usually relocated to a temporary morgue for definitive identification and disposition of remains at a later time.

2. **Medical Control**

Medical control is the provision of adequate medical supervision to ensure quality care. Decisions made about medical care will be scrutinized after and even during the disaster.

3. **Advanced Life Support**

During a disaster, bringing the skills of a hospital to the scene is vital. Advanced life support (ALS) does just that. Under the voice direction of a physician, paramedics provide sophisticated skills to victims, such as starting intravenous therapy and giving medications. Medical control is a key element of ALS, as is the ability to integrate ALS-trained personnel with other public safety personnel into efficient, on-site work teams.

4. **Transportation**

The number and types of vehicles available to transport victims to medical facilities must also be considered in planning. Ambulances are the usual vehicles; however, large numbers of patients with minor injuries can be transported in school buses. Using helicopters for both rescue and transportation has become commonplace. Other transport means, such as off-road vehicles or boats, should also be considered.

5. **Communication and Command**

Methods of communicating with and among EMS personnel, other emergency response forces, and the EOC should be coordinated. Local EMS agencies have two-way radio capabilities and a separate mutual-aid

channel. Field response forces and the EOC have equipment capable of operating on EMS frequencies.

Command, as an issue, revolves around the understanding that only physicians have authority over medical matters. Beyond that, the usual command and control issues that deal with such things as the management of resources and providing additional transportation are outlined in departmental standard operating guidelines (SOGs). The establishment of field command posts will streamline the process of on-site command during a disaster.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Conduct a community assessment of hazard/vulnerability analysis to identify likely disaster scenarios.
- b. Specialized training in disaster operations for EMS personnel, first responders and local hospital staffs.
- c. First aid training for members of the public.

2. Preparedness

- a. Coordinate storage of medical supplies and equipment.
- b. Maintain medications and other critical medical supplies.
- c. Develop and maintain emergency plans for mutual aid response of emergency medical service agencies outside the jurisdiction.
- d. Develop and maintain emergency plans and procedures for hospitals, nursing homes, and pre-hospital emergency medical service treatment of patients.
- e. Develop emergency procedures for provision of temporary morgues.
- f. Develop procedures for contacting local ministerial associations.

3. Response

- a. Initiate first-aid activities in the hazard area.
- b. Initiate triage, treatment and transportation activities; make provisions for a field command post.
- c. Establish staging areas for mutual aid forces.
- d. Initiate in-hospital triage and treatment activities.
- e. Notify appropriate state and federal agencies.
- f. Conduct crowd and traffic control at disaster perimeter.
- g. Provide resources to support emergency medical service operations.
- h. Initiate activities dealing with handling the deceased and transporting uninjured or slightly injured people.
- i. Initiate temporary morgues and prepare for identification, storage, autopsy (if needed) and of release of body to funeral home.

- j. Process data (incident report sheets, etc.), including identification of casualties. Keep track of casualties at each stage of treatment.
- k. Activate ministerial support.

4. Recovery

- a. Continue response and treatment activities, as necessary.
- b. Compile reports for state and federal agencies; compilation of reports for critique and review.
- c. Re-supply health and medical services and response agencies.
- d. Inspect disaster areas to insure sanitary conditions are safe for re-entry of population.

C. Execution

Coordination between Health/Medical providers is necessary to ensure emergency operational readiness. All hospitals and nursing homes will maintain individual emergency operating plans for emergency procedures that will be used in conjunction with this plan. Jointly, these emergency plans include the provision of care for key emergency workers and injured persons remaining in hazard areas and for the relocated population in reception areas.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the annex takes the operational considerations detailed above and recasts them as specific duties and responsibilities for designated local agencies. The task assignments listed below are extensive but certainly not exhaustive.

A. General Organization

Caddo Parish OHSEP Health and Medical Officer is responsible for coordinating emergency health/medical service operations.

B. Assignment of Responsibilities

1. Caddo Office of Homeland Security and Emergency Preparedness

Local government is responsible for the development of a health and medical annex within the framework of the comprehensive emergency management plan. The plan delegates authority for its execution to the Caddo Parish OHSEP Health and Medical Officer.

2. Caddo OHSEP Health and Medical Officer

- a. Assemble a team of representatives from EMS providers and planning agencies (and other emergency services) to develop the annex.
- b. Coordinate implementing the plan when necessary.
- c. Coordinate the management, distribution, and use of EMS and health and medical service resources-personnel, equipment, and facilities.
- d. Provide public information, including pertinent first-aid

- information.
- e. Coordinate mutual-aid response, as necessary.
- f. Determine on-scene medical coordinator.
- g. Determine on-scene operations and support coordinator.
- h. Determine staging and triage areas.
- i. Coordinate list of physicians who can assist with site triage.
- j. Determine location of temporary morgue.
- k. Coordinate an annual training program that provides health and medical services personnel with practice in mass casualty handling (i.e., annual Caddo Community Disaster Drill).

3. EMS Pre-Hospital Care Providers

- a. Develop and update specific operations procedures for disaster situations.
- b. Conduct specialized training and drills in disaster operations.
- c. Develop mutual-aid agreements with other local providers.
- d. Maintain sufficient medical supplies, medications, and equipment.
- e. Educate the public in health practices through public information programs.
- f. Provide emergency medical care for essential workers in hazardous areas that have been provided by the general population.

4. Caddo Parish Health Unit

- a. Conduct or coordinate environmental health activities in regard to waste disposal, refuse, food, water control, and vector/vermin control.
- b. Prevent and control communicable diseases by intelligence, evaluation, prevention, detection and inoculation.
- c. Conduct laboratory activities, including diagnostic tests, to determine the presence or absence of food and water contamination.
- d. Monitor vector/vermin conditions in preparedness phase and take appropriate action.
- e. Monitor stray animal conditions and take appropriate measures.
- f. Insure that people in reception and shelter facilities are surveyed and provided medical and health care, including medicines and inoculations as appropriate.
- g. Provide inoculations to first responders.

5. Caddo Animal and Pest Control

- a. Monitor vector/vermin conditions on preparedness phase and take appropriate measures.
- b. Monitor stray animal conditions and take appropriate measures.
- c. Monitor and take appropriate action to minimize animal and pest control problems in the response and recovery phases.

6. Hospitals and Medical Centers

- a. Conduct specialized training and drills in disaster operations.
- b. Educate the general public in health matters through public information programs.
- c. Maintain sufficient medical supplies, medications and equipment.
- d. Develop and update emergency operating and evacuation plans for pre-hospital, in-hospital, transfer of patients.
- e. Conduct in-house triage and emergency treatment in field operations and emergency transportation.
- f. Provision for resource management and acquisition of needed equipment and supplies.
- g. Provide crisis counseling for emergency workers and victims of the disaster.

7. Louisiana Blood Center

- a. Conduct drawing of blood supplies.
- b. Make provision for distribution of blood supplies to hospitals.
- c. Advise hospitals on volume and type of blood available.
- d. Develop and update internal standard operating guidelines (SOGs).

8. Nursing Homes and Retirement Centers

- a. Conduct specialized training and drills in disaster operations.
- b. Maintain sufficient medical supplies, medications, and equipment.
- c. Develop and update emergency evacuation plan for nursing home residents including transportation, support equipment and supplies, and support personnel.

9. Caddo Community Action Agencies

- a. Assist with public warning of the non-institutionalized disabled and elderly. Compile lists of transportation, medicine and other resources needed by such people in time of emergency.
- b. Assist with emergency evacuation of the disabled and elderly.

10. Caddo Council on Aging

- a. Assist with public warning of the non-institutionalized disabled and elderly.
- b. Assist with emergency evacuation of the disabled and elderly.

11. Caddo Coroners Office

- a. Recover, identify, register, and dispose of the dead.
- b. Formulate plans for temporary morgues and for the expedient disposal of corpses as necessitated by the situation.
- c. Notify next of kin.
- d. Maintain records of deaths.

- e. Set up emergency morgues when numbers of casualties necessitate.

12. Law Enforcement Agencies

- a. Provide security and law enforcement at the disaster scene.
- b. Provide traffic control at the disaster scene.
- c. Assist with body identification, transfer and storage.
- d. Conduct such activities as blood runs, physician transports, and communication backup, as required.
- e. Provide public information activities.

13. Fire Services

- a. Maintain fire suppression and prevention activities.
- b. Provide first responder-trained personnel and/or basic life support-trained personnel, as necessary.
- c. Conduct rescue operations, as necessary.

14. Military Support

- a. Inform EOC of the availability of rescue/medical support from Barksdale Air Force Base, National Guard and reserve units.
- b. Coordinate use of military hospitals and medical personnel.
- c. Provide logistics support of critical supplies and equipment.

15. Caddo School System

- a. Provide buses for medical evacuation of uninjured and slightly injured victims.
- b. Provide school facilities (especially gymnasiums) for use as secondary or tertiary triage areas or temporary hospital.
- c. Provide medically trained personnel (school nurses), as needed.

16. SPORTRAN

Provide buses and drivers for medical evacuation of slightly injured or uninjured people as necessary.

17. Public Works

- a. Support health and medical operations.
- b. Assist with recovery operations.

18. Codes Enforcement

- a. During recovery operations, inspect structural soundness of buildings in disaster area, as appropriate.
- b. Determine if disaster was related to code violations.
- c. Recommend improvements in building codes, as appropriate.

19. Caddo OHSEP Communications Director

- a. Determine health and medical service field command post

- telephone and radio needs and arrange for support as necessary.
- b. Maintain records of radio frequencies and call signs of EMS agencies and mobile units.
- c. Ensure that EOC radios and select local government mobile units can communicate with EMS forces.

20. American Red Cross/Salvation Army/Community Service Groups

- a. Assist in health and medical service operations, as appropriate.
- b. Provide support services for victims and their families, and for emergency response personnel.

21. Caddo Department of Social Services (DSS)

- a. Provide assistance for disaster victims and families.
- b. Coordinate private and nonprofit social services.

22. Local Ministerial Associates

- a. Provide chaplain services at disaster site.
- b. Organize use of church facilities for triage sites.

23. All Local Government Agencies

- a. Develop a roster of essential employees and designate other employees needing emergency preparedness training, as appropriate.
- b. Support health and medical services operations, as necessary.

24. Louisiana State Department of Public Health will provide assistance in all areas of public health services.

25. The Federal Government will provide assistance as needed.

26. Shreveport Regional Metropolitan Medical Response System (MMRS) Plan, under separate cover, located at Caddo Emergency Operations Center.

- a. Shreveport MMRS enhances local ability to respond to, and recover from, a terrorist employment of a weapon of mass destruction and is specifically tailored to address nuclear, radiological, biological, chemical and/or explosive terrorist incidents.
- b. MMRS identifies hospitals, nursing homes and other facilities that could be expanded into emergency treatment centers for disaster victims.

V. DIRECTION AND CONTROL

The Caddo OHSEP Health and Medical Officer or his designee is responsible for coordinating all emergency health and medical activities from the EOC. The Health and Medical Officer is appointed by the Caddo OHSEP Director and is a member

of the EOC emergency staff. Routine operations will be handled using the standard operating guidelines of departments or agencies concerned. State and federal support will be requested as needed.

VI. CONTINUITY OF GOVERNMENT

In the event that an official or agency charged with participating in the disaster operation is unable to perform, lines of succession are established to ensure that direction and control and health and medical services operations are provided, as needed (see Basic Plan and departmental Standard Operating Guidelines).

A determination will be made as to the medical operating records that are indispensable during the disaster (i.e., triage tags, incident report sheets, and emergency room charts)

VII. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Director along with the Health and Medical Officer will be responsible for the development and updating of this annex. Periodic testing and review of capabilities will also be conducted annually with associated health and medical providers as part of the annual disaster drill.

VIII. ADMINISTRATION AND LOGISTICS

Departmental Standard Operating Guidelines (SOGs) should address criteria regarding personnel, procedures, equipment, training, and general support requirements. Specific areas that must be addressed include:

A. Lack of Consent

Legal authority to perform medical procedures on patients who refuse to consent to care. Note: Unconscious persons are generally presumed to have given implied consent.

B. Medical Control

Legal authorities to allow mutual aid health and medical service personnel to perform ALS procedures outside of their medical control operational area.

C. Abandonment

Legal authority to permit health and medical services personnel to perform triage without fear of civil suit for abandonment.

D. Reports and Records

Casualty tags and reports, notification of next of kin procedures, and casualty lists and reports for public release must be specified.

E. Supplies and Equipment

Authorizations for emergency purchases and requisitions, as well as procedures for re-supplying EMS response forces.

IX. AUTHORITIES AND REFERENCES

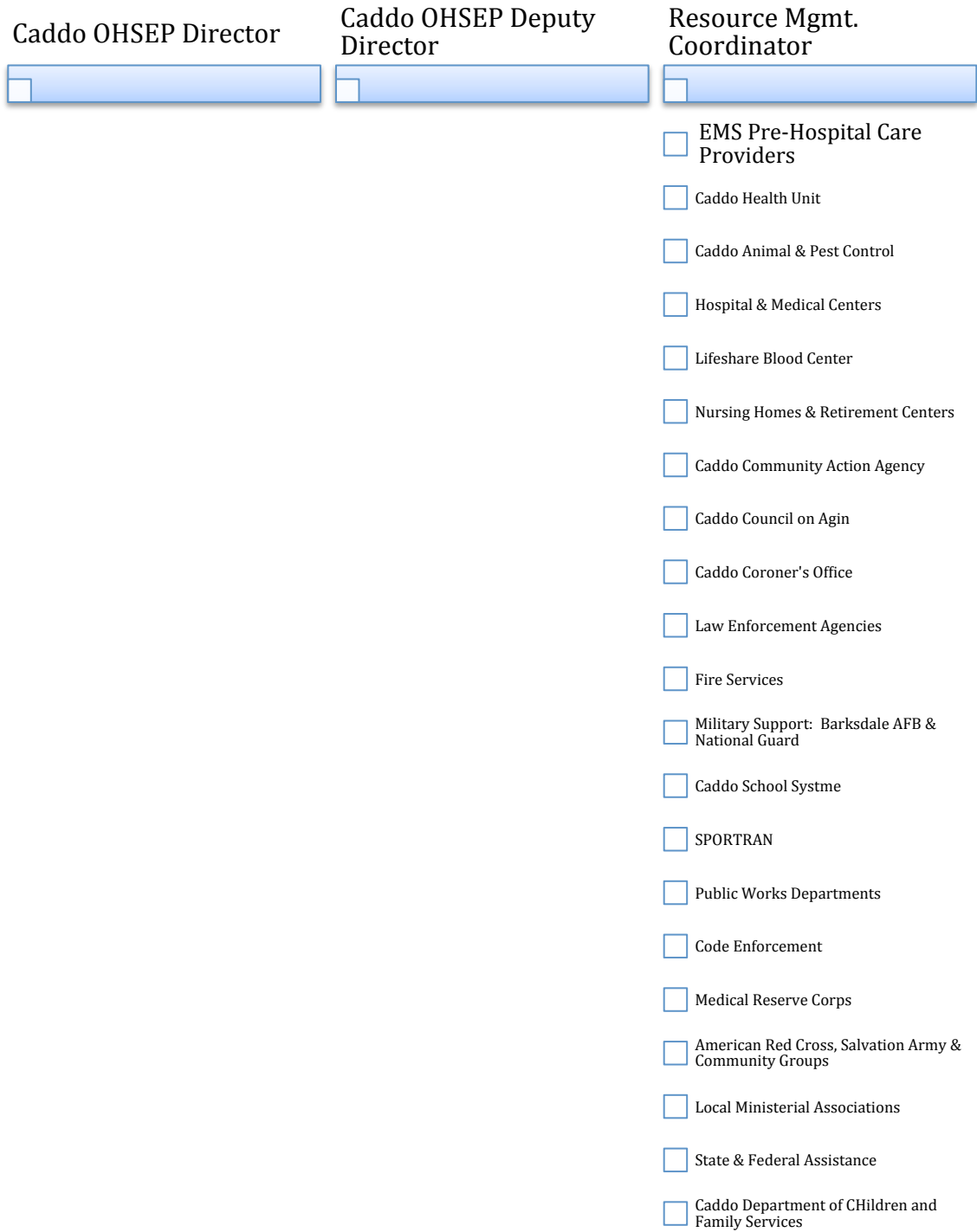
See Basic Plan

1. If hazard-specific authorities exist, they should be listed.
2. Hazard-specific references are often different than the basic plan. A list of the technical manuals, technical studies, software, and procedures used to develop or execute the annex should be included.

X. APPENDICES TO ANNEX H

1. Organizational Chart
2. Emergency Medical Guidelines
3. Ambulance and Transportation Guidelines
4. Triage Guidelines
5. METTAG Use
6. Mass Casualty Incident (MCI) Guidelines
7. MCI Mutual-Aid Agreement
8. Health and Medical Facility Directory
9. Health Emergency Guidelines
10. Animal Control Guidelines
11. Radiation Emergency Medical Guidelines
12. Anthrax Contingency Plan
13. Medical Reserve Corps

Appendix 1 – Organizational Chart



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Appendix 2 – Emergency Medical Guidelines

I. INTRODUCTION

Caddo Parish has seven major medical facilities within its jurisdiction. The reasonable assumption that an incident could generate casualties exceeding treatment capabilities of any one or more hospitals necessitates the formulation of this health and medical annex to ensure an orderly approach to coordinating various medical services and support units. This plan was developed to provide a general framework of operations that will be flexible enough to meet any mass casualty situation that may affect the parish.

II. BASIC PLAN

The operational concept upon which this annex is based is applicable to any incident that causes an extraordinary number of casualties in excess of emergency treatment capability of any one or more of the medical facilities in Caddo Parish.

III. PURPOSE

The purpose of this annex is to outline responsibilities and procedures to develop a system of coordinated responses between hospitals/medical centers and local government during emergency/disaster operations.

IV. DEFINITIONS

A. Ambulance Service

Those agencies responsible for transporting the sick and injured.

B. Central Morgue

A facility designated by the coroner's office to receive and process mass fatalities.

C. Chief of Medical Staff

The physician designated by his/her peers to head the medical staff of his/her hospital or medical institution.

D. Communications

Those communications systems that include, but are not limited to, established telephone, cellular phone, radio, computer and message.

E. Emergency Medical Disaster

Any incident that generates an emergency patient load that exceeds the expanded emergency patient treatment capability of any one or a number of the community's hospitals.

F. Emergency Operations Center (EOC)

The facility especially designed and staffed to coordinate support activities

including, but not limited to, communications, public information personnel, and resources beyond that normally needed.

G. EOC Public Information Officer

The official at the EOC who is responsible for collecting statistics from the medical treatment facilities regarding injured and deceased and for preparing releases to the media regarding casualty and situation summaries.

H. Fire Service

Those agencies responsible for preventing, suppressing, or controlling fire, leading search and rescuing of entrapped persons; and assisting in evacuation of affected areas.

I. Forward Command Post

That area established by the initial responding fire department senior officer situated at a location of his/her discretion, taking into account the hazard involved, the accessibility and space requirement to marshal and manage the personnel and material to combat the hazard. The forward command post serves as the onsite communications and intelligence link to the EOC.

J. Hospital Administrator

The administrator or chief executive of hospital or his/her designee.

K. Hospital Disaster Coordinator

The individual designated by the Caddo OHSEP to report to the EOC and serve as medical community coordinator for disaster/emergency operations.

L. Hospital Information Officer

The official at the hospital who is responsible for the rapid collection of statistics concerning disaster victims, the notification of next of kin, and the timely dissemination of information to the EOC.

M. Emergency Medical Treatment Facilities

1. Christus Schumpert Highland Hospital
2. University Health Shreveport
3. North Caddo Medical Center (Vivian)
4. Overton Brooks V A Medical Center
5. Willis-Knighton Medical Center
6. Willis-Knighton Pierremont Health Center
7. Willis-Knighton South Medical Center

N. Law Enforcement

Those agencies responsible for maintaining law and order through traffic and crowd control and for providing security for vital facilities and supplies, controlling access to operating scenes and vacated areas, initial notification of emergency agencies and evaluating danger areas, if appropriate.

O. Triage Team

A team of qualified emergency medical service personnel who sort, prioritize and route casualties for distribution to medical treatment facilities.

P. Triage Coordinator

The person designated by each respective EMS agency to act as the liaison between the Triage Officer and the On-Scene Commander.

V. ORGANIZATIONAL RESPONSIBILITY

1. The Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP) Director will select a Health and Medical Officer to serve as hospital disaster coordinator liaison. This person is responsible for serving the medical community from the EOC as medical service coordinator during disaster and emergencies. The coordinator's primary duty is to ensure the orderly coordination of medically oriented logistics.
2. In addition, the hospital disaster coordinator shall call on the individual disaster coordinator or the chief executive officer of each hospital to provide support in accordance with the provisions of this annex.
3. The ambulance services are responsible for transporting casualties as directed by the triage team and shall act as the on-scene triage team.
4. Caddo OHSEP is responsible for the activation/operation of the EOC, and as such, shall coordinate personnel, material, supplies, transportation, hazard mitigation, security, communications, public information and other resources and support as necessary.
5. Fire services are responsible for the containment or removal of a fire or hazardous agent, establishment of the forward command post, and the initial extraction of trapped victims.
6. Law enforcement is responsible for dispatching a communications unit to support the forward command post, control access to the disaster area, crowd control, and assisting in removal of victims (if properly trained) from hazard areas. In addition, law enforcement is responsible for assisting with evacuations.
7. The triage team is responsible for the classification of victims, setting priority for transportation and treatment, and directing the distribution to medical facilities.
8. The triage coordinator is responsible to act as liaison between the on-scene medical personnel and the on-scene commander.

VI. CONCEPT OF OPERATIONS

1. The Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP), through the Emergency Operations Center, will coordinate the support effort.
2. The triage officer shall be responsible for the formal declaration of a medical disaster, the classification of victims, setting priority for transportation/treatment and directing the distribution of casualties to medical facilities.
3. The on-site senior fire officer shall be responsible for control of the forward

- command post.
4. Fire services, through Biotel Communications, shall be responsible for notification of hospitals. Fire service shall also be responsible for notification of support agencies and determination if an evacuation is necessary. Law enforcement will assist with the evacuation efforts.

VII. PROCEDURES

The following procedures will be implemented for an emergency medical disaster:

A. Preliminary Survey and Notification

The first responding unit shall make a preliminary survey and immediately report the type of incident, location and approximate number of casualties involved to the radio dispatcher.

B. Increased Readiness and Response

Upon notification of an emergency medical disaster, the triage team establishes on-site sorting, prioritizing and routing of casualties. In the interim, hospitals will begin increased readiness measures as outlined in their respecting standard operating guidelines (SOGs). EMS will commence preliminary triage, emergency treatment and transport.

C. Emergency Medical Declaration

Upon declaration of an emergency medical disaster, fire services and/or Biotel communications will notify the hospitals and support agencies. Caddo OHSEP will activate the Emergency Operations Center (EOC).

D. Implementation

Implementation shall take place as set forth in the following appendices.

VIII. READINESS

All agencies assigned responsibilities in this plan are responsible for developing or updating internal action plans that will ensure a continuing acceptable degree of operational readiness to carry out their responsibilities. Essential to any internal plan is a current listing of responsible individuals and alternates who may be contacted at any time in any emergency. This information is detailed in appropriated annexes.

IX. TESTS AND EXERCISES

In order to keep this annex practical, there will a formal full-scale disaster drill held annually, organized by Caddo OHSEP and using a sufficient number of mock casualties to ensure calling a full emergency medical disaster.

Appendix 3 – Ambulance and Transportation Guidelines

I. PRE-EMERGENCY

1. All ambulances and emergency rescue vehicles in Caddo Parish, both public and private, will be equipped with METTAGS (International Field Triage Tags) furnished by their respective departments and/or Caddo Parish OHSEP.
2. All ambulances serving in Caddo Parish shall contain at all times those essential items as specified by the state board of health.
3. Private ambulance companies shall designate and train individuals to serve as Triage Officer.

II. EMERGENCY

1. Upon notification of an emergency situation, the appropriate ambulance shall respond with the necessary units to the scene. Mutual-aid ambulance services will also be notified and placed on standby status to respond to the scene if the situation warrants.
2. The senior EMT or paramedic who first arrives on the scene shall:
 - a. Survey the disaster scene.
 - b. Report to the senior fire officer and establish a proper triage area.
 - c. Institute a preliminary screening of casualties and begin transport of those most critically injured as put in priority in the triage guidelines. He/she will record the number of casualties transported and their destinations.
3. If the disaster warrants, the EMT will request, through the Incident Commander, that other ambulance services and mutual-aid units begin responding to the site.
4. Upon establishment of the Triage Officer, all ambulance service personnel will place themselves at the disposal of the Triage Officer and will follow the directions of the Triage Officer in regard to casualty movement.
5. The senior EMT will report to the Triage Officer and inform the Triage Officer as to what procedures were begun, locations of the triage area, number of casualties, and number transported.

Appendix 4 – Triage Guidelines

I. PRE-EMERGENCY

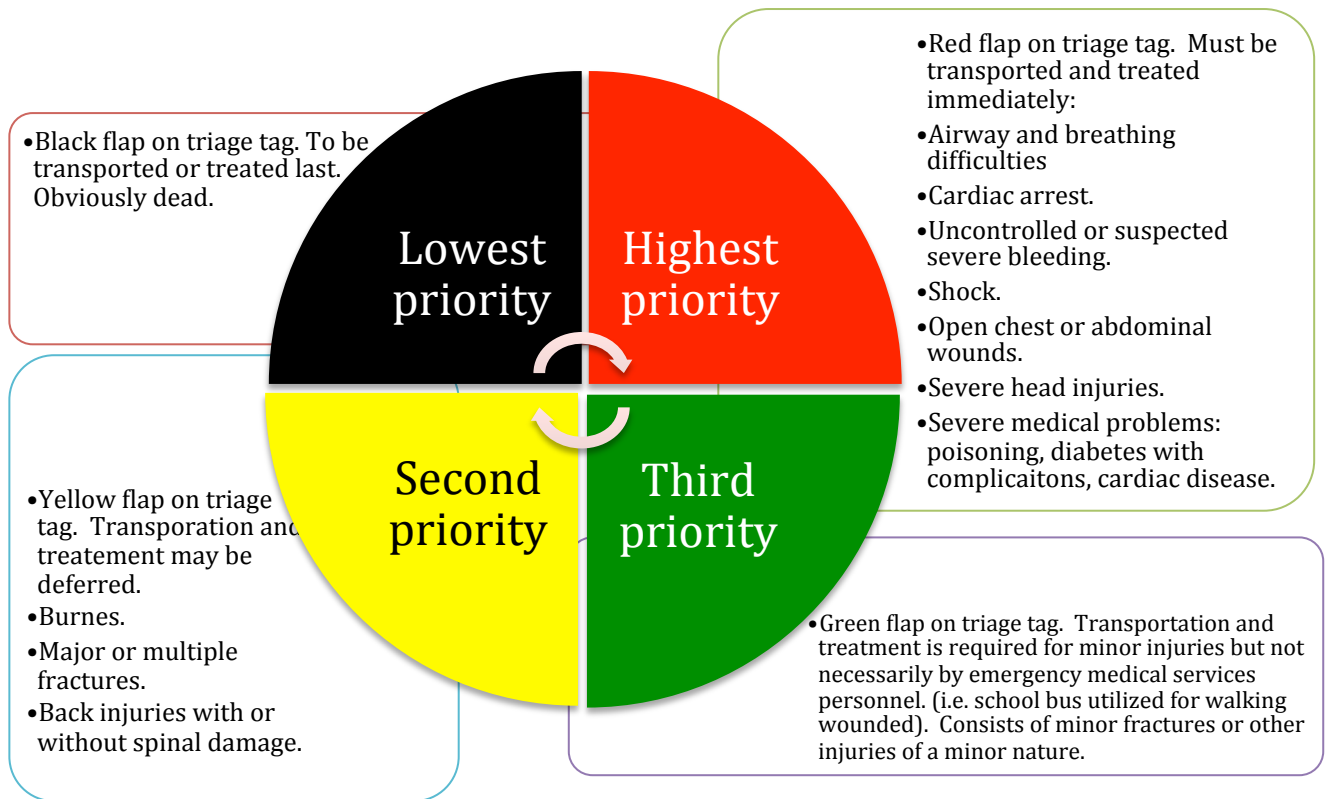
1. All ambulances and emergency vehicles in Caddo Parish will be equipped with a supply of METTAGS (International Field Triage Tags). These tags are to be furnished by the respective departments and/or Caddo OHSEP.
2. All ambulances serving in Caddo Parish shall contain at all times those essential items as specified by the state board of health.
3. Medical supplies for providing advanced life support to trauma victims will be stored in ambulances and rescue vehicles and mobilized to the scene of a mass casualty disaster. Each respective department will furnish these supplies.
4. All ambulance personnel in Caddo Parish will receive periodic training in triage techniques relating to mass casualty incidents.

II. EMERGENCY

1. It is the responsibility of the EMTs who first arrive on the scene of a mass casualty incident (MCI) to assess the situation, institute a triage system and implement action necessitated by the situation.
2. The appropriate hospitals should be notified by Biotel or fire serve dispatcher as to the type of MCI, preliminary number of casualties and anticipated injuries so they can make the necessary preparations.
3. The Triage Officer will be in charge of the overall triage activities. The Triage Officer will be the first senior EMT Paramedic arriving at the scene and shall be responsible for formal declaration of a medical disaster.
4. The Extrication Officer is responsible for the initial triage and tagging of victims as well as the removal of victims to the treatment area.
5. Mutual-aid ambulance services capable of providing advanced life support in the field will respond immediately to the disaster site if requested by Biotel or fire service dispatch. Mutual-aid forces will work with the Triage Officer and apply their skills to disaster victims.
6. Responding mutual-aid ambulance providers will monitor the designated EMS mutual-aid channel.

A. Triage Priorities

1. Patients with certain conditions or injuries have priority of being transported and treatment over others. These priorities are detailed in the chart below:



2. Attach tag securely to clothing or body (arm, leg, around neck, etc.) so that it is clearly visible and the appropriate flag removed to indicate the priority by the last remaining flap.
3. Any medications administered before the patient’s arrival at the hospital should be indicated on the triage tag. Should the receiving hospital decided to institute its own disaster tag upon patients’ arrival, the original triage tag should be retained with the hospital tag.

III. RADIATION CONTAMINATION

A separate category of triage should also be noted, as it supersedes all others. Patients who have undergone radiation contamination and are themselves carrying radiation particles must be decontaminated as an initial step. They should not be allowed to contaminate other patients, ambulances, or the hospitals.

In the event of a radiation accident with resulting casualties, trained personnel from Barksdale Air Force Base can assist with decontamination of these

victims. Mutual-aid assistance from Barksdale may be obtained through existing agreements with the base fire department or by contacting Caddo Parish OHSEP at 675-2255.

See Appendix 12 - Radiation Emergency Medical Guidelines.

Appendix 5 – METTAG Use

The Universal Field Triage Tag — Suggestions For Use

I. DISPENSE CONTROLLED NUMBER OF TAGS TO TRIAGE PERSONNEL.

II. STABILIZE MOST SERIOUSLY INJURED PATIENTS FIRST, IF POSSIBLE.

1. Enter time of triage (+ date if advisable) on tag.
 2. * Enter name if patient is conscious and coherent.
 3. * Enter home street address if practical.
 4. *Enter home city and state if practical.
 5. Enter other pertinent information on blank lines.
 6. Enter name of person doing triage on bottom line.
 7. On reverse side indicate injuries on body diagrams.
 8. Enter as appropriate: time, blood pressure, pulse, and respiration (breaths per minute) in vital signs chart.
 9. Enter intravenous (IV), intramuscular (IM), with time.
 10. Tear off all colored tabs BELOW determined priority and retain. These tear-offs may be used at local option - for example, identification of personal effects, for ambulance driver records, etc.
 11. Attach tag securely to clothing or body (arm, leg, around neck, etc.) so that it is clearly visible.
- These steps may be delayed or accomplished by others while awaiting transport or during transport.

III. TRANSPORT VICTIMS TO BEST AVAILABLE HOSPITALS STRICTLY BY PRIORITY:

- A. **(I) RED (Critical, in need of immediate care)**
- B. **(II) YELLOW (Serious, but hospitalization can be delayed to after priority I)**
- C. **(III) GREEN (Emergency transportation not considered necessary)**
- D. **(0) BLACK (Dead, move to morgue)**

IV. COLLECT UNUSED TAGS AND ESTIMATE TOTAL CASUALTY COUNT.

V. KEY HOSPITAL ADMISSION AND MEDICAL RECORDS TO PATIENT'S TAG SERIAL NUMBER.

NOTE: Briefing before use is recommended. A policy of METTAG use in day-to-day emergencies will automatically establish familiarity and provide faster and more effective disaster triage.



Figure 1: METTAG – The Universal Triage Tag (Front Shown at Left)

Appendix 6 – Mass Casualty Incident (MCI) Guidelines

I. GENERAL

A large number of injured people is an overwhelming site, especially when it is realized that there is no way to take care of everyone at once...or as fast as emergency responders would like to. The key to the management of a mass casualty incident is organization. The better organized the emergency response forces are, the better the incident will be managed. Key elements of organization for handling a mass casualty incident are:

A. Close coordination with hospitals

B. Separation of the tasks of:

1. Site management
2. Triage
3. Treatment
4. Transportation

C. Centralized control

D. Logistical support

E. An adequate supply of triage tags

Each of these elements will be discussed in this section, followed by a suggested series of procedural steps to implement when notified of an incident involving large numbers of injured people.

II. CLOSE COORDINATION WITH HOSPITALS

The local hospitals and medical centers can handle quite a few casualties within their own facilities. In many cases, however, hospital officials will have to implement their disaster plan to strengthen personnel and equipment capabilities. This means that there should be close coordination with hospitals ahead of time.

Hospital coordination procedures include alerting the hospital(s) immediately upon receipt of notification of a mass casualty incident either by Biotel (ambulance routing system) radio or by telephone. In the event of a major disaster involving mass casualties, local ambulance notification and routing procedures will be supplemented by the use of pre-assigned amateur radio operators at each of the area hospitals, the disaster site and the Emergency Operations Center (EOC).

In preparation for a mass casualty incident, all local hospitals in Caddo Parish will participate in the annual community disaster drill sponsored by Caddo OHSEP. Each year OHSEP coordinates a different full-scale disaster drill which includes an MCI aspect with moulaged students acting as victims. These student casualties will

be “treated” and transported to area hospitals by ambulance, helicopter and bus.

III. SEPARATION OF TASKS

The management of mass casualty incidents will run smoother at the scene if all concerned recognize the importance of the separation of tasks. As much as possible, each team should restrict its activities to fulfilling its specific mission—not crossing over to assume someone else’s responsibilities.

IV. INCIDENT COMMANDER

The first task, site management, is a management function, not a medical function. The Incident Commander will usually be a ranking fire officer. The Incident Commander must be able to give orders and understand the “big picture” of scene management. He can give directions himself on the radio or relay them through radio operator(s) reporting to him.

Site Management is concerned with:

1. Establishing and maintaining ambulance staging areas.
2. Establishing and maintaining patient staging areas.
3. Establishing and maintaining traffic patterns for emergency medical functions on-site (may require police support).
4. Direct departing ambulances to specific hospitals.
5. Designating an emergency morgue area in coordination with the Coroner’s Office.
6. Coordinating mutual-aid assistance and resource management.
7. Coordinating with fire and other specialized response personnel to most effectively manage the entire incident with minimal conflict and risk to all concerned.

V. TRIAGE

The triage function involves the actual medical sorting of victims, based on the critical nature of injuries—including the need for treatment and the survival expectancy. Triage is the first step of a three-step process: triage, treatment and transportation. The triage team evaluates each victim, and based on that evaluation determines priority for treatment and transportation. The results of the triage evaluation are recorded on a special triage tag (METTAG) which is then attached to the victim. All fire/EMS personnel who might serve as members of a triage team should be very familiar with their specific role and with the proper use of the triage tag system.

VI. TREATMENT

After the triage evaluation has been done, paramedics and/or emergency medical technicians provide indicated first aid treatment to stabilize the condition of victim. They move the victim, usually by stretcher to the patient staging area. This is the place where the ambulances will pause to pick-up the victims and transport them to the hospital(s). In some cases, treatment will continue in the ambulance enroute to the hospital.

In a mass casualty incident, the person providing the treatment may or may not be associated with the ambulance that provides the transportation of the victim.

VII. TRANSPORTATION

Ambulances and other types of vehicles will perform transportation of victims to receiving hospital(s). Ambulatory patients with less severe injuries may be moved by bus. Helicopters may be used to move more critical patients. Regardless of the mode of transportation, each patient will be taken to a hospital designated by the Transportation Officer. This person, positioned near the ambulance exit or another vantage point, will advise each driver in person or by radio where to go. This coordination will reduce the possibility of overloading hospitals instead of spreading the load among all appropriate receiving hospitals. Careful record keeping, using the numbered tags on the triage tags, will facilitate full accountability throughout the system. It is critical, in evaluation of incident response, to know the sequence and pattern of triage, treatment and transportation (including destination). Use of triage tags will build this knowledge base.

Transportation vehicles should move their patients to the designated hospital, then return directly and immediately to the scene if more patients are awaiting transportation. This is contrary to normal operation for many ambulance crews, used to waiting at the hospital emergency room to retrieve stretchers, backboards, blankets, etc. Equipment can be redistributed to the proper ambulance operators after the emergency is over. Expediency is the principal concern while the emergency is in progress.

VIII. CENTRALIZED CONTROL

Centralized control is imperative in the management of a mass casualty incident. A command post should be established at the scene as a top priority. All coordination and management of the comprehensive incident will be controlled from this location. Included in the command post operation should be:

1. The Incident Commander (IC),
2. Ranking law enforcement officer to assure full support in matters of traffic control, perimeter management, and personnel assistance as needed and available,
3. Fire department officers to assure close coordination between victim handling (including rescue) and any fire suppression or hazard reduction efforts,
4. Sufficient support personnel to operate radios and telephones and to provide needed clerical support.

IX. LOGISTICAL SUPPORT

There are many important logistical support considerations that need to be addressed prior to a mass casualty incident or any other type of disaster. The primary area of importance are addressed next:

1. Communications will be essential. Radio communications capabilities will need to address interaction:

- a. Between the scene and the hospital(s).
- b. Between ambulances and the transportation officer.
- c. Between ambulances and the hospital(s).
- d. Between on-site and mutual-aid agencies.
- e. Between the Emergency Operations Center and the on-site command post.

Amateur radio operators can be utilized as a supplemental communications resource. These dedicated volunteers can provide efficient, relatively secure communication—independent of normal frequencies (which may be heavily loaded with other traffic concerning the emergency).

2. Mass casualty incidents attract curiosity seekers. Perimeters will need to be established quickly. Law enforcement agencies will need rope, caution tape, barricades and signs from public works departments. Public works employees must make a rapid response with these items. Their help will be needed right away—not several hours later. Public works personnel may need to help man the barricades to keep streets or other areas closed. Manpower needs may be large, depending on the circumstances at the time of the incident.
3. Traffic control will be very important. If private vehicles jam the streets around the scene, it will be very difficult for ambulances to move in and out of the area quickly. Extra traffic officers will be needed. If there isn't sufficient manpower available with the local law enforcement agency, mutual-aid assistance will need to be requested from surrounding jurisdictions. National guard assistance can also be requested by contacting Caddo OHSEP at 675-2255. However, it may take some time to mobilize a national guard unit. Requests for National Guard assistance should allow for as much lead-time as possible.
4. Supportive medical supplies may be needed. An extra assortment of bandages, tape, tags, drugs, and other first aid supplies should be stockpiled at a secure location until needed. Supportive medical supplies such as additional blankets, stretchers and body bags should be kept on hand or at least listed in a resource directory along with 24-hour contact numbers.
5. The mobile command/communications bus will need a sufficient supply of pencils, pens, paper, staplers, paper clips and clipboards on hand for personnel helping to manage the mass casualty incident. These supplies should be readily available and stored in an appropriate place. There should also be an adequate supply of pre-printed forms to record events and keep track of where various response units are deployed.

X. ADEQUATE SUPPLY OF TRIAGE TAGS

The most widely used triage tag is known as METTAG (Medical Emergency Triage Tag). It is a full-color perforated tag that uses symbols instead of words for quick international efficiency. METTAGs come in sealed packages, with instructions (see appendix 5 to this annex entitled "METTAG Use).

XI. DRILLS AND EXERCISES

As with any other specialized response procedures, readiness and strength will be improved significantly through exercises. A mass casualty incident is valuable as a disaster drill because it tests a number of different functions of local government, the hospitals and private support groups. Caddo OHSEP will develop and coordinate a disaster drill to test response procedures to a mass casualty incident on an annual basis.

XII. GENERAL PROCEDURAL STEPS

1. Dispatch law enforcement unit to confirm and assess overall situation.
2. Dispatch emergency medical service unit to assess medical situation.
3. Dispatch fire department to suppress fire, reduce hazards and provide supportive manpower.
4. Advise personnel who will serve as the in-charge official (Incident Commander) at the scene.
5. Alert additional ambulance units.
6. Alert hospitals and medical centers on the number and types of injuries associated with the incident so they can enact their in-house emergency plans.
7. Activate Emergency Operations Center (EOC).
8. Dispatch available ambulance and rescue units to fill the reported need.
9. Responsible personnel establish perimeters and command post at scene, initiate communications with hospitals and identify staging areas.
10. Notify coroner if fatalities are involved.
11. Arrange for logistical support as needed.

In Caddo Parish, the triage responsibility rests with the paramedics and emergency medical technicians from the fire departments that operate rescue squad/ambulance service. Standard operating guidelines (SOGs) call for the first arriving medical team to act as the initial triage team. Their first action should be to request additional ambulances to treat and transport victims. Then they should establish their vehicle as a command post and immediately begin triage. Next arriving medical units should be directed to the victims most needing treatment. The first team should not begin treatment until the full situation assessment has been completed, and even then they may have their hands full directing incoming rescue/ambulance units. This means that whoever may be part of the first arriving medical unit should be trained and prepared in functions of triage and on-scene management.

Appendix 7 – MCI Mutual-Aid Agreement

MUTUAL-AID AGREEMENT FOR EMERGENCY SERVICES WITHIN CADDO PARISH IN THE EVENT OF A MASS CASUALTY INCIDENT

I. PURPOSE

To provide a standardized approach in the management of a mass casualty incident within Caddo Parish and in order to efficiently manage area emergency response resources, this mutual aid agreement will utilize common terms and standard operating procedures during an incident that requires multiple agency responses.

A. Mass Casualty Incident (MCI)

The term Mass Casualty Incident (MCI) is used to describe any emergency medical situation that would overwhelm an agency's ability to manage and would necessitate utilization of other resources outside its jurisdiction. An MCI will be classified according to its severity by a three-tier system:

1. LEVEL I

An MCI that can probably be handled by the resources available within the host agency's jurisdiction.

2. LEVEL II

An MCI that requires all available emergency response host agency resources to manage and could require outside agency response. This level MCI will require the host agency to alert other resources for their potential dispatch to the MCI or to provide back-up emergency response to other incidents within their boundaries.

3. LEVEL III

An MCI that will require mutual aid from outside agencies to manage.

B. Level III Standard Operating Procedures

In the event of a MCI Level III, as declared by the host agency, the following standard operating procedures will be followed by all participants:

1. The MCI will have one Incident Commander who will have authority over the MCI until otherwise relieved by a higher-ranking officer who will then become the Incident Commander. His radio designation "Command" will be used along with the geographical location of the incident (i.e., "Parkway Command"). This designation will not change throughout the duration of the MCI, regardless of who assumes command.
2. As soon as possible, the Incident Commander will establish a Primary Command Post that will be visibly identified by a flashing green light. All

other Command Post type apparatus that may arrive on the scene will establish a position near the Primary Command Post but in a location that does not interfere with the operations of the Primary Command Post. Only the Primary Command Post will be identified with a green light in order to avoid confusion.

3. Radio communications must be established between the Command Post and other responding agencies as well as Biotel. Amateur radio operators, available through Caddo OHSEP, may be dispatched to the Command Post, EOC and area medical centers to serve as back-up to the 800 Mhz. radio system.
4. In order to avoid confusion, clear text language will be used during radio transmission between other agencies.
5. The Incident Commander will establish a staging area (or areas) for incoming personnel and equipment that will report there for assignment (unless otherwise directed by the Incident Commander). As more personnel become available, the Incident Commander will establish a safe "treatment" area for casualties as well as an assembly area for accountability of non-injured casualties (see Attachment 1 and 2).
6. The Incident Commander will designate qualified command individuals for the following sections (Areas of Responsibility):

- a. STAGING DIRECTOR – Radio designation "Staging"

The Staging Director will control incoming units in the staging area and facilitate the dispatch of vehicle, equipment, or personnel to other sectors as directed by the Incident Commander.

- b. EXTRICATION OFFICER - Radio designation "Extrication"

The extrication sector personnel will be at the actual MCI site under the control of the Extrication Officer. They are responsible for initial triage and tagging of victims as well as the removal of patients to the treatment area. Casualties will be marked using the color-coded universal field medical tag - Mettag (see Attachment 2 & 3). No attempt will be made by extrication sector personnel to revive clinically dead victims. No advanced life support will be given in the extrication sector.

- c. TRIAGE OFFICER - Radio designation "Triage"

The Triage Officer will be located at the entrance of the designated treatment area to ensure incoming casualties have triage tags and that

priorities are correct; and to direct them to a designated place within the treatment area according to their priority.

d. TREATMENT OFFICER - Radio designation "Treatment"

The Treatment Officer commands treatment sector personnel who will provide life saving care to stabilize patients before transportation to a hospital. This sector will provide advanced life support utilizing the approved standing orders of their assigned agency.

e. TRANSPORTATION OFFICER - Radio designation "Transportation"

The Transportation Officer is responsible for the transportation area, which will be located near the Priority I classified patients of the treatment area. This will be the ambulance-loading zone. The Transportation Officer will also designate helicopter landing areas, maintain knowledge of hospitals capacity status, advise Biotel or other regional hospitals of the number and priority of patients enroute to their facility and insures medical re-supply needs are communicated to medical command (see below).

f. MEDICAL COMMAND OFFICER - Radio designation "Medical"

The Medical Command Officer has overall command of extrication, treatment, triage, and transportation sectors, which will communicate their needs and status reports to him. He in turn will communicate directly to the Incident Commander on EMS activities. The Medical Command Officer will insure each of his sector officers is clearly identified with labeled vests and each sector is clearly marked. He will reassign resources as needed between sectors.

C. This mutual-aid agreement does not affect the day to day routine operations within any jurisdiction but will be utilized in any MCI involving outside agencies. It does not intend to address fire, rescue, or hazardous environment threats, but will be useful in any MCI where these factors exist.

D. All emergency agencies can expand the roles of each sector but are to ensure the training of their personnel follow this basic format. Cross training between agencies is encouraged.

E. It shall be understood that any agency requesting assistance in an MCI is not responsible for reimbursement costs incurred by responding agencies.

Appendix 8 – Emergency Health & Medical Facility Directory

I. GENERAL

1. For planning purposes hospital patients can be divided into three categories:
 - a. Dischargeable
 - b. Non-relocatable
 - c. Relocatable
2. Dischargeable patients are those people in hospitals for elective procedures such as treatment of non-life threatening conditions or illness. These individuals can be discharged immediately or within three days.
3. Non-relocatable patients include those patients that cannot be relocated for one or more of the following reasons:
 - a. Because of their serious conditions, a move of more than a few miles would probably result in their death.
 - b. Because transportation, equipped with sophisticated life support systems is not available.
 - c. Because an inordinate demand on already short supply of host-area resources would be committed to caring for a few patients that may have poor prognoses.
 - d. Because the necessary hospital and personnel is not available elsewhere.
4. Relocatable patients are those patients who require hospitalization but do not present the limiting factors described above for non-relocatables. Thus they can be relocated.
5. The approximate percentages of general hospital patients that are dischargeable, non-relocatable, or relocatable are as follows:
 - a. Dischargeable 75%
 - b. Non-Relocatable 15%
 - c. Relocatable 15%

II. HEALTH AND MEDICAL FACILITIES

Christus Schumpert – Highland
1453 E. Bert Kouns Industrial Loop
Shreveport, LA 71115
Bed Capacity: 156
ER Capacity: 13
Phone: 798-4300
ER: 798-4343

University Health Shreveport
1541 Kings Highway
Shreveport, LA 71130
Bed Capacity: 452
ER Capacity: 23 & 8 Pediatric
Phone: 675-5000
ER: 675-6883

North Caddo Medical Center
1000 S. Spruce Street
Vivian, LA 71082
Bed Capacity: 26
ER Capacity: 4
Phone: 375-3235
ER: 375-3235 ext. 200

Overton Brooks VA Medical Center
510 E. Stoner Avenue
Shreveport, LA 71101
Bed Capacity: 112
ER Capacity: 7
Phone: 221-8411
ER: 424-6115

Willis-Knighton Medical Center
2600 Greenwood Road
Shreveport, LA 71103
Bed Capacity: 310
ER Capacity: 18
Phone: 212-4000
ER: 212-4500

Willis-Knighton Pierremont
8001 Youree Drive
Shreveport, LA 71115
Bed Capacity: 170
ER Capacity: 12
Phone: 212-3000
ER: 212-3500

Willis-Knighton – South
2510 Bert Kouns Industrial Drive
Bed Capacity: 140
ER Capacity: 12
Phone: 212-5000
ER: 212-5500

Appendix 9 – Health Emergency Guidelines

I. GENERAL

There are a number of different kinds of health emergencies that have the potential to affect Caddo Parish. Some may threaten in the aftermath of another disaster (example: flooding may increase mosquito population, increasing potential for diseases to be transmitted by the biting insects). Others will have no relationship at all to any other factors.

II. POTENTIAL PROBLEMS

Potential health related disasters include the following:

- A. Major food poisoning.**
- B. Disease epidemic.**
- C. Chemical poisoning (could relate to hazardous materials incident).**
- D. Serious air pollution.**
- E. Extreme heat or cold.**

III. RESPONSE PROCEDURES

Response to health emergencies is often specialized, requiring the services of the professionals employed by the Caddo Health Unit. If they need help, they have the knowledge of how to contact surrounding health departments, the state agency, and national resources such as the Center for Disease Control (CDC) in Atlanta, Georgia.

Response procedures should be concerned with:

- A. Notifying the health department.**
- B. Providing support to the health department.**
- C. Maintaining calm in the community.**

Coordination with the local health units has helped to ensure that supporting efforts are considered. Special emphasis has been placed on the need to avoid panic in the community. News media and clergy will be utilized as needed.

IV. RESOURCE MATERIAL

Caddo OHSEP has the following public information materials available for the public during a disaster. The material can be reproduced and placed at mass gathering sites, feeding, water distribution sites, law enforcement departments, or

anywhere people are likely to go during a disaster. The Caddo Health Unit has additional public information material available as needed for distribution.

1. “How to Get Safe Drinking Water During an Emergency”
2. “Sanitation in an Emergency”
 - a. Temporary means for handling human wastes
 - b. How to handle garbage
3. “What to do with Food Items Subjected to Flood Waters”
 - a. Milk
 - b. Canned goods
 - c. Frozen foods
4. “How to Disinfect Your Water Supply”
5. “Home Safety Precautions”
 - a. Final clean-up instructions and precautions
 - b. Test plumbing drains before using them

V. EMERGENCY CONTACTS

A. Caddo Parish Health Unit

Sanitarian Parish Manager
1035 Creswell
Shreveport, LA 71101
676-5222

B. LA Department of Health and Hospitals (DHH)

Regional Administrator
1525 Fairfield Avenue, Room 569
Shreveport, LA 71101-4388
676-7489

C. Office of Public Health

Regional Epidemiologist
676-7499

Appendix 10 – Animal Control Guidelines

I. GENERAL

Response needs for a dangerous animal call will vary with the type of community and geographic location. A dangerous animal could be as “simple” as a rapid dog in a suburban area to rats in an urban area. The same call in another environment could refer to a wolf, wildcat, poisonous snake or a skunk. The variety of problems that may confront the local area is included in the Caddo hazard analysis.

CAUTION: Be particularly careful of live or dead animals that may have been exposed to a hazardous materials incident and may be contaminated. HAZ/MAT response personnel wearing proper protective clothing should assist with these animals. If possible, animal control personnel should receive hazardous materials training to the Awareness Level.

II. RESPONSE PROCEDURES

A. First Response

First response procedures in the local area include dispatching a law enforcement officer or animal control officer to assess the situation. The first responder might be able to take the necessary actions to neutralize the threat, by capturing, chasing away or killing the creature. In other cases, the first responder may be more concerned with protecting human lives until more specialized responders arrive to assume control of the situation.

B. Dead Animals

The pickup of dead animals may be handled by the same agency, and/or arrangements may be made with other service firms or organizations for larger animals. Calls for clean-up of dead animals could range from a domestic pet that has been hit by a car to wildlife that has suffered the same fate. Another concern may be the disposal of carcasses of diseased animals. An example would be some sort of (accidental) poisoning of part of a herd of cattle. Another concern will be the clean-up and disposal of livestock and household pets killed as a result of a natural or technological disaster. Flash floods, tornadoes, toxic chemical accidents and other disaster agents can claim a number of animals. Unless the carcasses are removed quickly, they could cause a serious threat to public health.

C. Insect Control

Insect control should not be overlooked. Mosquitoes can spread a number of diseases, and these insects can cause serious difficulties after flooding. This effort should be coordinated with the Caddo Health Unit. Another hazard is the stinging insects—bees, wasps, and hornets. Occasionally these insects are confronted and pose serious obstacles during emergency conditions.

III. EMERGENCY CONTACTS

Caddo Parish Animal & Mosquito Control

1500 Monty Street

Shreveport, LA

Animal Control: 226-6624

Mosquito Control: 226-6627

After Hour Emergencies: 800-357-7948

NOTE: See also Annex E (Shelter), Appendix 6 – Animals and Emergency Shelter.

Appendix 11 – Radiation Emergency Medical Guidelines

The U.S. Department of Energy (DOE) has compiled the following information for “Emergency Handling of Radiation Cases - Ambulance/Rescue Squads.”

I. GENERAL

Emergency handling of radiation exposures or radioactive contamination cases should not be feared. Handling these cases involves common sense, cleanliness, and good housekeeping.

Radiation can be detected and measured by a simple instrument - a survey meter. Radiation accident problems have parallels in other conditions handled frequently by emergency rooms and rescue squads without concern and by following simple rules.

II. PATIENT CATEGORIES

There are four types of radiation accident patients:

1. The individual who has received whole or partial body external radiation may have received a lethal dose of radiation, but he/she is no hazard to attendants, to other patients, or to the environment. This individual is no different from the radiation therapy or diagnostic x-ray patient.
2. The second type is the individual who has received internal contamination by inhalation or ingestion. He/she also is no hazard to attendants, other patients or the environment. Following cleansing of minor amounts of contaminated material deposited on the body surface during airborne exposure, he/she is similar to the chemical poisoning case. His/her body wastes should be collected and saved for measurements of the amount of nuclides to assist in determination of appropriate therapy.
3. External contamination of body surface and/or clothing by liquids or by dirt particles presents a third type, with problems similar to vermin infestation. Surgical isolation techniques to protect attendants and cleansing to protect other patients and the hospital environment must take place to confine and remove a potential hazard.
4. The fourth type of radiation accident case involves external contamination that is complicated by a wound. Care must be taken not to cross-contaminate surrounding surfaces and the wounds. The wound and surrounding surfaces are cleansed separately and sealed when clean. When crushed dirty tissue is involved, early preliminary wet debridement following wound irrigation may be indicated. Further debridement and more definitive therapy can await sophisticated measurement and consultant guidance.

III. AMBULANCE/RESCUE SQUAD PROCEDURES

Ambulance/rescue squad personnel usually see the case of radiation exposure or radioactive contamination before anyone else. Their first acts will vary in degree whether they treat a university or medical group regularly working with nuclear material or from a road transportation accident. Trained, knowledgeable coworkers, supervisors, or health physicists are usually on hand at the facility, but not at the road site.

When the accident has occurred at a medical or university facility, the health physicist, supervisor, coworkers and the patient(s) should be able to inform the rescue squad of the nature of the accident, number of patients and type of radiation exposure or radioactive contamination involved, and possible body areas that may be affected. A gross measurement of the amount of radiation involved may be available. Such information is most helpful.

It is the responsibility of the rescue squad to:

A. For the Patient

1. Give lifesaving emergency assistance, if needed.
2. Secure pertinent information, including rough radiation measurement from those in attendance.
3. Determine if physical injury or open wound is involved. Cover wound with clean dressing; use elastic bandage to hold wound-cover in place; do not use adhesive.
4. Cover stretcher, including pillow, with open blanket; wrap victim in blanket to limit spread of contamination.
5. Notify hospital of available information by radio or telephone.

B. For Ambulance/Rescue Squad Personnel

1. Perform survey of clothing, ambulance, etc., on arrival at hospital before undertaking further activity.
2. If contaminated, discard clothing in container marked "Radioactive - Do not Discard." Cleanse self by washing and/or showering, as appropriate.
3. If in contaminated area, ambulance/rescue squad personnel must be surveyed by radiation-survey meter and measurements must be recorded. Cleansing must continue until contamination is removed.

IV. EMERGENCY ROOMS

1. It is the responsibility of the senior hospital emergency room person on duty, on receipt of notification of the momentary arrival of a case involving radiation exposure or contamination, to:
 - a. Notify responsible staff physician or nurse and aides (trained health physicists or trained technicians from x-ray or nuclear medicine departments), if available.
 - b. Get appropriate survey meter, if one is available in the hospital. If

- hospital has no meter, notify hospital administrator or responsible hospital official so he/she may obtain survey meter and other pertinent equipment by calling the fire department or Caddo OHSEP.
- c. Notify the hospital administrator so he/she may seek expert professional consultation for technical management of the case.
 - d. If contamination is suspected, prepare separate space, using either isolation room or cubicle, if available. If such is not available, cover floor area immediately adjacent to emergency room entranceway with absorbent paper—the area to be adequate for stretcher-cart, disposal hampers, and working space for professional attendants. Mark and close off this area. Be prepared to shut off air circulation system.
2. On ambulance arrival, the physician and/or nurse in the emergency room should:
- a. Check patient on stretcher for contamination (as stretcher is removed from ambulance) with survey meter.
 - b. If seriously injured, give emergency lifesaving assistance immediately.
 - c. Handle contaminated patient and wound as one would a surgical procedure; i.e. gown, gloves, cap, mask, etc.
 - d. If possible external contamination if involved, save all clothing, bedding from ambulance, blood, urine, stool, vomitus, and all metal objects; i.e., jewelry, belt, buckles, dental plates, etc. Label with name, body location, time and date. Save each in appropriately covered containers. Mark containers clearly “Radioactive—Do Not Discard.”
 - e. If medical status permits, decontamination should start with cleansing and scrubbing the area of highest contamination first. If extremity alone is involved, clothing may serve as an effective barrier and the affected limb alone may be scrubbed and cleansed. If whole body is involved or clothing generally permeated by contamination material, showering and scrubbing will be necessary. Pay special attention to hairy parts, body orifices, and body-fold areas. Re-measure and record measurement after each washing or showering. If a wound is involved, prepare and cover the wound with self-adhering disposal surgical drapes. Remove wound covering and irrigate wound, catching fluid in a basin or can to be marked and handled as described in Rule 4 above. Each step in the decontamination should be preceded and followed by monitoring and recording of the location and extent of contamination.
 - f. Save attendant’s clothing as described for patients. Attendants must follow the same monitoring and decontamination routine as recommended for the patients.
3. The senior administrator on duty should inform the emergency room disaster administrator and other public officials, such as parish and/or state health departments as appropriate, police and fire departments, as indicated.

4. The physician in attendance in the emergency room, if confronted with a grossly contaminated wound with dirt particles and crushed tissue, should be prepared to do a preliminary simple wet debridement. Further measurements may necessitate sophisticated wound counting detection instruments supplied by the consultant who will advise if further definitive debridement is necessary.

Appendix 12 – Anthrax Contingency Plan

I. GENERAL

Anthrax is an acute infectious disease caused by the spore-forming bacterium *Bacillus anthracis*. Anthrax most commonly occurs in wild and domestic lower vertebrates (cattle, sheep, goats, camels, antelopes and other herbivores), but it can also occur in humans when they are exposed to infected animals or tissue from infected animals.

Because anthrax is considered to be a potential agent for use in biological warfare, the Department of Defense (DoD) has begun mandatory vaccination of all active duty military personnel who might be involved in conflict.

Anthrax is most common in agricultural regions where it occurs in animals. These include South and Central America, southern and Eastern Europe, Asia, Africa, the Caribbean, and the Middle East. When anthrax affects humans, it is usually due to an occupational exposure to infected animals or other products. Workers who are exposed to dead animals and animal products from other countries where anthrax is more common may become infected with *B. anthracis* (industrial anthrax). Anthrax in wild livestock has occurred in the United States.

II. TRANSMISSION

Anthrax infection can occur in three forms: cutaneous (skin), inhalation and gastrointestinal. *B. anthracis* spores can live in the soil for many years, and humans can become infected with anthrax by handling products from infected animals or by inhaling anthrax spores from contaminated products. Eating undercooked meat from infected animals can also spread anthrax. It is rare to find infected animals in the United States.

III. SYMPTOMS

Symptoms of the disease vary depending on how the disease was contracted, but symptoms usually occur within 7 days.

A. Cutaneous

Most (about 95%) anthrax infections occur when the bacterium enters a cut or abrasion on the skin, such as when handling contaminated wool, hides, leather or hair products (especially goat hair) of infected animals. Skin infection begins as a raised itchy bump that resembles an insect bite but within 1-2 days develops into a vesicle and then a painless ulcer, usually 1-3 cm in diameter, with a characteristic black necrotic (dying) area in the center. Lymph glands in the adjacent area may swell. About 20% of untreated cases of cutaneous anthrax will result in death. Deaths are rare with appropriate anti-microbial therapy.

B. Inhalation

Initial symptoms may resemble a common cold. After several days, the symptoms may progress to severe breathing problems and shock. Inhalation anthrax is usually fatal.

NOTE: For Anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life threatening lung infection can occur, but prompt recognition and treatment are effective.

C. Intestinal

The intestinal disease form of anthrax may follow the consumption of contaminated meat and is characterized by an acute inflammation of the intestinal tract. Initial signs of nausea, loss of appetite, vomiting, and fever are followed by abdominal pain, vomiting of blood, and severe diarrhea. Intestinal anthrax results in death in 25% to 60% of cases.

NOTE: Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. ANTHRAX IS NOT SPREAD FROM PERSON TO ANOTHER PERSON.

IV. LOCATION

Anthrax can be found globally. It is more common in developing countries or countries without veterinary public health programs. Certain regions of the world (South and Central America, Southern and Eastern Europe, Asia, Africa, the Caribbean, and the Middle East) report more anthrax in animals than others.

V. PERSON-TO-PERSON CONTACT

Direct person-to-person spread of anthrax is unlikely to occur. Communicability is not a concern in managing or visiting with patients with inhalation anthrax.

VI. INFECTION CONTROL

In countries where anthrax is common and vaccination levels of animal herds are low, humans should avoid contact with livestock and animal products and avoid eating meat that has not been properly slaughtered and cooked. Also, an anthrax vaccine has been licensed for use in humans. The vaccine is reported to be 93% effective in protecting against anthrax.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

The Caddo Office of Homeland Security and Emergency Preparedness should be notified by local emergency services of all anthrax related calls and cases. OHSEP will log calls, track and plot locations of suspected anthrax cases in Caddo Parish.

OHSEP will disseminate educational materials to local news media outlets concerning anthrax. Departmental PIOs will assist with this effort. The stated policy on suspected contamination is to test suspected substances whenever possible, not individuals.

B. Emergency Dispatch

If an individual calls claiming that he or she has been contaminated advise the individual to:

1. Isolate the substance to prevent any further spread.
2. Wash hands immediately, using soap and water.
3. Close off the area, and advise others to avoid the area.
4. Dispatch HAZMA T response team.
5. Delay seeking medical attention until the situation is assessed.

C. HAZMAT Response Teams

If an individual reports receiving a suspicious package:

1. Treat every case as suspect.
2. Respond and investigate.
3. Collect and secure suspected material in a sterile container, if possible (use a Q-tip or tape to obtain smaller samples).
4. Deliver specimen to the LA Dept. of Health & Hospitals (LDHH) – Office of Public Health (OPH) Shreveport regional public health lab for screening.
5. Sign public health lab receipt (be sure to include phone and fax numbers).
6. Notify EOC/OEP of actions.
7. Provide individual with anthrax guidelines booklet.
8. Advise individual to wait until results of local screening return before seeking medical help (15-24 hours).
9. Secure perimeter as needed.
10. Notify individual of results of local screening.

If the location of suspicious material is a building or office, advise the building official to hire a HazMat contractor to decontaminate as needed.

D. LDHH OPH (Shreveport Regional Lab)

The public health lab will perform the following procedures:

1. Provide 24-hour screening until further notice (regular lab hours are 8 a.m. to 4:30 p.m.; on pager for after-hours screening). Turnaround time is 18- 38 hours for each sample.
2. Notify Caddo OHSEP of all screening results.
3. Forward results to LDHH OPH Central Office in New Orleans. The Infection Disease, Epidemiology and Bioterrorism Center in New Orleans is the releasing authority for all anthrax screening information in Louisiana. Results will be made available within 48 hours and can be

obtained by phone (1-800-256-2748). Efforts are under way to set up a web page that will post test results in a discreet, secure manner.

4. Samples that test positive in the Shreveport lab are forwarded to the central office in New Orleans for confirmation (turnaround time is 3-5 days).
5. There is the possibility of local hospital labs serving as augmentees in the event the public health lab becomes overwhelmed.

POC: Jim Gilbert, LA DHH-OPH
533 Vine Street
Shreveport, LA
Lab: 221-0859
Pager: 1-800-999-6710, pin #999-9782

E. Hospitals/Medical Centers

If an individual visits the hospital and believes he or she has been contaminated:

1. Have the patient disrobe.
2. Double-bag the patient's clothing (public safety will mark and store bags at hospital's request).
3. Direct the patient to decon. or shower, using soap and water (bleach and water solution is no longer advised).
4. If the patient is a-symptomatic, medical interventions should end. If the patient has symptoms consistent with anthrax, consider performing blood cultures and/or chest X-rays, and then only under the direction of state health officials.

Should any area of a hospital become contaminated, the fire department will investigate and contain the spread of the contaminant. Depending on the amount of contamination, the hospital may be advised to contact an environmental clean-up contractor for decontamination.

VIII. EMERGENCY CONTACTS

National FBI Hotline: 1-800-424-8802, local FBI office: 221-8439

CDC Anthrax Hotline: 404-639-2807

CDC Biological Threat Hotline: 404-639-7100

CDC Requests for Serology: 404-639-2468

Appendix 13 – Mass Fatalities

I. ORIGINS

In response to the outpouring of volunteer support in the days following September 11, 2001, President George W. Bush created the USA Freedom Corps. That national initiative is made up of several components, among them AmeriCorps, the Peace Corps, and Citizen Corps. The Medical Reserve Corps (MRC) is a specialized component of Citizen Corps.

II. OBJECTIVES

The MRC plays an integral part in our preparedness and response strategy. It provides an organized way for medical and public health volunteers to offer their skills and expertise during local crises and throughout the year. Locally-based MRC volunteers can assist during large-scale emergencies. MRC volunteers also work to strengthen the overall health and wellbeing of their neighborhoods and communities.

Major emergencies can overwhelm the capabilities of our first responders, especially during the first 12 to 72 hours. Medical and other health volunteers can provide an important “surge” capacity during that critical period. They can also augment medical staff shortages at local medical and emergency facilities. MRC volunteers can also provide assistance in Special Needs Shelters as needed.

III. TRAINING

Volunteers who are eligible to train as MRC volunteers already know how to perform the medical and health functions within their field of expertise. Therefore, training as an MRC volunteer will focus primarily on learning local emergency systems and health procedures, trauma response techniques, use of specialized equipment, and other methods to enhance effectiveness as a volunteer. Trained volunteers will be familiar with the Caddo response plan, will know what materials are available for use, will know its response partners, and will know where its skills can be put to best use and in a coordinated manner.

Appendix 13: Attachment 1 – Mass Fatalities Annex

PROMULGATION STATEMENT

Transmitted herewith is the new Mass Fatalities Annex for the cities of Shreveport, Bossier City and Caddo and Bossier Parishes. This annex supersedes any previous Mass Fatalities Annex promulgated for this purpose. It provides a framework in which Caddo and Bossier Parishes and its political subdivisions can plan and perform their respective functions during an incident involving mass fatalities.

This annex is in accordance with existing federal, state and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo-Bossier Office of Homeland Security and Emergency Preparedness (OHSEP) Executive Council, Louisiana Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo-Bossier OHSEP as to any changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed and maintained by Caddo-Bossier OHSEP, with input solicited from the corresponding agencies involved.

Date: July 2004

I. PURPOSE

The purpose of this annex is to describe and define roles and procedures in mitigation, preparedness, response and recovery resulting from mass fatality incidents. This annex provides for the proper coordination of mass fatality incident response activities and establishes the means and methods for the sensitive, respectful, orderly care and handling of human remains in multi-death disaster situations.

The responsibility for bodies—their collection, identification, and disposition—lies with the Office of the Coroner. As soon as it is realized that even one fatality is involved, the Coroner’s Office must be immediately notified. In many instances, the Coroner’s Office will take control of the scene...at least the aspect dealing with dead bodies. To establish cause of death, the coroner may want to take photographs, videotapes, and/or measurements at the scene.

Caddo Parish Coroner

Dr. George McCormick
1704 Market Street
Shreveport, LA 71101
(318) 226-6881

II. SITUATION AND ASSUMPTIONS

A. Situation

Caddo Parish is vulnerable to numerous natural and technological disasters such as tornadoes, floods, hazardous materials incidents, transportation accidents, ice storms and acts of terrorism. Any of these occurrences could result in multiple death response requirements that would overwhelm local capabilities.

Should local capabilities be exceeded, support will be available from neighboring parishes, state agencies and federal agencies.

B. Assumption

The Louisiana Mass Fatalities Task Force at 1-800-256-7036 will be available to aid the parish coroner in the necessary acts of recovery, evacuation, identification, sanitation, preservation or embalming (as authorized), notification of next of kin, counseling and facilitating the release of identified human remains to next of kin or their representative.

III. CONCEPT OF OPERATIONS

A. General

1. Mass fatalities incident response is separate from and secondary to search and rescue operations. Mass fatality response activities should occur only after all survivors of the incident are moved to safety.

2. The primary concerns of mass fatality incident response are recovery, identification of human remains and assistance to affected families.
3. Mass fatality incidents involve many tasks and can become very complex. Teamwork and an appreciation of the roles of other agencies are crucial during planning and during the incident itself.
4. Responsibility for collection, identification, storage and dispatch of deceased victims lies with the parish coroner as set forth by law in the State of Louisiana.
5. The Louisiana Mass Fatalities Task Force will assist at the request of the Coroner, and as coordinated through the Caddo Emergency Preparedness.

B. Phases of Emergency Management

1. Mitigation

- a. Pre-designation of temporary morgue sites.
- b. Development of mutual-aid agreements.
- c. Specialized training and education.

2. Preparedness

- a. Planning, training and exercising.
- b. Updating and revising plans.

3. Response

- a. Identification of staging areas.
- b. Coordination for transportation of equipment and personnel.
- c. Provisions for family reception area.
- d. Public information activities.
- e. Search and body recovery.
- f. Body Identification.
- g. Logistics support.

4. Recovery

- a. Continuation of response activities as needed.
- b. Compilation of reports and records.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

The mass fatality function is the responsibility of the Caddo Coroner's Office that has overall authority. Caddo Office of Homeland Security and Emergency Preparedness will provide coordination for activities and resources.

1. Considerations in a mass fatality incident include:
2. General guidance.
3. Disaster worker and death.
4. Dealing with the media.

5. Communicating with the immediate survivors.
6. Developing an on-site temporary morgue site.
7. Radiation and other hazardous materials/contaminated fatalities.
8. Legal and financial costs.
9. Coordinating post-death activities.
10. Human behavior in disasters.

B. Assignment of Responsibilities

1. Caddo OEP

- a. Coordinate response and recovery activities through the Caddo Emergency Operations Centers (EOCs) to include mass feeding, public information activities, family counseling, transportation support and other related activities.
- b. Coordinate training and exercises in mass fatalities incident response. NOTE: Mass fatality incident training courses are available through the Federal Emergency Management Agency and conducted at various locations throughout Louisiana. The annual Caddo Community Disaster Drill routinely includes mass fatality components.

2. Caddo Coroner's Office

- a. Recovery and evacuation of remains.
- b. Body identification.
- c. Disposition of human remains.
- d. Preserving or embalming.
- e. Notification of next of kin.
- f. Grief Counseling.
- g. Family assistance.
- h. Documentation of each victim.
- i. Prepare and file death certificates.
- j. Resource listing.
- k. Safeguarding of personal effects.
- l. Identification of temporary morgue site.
- m. Establishment of staging areas.

3. Other City/Parish Departments

Provide support as requested.

V. DIRECTION AND CONTROL

The Caddo Parish Coroner are responsible by law for the collection, identification, storage and dispatch of the deceased. The Caddo Parish Coroner can request assistance from other parish agencies through the Caddo Office of Homeland Security and Emergency Preparedness. The Louisiana Mass Fatalities Task Force is available to assist the parish coroner in a coordinated effort of recovery and identification.

The direction and control of procedures in relation to the care of deceased victims shall follow the chain of events below.

A. Collection

1. The corresponding Caddo Coroner's Office will be notified immediately in the event of an emergency situation involving fatalities. The coroner's office will dispatch the appropriate staff to the scene.
2. Collection of deceased victims on scene, from hospitals, and other designated collection points shall be accomplished through the use of enclosed vehicles; e.g., funeral home coaches.
3. Victims will be taken to a designated identification point as established by the coroner's office.

B. Identification

1. Identification of victims shall be made by use of accepted forensic methods by the Caddo Coroner's Office as supplemented by (if necessary):
 - a. Louisiana Mass Fatalities Task Force.
 - b. Law enforcement fingerprint identification teams.
 - c. Funeral home personnel.
2. If circumstances warrant, the Caddo or Bossier Coroner's Offices may also be assisted in the identification of victims by:
 - a. Special agents of the Federal Bureau of Investigation (FBI).
 - b. Barksdale AFB mortuary affairs personnel.

C. Temporary Storage

1. Caddo Coroner's morgue.
2. Area funeral homes.
3. Area hospital/medical center morgues.
4. Refrigerated trucks.
5. Refrigerated rail cars.

D. Internment

1. Upon positive identification of victims, bodies will be released to funeral homes specified by the deceased's family.
2. If no preference is noted, bodies will be released to local funeral homes on a rotation basis.

ANNEX I

ESF 9: SEARCH AND RESCUE

PROMULGATION STATEMENT

Transmitted herewith is the ESF –9: Search and Rescue Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-9: Search and Rescue

I. PURPOSE AND SCOPE

This annex is intended to provide a basis from which trained and equipped emergency response forces will have the capability to perform effectively during extraordinary conditions. To locate, identify, and remove from the stricken area: survivors, the injured in need of medical treatment and decontamination, the marooned, and the dead.

II. SITUATIONS AND ASSUMPTIONS

This section of the annex identifies broad considerations that search and rescue (S&R) team members must agree upon before they develop a specific S&R plan for the community. The situational issues identify incidents that could require S&R services, command and coordination. The assumptions define the scope of the environment that a community must anticipate planning for and implementing S&R operations. Assumptions cover unanticipated contingencies and must be formulated to compensate for the lack of hard facts about operational capabilities. Note: All responders must exercise extreme caution when performing S&R operations that may involve hazardous materials. Responders should follow their departmental Standard Operating Guidelines (SOGs) when performing any S&R activity.

A. Situation

Caddo Parish may be subject to severe structural damage from floods, tornadoes, building collapse, industrial plant explosions, waterway related emergencies and other disasters, which could result in, among other things; people being trapped in damaged and collapsed structures, missing persons, and the dead.

B. Assumptions

1. An organized, trained, and well equipped search and rescue capability in Caddo Parish is needed as an effective means by which to minimize the loss of life to the general public.
2. Potential risks must be planned for because of the unique and specialized nature of many S&R operations.
3. Coordination is essential because S&R operations may involve a large number of personnel. Coordinators, or overhead teams experienced in S&R operations, may be needed under certain circumstances.

III. CONCEPT OF OPERATIONS

Because the S&R team must know its responsibilities for developing a plan, this section of the annex list some responsibilities for S&R management and coordination. The considerations are organized according to the four phases of emergency management: mitigation, preparedness, response and recovery.

A. General

1. Local government is responsible for providing S&R capability in response to disasters occurring within its jurisdiction.
2. Local resources and outside assistance for S&R operations will be coordinated through the Caddo Emergency Operations Center (EOC).
3. The EOC may have to be activated on a limited basis in non-disaster situations (e.g. missing aircraft, drownings, missing children) to coordinate and support S&R operations.
4. The EOC will not be activated to support ordinary fire service or sheriff's office S&R operations unless activation is requested by the chief of the fire service or sheriff or ordered by the senior elected official in the jurisdiction.
5. State and federal assistance can be called upon for large-scale S&R operations. The U.S. Coast Guard and State Department of Wildlife and Fisheries may be able to assist in marine S&R operations. The Federal Aviation Administration and the U.S. Air Force may assist in searches for downed aircraft. Barksdale Air Force Base should be able to provide staff, equipment and logistical support for S&R operations. Guidance and requests for federal assistance can be obtained by contacting GOHSEP at 225-925-7500.

B. Phases of Emergency Management

1. Mitigation (Prevention)

In addition to continuous plan review and updating, public awareness programs have been developed in an effort to reduce accidents on land and navigable waterways.

2. Preparedness

- a. Rescue units and EMTs are trained on a regular basis in rescue skills and techniques by the responsible controlling agency or organization.
- b. Rescue equipment is tested, maintained, and repaired by the responsible agency or organization.
- c. Response plans are revised at regular intervals and updated accordingly by Caddo OHSEP.
- d. Caddo OHSEP will establish and maintain mutual aid agreements for augmentation of personnel (medical, search dogs, demolition, etc.), heavy equipment and other support.

3. Response

- a. Initiation of search and rescue missions.
- b. Traffic and perimeter control as needed.
- c. Evacuation and relocation as required.
- d. EOC coordination as appropriate.
- e. Mobilization of support activities including those from mutual aid

- agreements as required.
- f. Administering first aid.

4. Recovery

- a. Public information activities.
- b. Initiate return when mission is completed.
- c. Inventory and replace losses.
- d. Secure and return to normal duty.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the S&R annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies. Making these assignments is the most important function that the S&R team performs because confusion about assignments and responsibilities could have serious consequences during a disaster. These task assignments are extensive but certainly not exhaustive.

A. General Organization

1. Coordination

- a. The appropriate fire department and/or sheriff's office conducts normal day-to-day rescue activities.
- b. The on-scene commander and the EOC personnel will manage a State-of-Emergency situation.

2. Operations

- a. Fire Services personnel and Sheriff's Department deputies are assigned responsibility for day-to-day search and rescue operations.
- b. Volunteer search and rescue assistance is requested primarily for any water related incidents in the local jurisdictions (i.e., Red River Volunteers), to include boating mishaps, missing persons, and downed aircraft mishaps.
- c. Motor vehicle transportation support is provided by SPORTRAN, law enforcement, fire services and supporting parish agencies (school boards), as requested through the EOC.

3. Resource Support Base

In the event additional resources are needed, search and rescue organizations will contact other agencies including LA State Police (Troop "G"), LA Department of Wildlife and Fisheries, US Coast Guard, Civil Air Patrol, Port Commission, Levee Board, and Department of Environmental Quality.

B. Assignment of Responsibilities

1. **Caddo Office of Homeland Security and Emergency Preparedness**
Local government is responsible for developing an S&R operation capable of responding to disasters. The S&R annex designates a specific individual, the S&R Coordinator, as the person responsible for planning and developing a S&R annex for the Caddo Emergency Operations Plan. This designated person will work closely with the Caddo OHSEP Director to ensure close coordination of S&R disaster planning and operations with other elements of the Caddo Emergency Operations Plan.
2. **Caddo OHSEP Search & Rescue Coordinator**
 - a. Assemble a team of representatives from all departments and organizations to be involved in disaster S&R activities and develop a jurisdiction S&R annex.
 - b. Designate a disaster S&R Coordinator for the EOC.
 - c. Analyze disaster potentials.
 - d. Identify S&R requirements.
 - e. Contact state and federal authorities for information about available support services and resources.
 - f. Develop mutual-aid agreements with neighboring jurisdictions.
 - g. Develop disaster operations S&R training programs.
 - h. Coordinate all disaster S&R operations within the jurisdiction.
 - i. Designate a staging area for incoming S&R forces.
3. **Volunteer Organizations**
 - a. Operate under direction of S&R Coordinator.
 - b. Maintain resource file on volunteer groups.
 - c. Conduct volunteer training.
 - d. Review volunteer certification efforts.
4. **Military Assistance**
 - a. Provide personnel, equipment and supplies for civilian S&R missions.
 - b. Provide assistance in contacting federal/state agencies for support.
 - c. Coordinate S&R operations on military bases.
5. **Civil Air Patrol**
 - a. Advise about air S&R procedures.
 - b. Advise about local aircraft availability.
6. **Other City/Parish Departments**
See Basic Plan.

V. **DIRECTION AND CONTROL**

This section of the annex lists the source of command responsibilities within the government, detailing the communication and coordination of decisions within all

elements of S&R operations.

A. General Responsibilities

1. The S&R Coordinator is a member of the EOC staff.
2. All disaster S&R operations will be coordinated through the EOC.
3. Direction and control of the total rescue force is the primary responsibility of the affected jurisdictions fire service and/or Sheriff's Office. All emergency response support will be channeled through the appropriate department.
4. Direction and control for search and rescue operations in Caddo Parish may be coordinated by either a single department or may be conducted as a joint venture involving more than one agency or rescue group.
5. Each responding search and rescue unit will use an in house chain-of-command to insure that operational control is maintained throughout the duration of the operations. All participating units will coordinate their efforts with the S&R Coordinator

B. Mutual-Aid and Volunteer Arrangements

1. All mutual aid and volunteer forces will function under the direction of the S&R Coordinator.
2. Mutual-aid operations and volunteer forces will be coordinated by the forward command post.
3. Organized mutual-aid forces and volunteer groups will work under the immediate control of their own supervisors. Individual volunteers will operate under supervision as assigned by the EOC or forward command post.

C. Communications

One of the most common problems facing S&R operations is communications. Communications can make or break S&R, since "one can only direct as far as one can communicate." Generally, communications problems fall under three headings.

1. Destruction of Communications Facilities

The incident destroys landlines that connect towers or repeaters.

2. Over Saturation

This frequently occurs when, as a result of the incident, the public increases its demands on communications facilities, making it difficult for emergency services to get through. Large numbers of emergency response personnel crowding telephone circuits, cellular telephones or radio frequencies, combined with a lack of communication discipline by responders, may exacerbate over saturation.

3. Lack of Common Frequencies

It is not unusual for public service agencies and special units, such as air

and ground S&R forces, to lack common frequencies. It is not uncommon for chaos to result when many agencies unaccustomed to working together respond to the same incident.

The problems can be mitigated in the planning stage and lessen the impact direction and control by:

- a. Load switching the telephone exchange.
- b. Avoiding landlines to relay points.
- c. Using coordination frequencies.
- d. Hardening communications facilities against such phenomena as EMP .
- e. Using emergency satellite communications. Such equipment may be available by contacting BAFB or LA National Guard.

VI. CONTINUITY OF GOVERNMENT

In the event that an official or agency charged with participating in S&R is unable to perform, lines of succession are established to ensure that the operations are provided as needed. See Basic Plan, Section VI.

VII. ADMINISTRATION AND LOGISTICS

This section of the annex addresses resource management, general support requirements, and service and support availability. These statements establish policy for obtaining and using facilities, material, services, and other requirements for S&R.

The Caddo OHSEP S&R Coordinator will be responsible for coordinating with representatives from all affected search and rescue groups in order to insure that necessary updates and structural changes are made.

Specific areas that need to be addressed include:

A. Reports and Record Retention

Reports of all S&R operations by outside forces should be retained at the EOC to support reimbursement and damage claims.

B. Communications Needs

The S&R team should operate a base station in the EOC during periods of declared emergencies.

C. Agreements and Understandings

Issues to be clarified include by the S&R Coordinator include:

1. Reimbursement for expenses for S&R forces.
2. Liability for actions by S&R teams.
3. Injuries suffered by S&R forces.

D. Logistics

Caddo OHSEP will identify resource needs and available resources along with the location and update resource lists in the EOC. The S&R Coordinator will maintain lists of special resources active in the response and track them such as:

1. Aircraft, both fixed wing and helicopters.
2. Boats available for S&R work.
3. Off-road vehicles available for S&R work.
4. Jet skis available for S&R work.
5. Portable communications equipment.
6. Personnel with special skills:
 - a. Pilots.
 - b. Firefighters and rescue squad personnel with heavy rescue training.
 - c. Confined space rescue teams.
 - d. Trackers.
 - e. Dogs.
 - i. Tracking dogs are better known and usually follow a trail.
 - ii. Air-scenting dogs do not need a track or a scented article but find the subject by sniffing downward. They can be valuable in locating buried victims.
 - iii. Cadaver dogs can help locate fatality victims.
 - f. Water rescue personnel and scuba divers.
 - g. Radio clubs, such as RACES (Radio Amateur Civil Emergency Services).
 - h. Four wheel drive clubs.
 - i. Auxiliary units for feeding and other support (i.e., LA Volunteer Organizations Active in Disasters – LAVOAD).
 - j. Prepackaged communications units.

VIII. AUTHORITIES AND REFERENCES

A. Authority

Basic Plan.

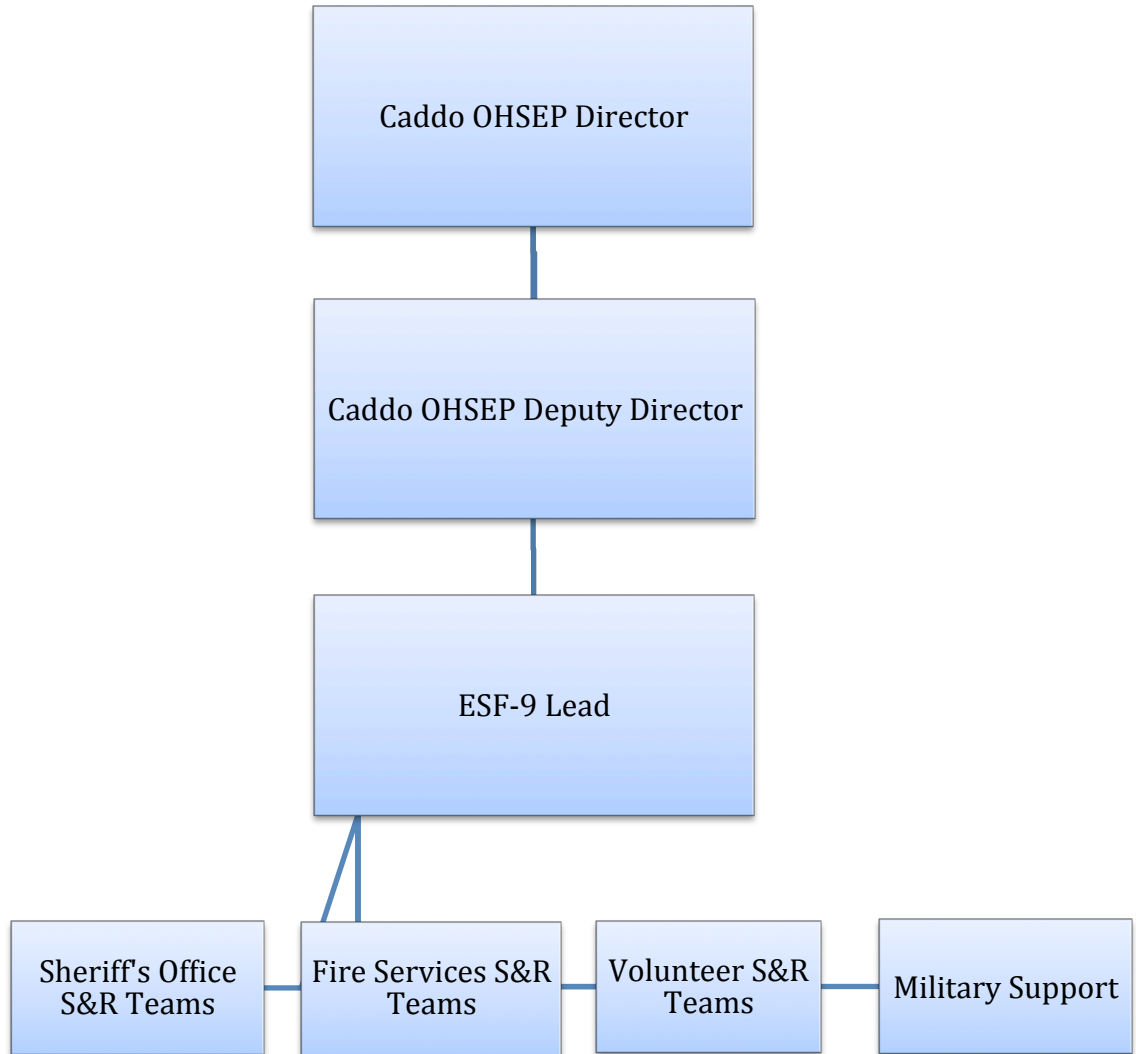
B. Resources

1. Rescue Skills and Techniques, SM14.2 (Formerly FC1-11.0) Defense Civil Preparedness Agency.
2. Disaster Operations, CPG 1-6, Federal Emergency Management Agency, 1981. Washington, D.C.
3. Local Government Emergency Planning, CPG 1-8, Federal Emergency Management Agency, 1979. Washington, D.C.

IX. APPENDICES TO ANNEX I

1. Organizational Chart
2. Searches
3. Cave-Ins
4. Bridge/Building Collapse
5. Waterway Emergencies
6. S&R Coordinators
7. Standard Operating Guidelines

Appendix 1 – Organizational Chart



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Appendix 2 – Searches

I. GENERAL

From time to time local governments become involved in searches. These can be helpful or adversarial in nature. In adversarial searches, where the person(s) being sought are fugitives from justice, the search team is usually comprised of law enforcement officers. When searching for lost persons, the search team can include personnel from law enforcement, other emergency services, non-emergency government employees and private citizens.

II. TYPES OF SEARCHES

There are three basic instances when activation of a search and rescue team is necessary:

- A. Lost Person
- B. Fugitive
- C. Victims

Search procedures and the geographic, weather, terrain, manpower, time and “target” factors of the specific mission, as well as other circumstances peculiar to the specific situation will influence responsibility assignments.

III. RESOURCES

Some examples of resources that might be needed in a search for a lost person are:

A. Personnel

- 1. Call-Out Lists
- 2. Churches and Clergy
- 3. Fire Departments
- 4. Rescue Squad Personnel
- 5. Private Support Organizations
- 6. Mutual-Aid Assistance

B. Communications

Radio Communications support (i.e., Comm. Van, Ham Radio Operators)

C. Specialized Vehicles

Specialized Equipment Resources (i.e., 4WD/Off-Road Vehicles)

D. Tracking Dogs

E. Surveillance Aircraft

- 1. Civil Air Patrol
- 2. Fixed Wing Aircraft/Helicopters
- 3. Pilots

F. Transportation

Buses to carry search teams from staging area to search site.

G. Canteens

Canteens to serve refreshments to searchers in time-consuming effort.

H. First Aid

Emergency Medical Service units on site and stand-by.

Some of the same resources might be needed to support a fugitive or victim search, but they might be handled differently if there is a risk of injury involved. If the fugitive is armed and/or dangerous, needed personnel might be obtained through mutual-aid agreements with surrounding jurisdictions.

IV. CONSIDERATIONS

1. Considerations for mounting a search are:
2. Staging Area (with sufficient parking)
3. Traffic Control
4. Communications
5. Central Direction with Decentralized Coordination
6. Field Command Post
7. Scheduling, Orientation of Searchers
8. Careful Planning before Search Begins
9. Coordination with News Media Representatives
10. Notification to Residents in Affected Area

When searching for victims of a disaster, there are several important considerations to keep in mind. A primary concern, too often overlooked, is the safety of searchers. Beware of unnecessary risks. Many local government departments appoint someone to serve as safety officer at the scene, with responsibility to watch for—and stop—dangerous practices. The search must be careful and comprehensive, with precautions taken not to cause further injury to victims during the search process.

V. ORGANIZATION

To assure that search efforts are effective, the key word is “organization”. Although the temptation will be to rush to a disaster scene looking for victims, it is best to pause for a moment and analyze your situation. The search should encompass the entire scene...and the adjoining area. Situations can arise where the rescuers thought they had all the victims only to discover hours later that someone is still missing. This is occasionally a serious problem in automobile accidents where a passenger is thrown into a ditch, field, or wooded area—far enough away from the remaining victim(s) to not be missed.

If the search is organized well, no stone will be left unturned. Every square inch of the disaster scene will be carefully searched in a progressive fashion. Often a grid pattern is appropriate, although a property-by-property approach may also be effective. The more that is known about the area to be searched, the better organized and productive the search will be. Search and rescue units should develop a pre-plan with this consideration in mind. As searchers are assigned to their tasks, know who is in which areas. Record keeping is important to document search progress and results.

VI. RESPONSE PROCEDURES

Response procedures include the establishment of a field command post in the search area. Close coordination is essential to avoid problems that have been experienced in some disasters: some areas searched several times while other areas have yet to be searched at all. This is where communications will play a major role.

Two searches should be conducted of a disaster area. The first search is relatively rapid—to locate, rescue, treat, and remove all victims that can be easily found. A second search effort is made more deliberately, in a slow, careful process to assure that all victims have been discovered. If there is enough manpower, both searches can begin simultaneously.

Areas that have been searched should be marked with chalk, signs, flags, or some other indication that the property, block, street, etc. has been searched. These techniques, and others, can be used effectively, but their application depends on a number of physical environment characteristics. Search and rescue units should list the alternatives for which they are prepared, then select the one that best meets the needs based on the specific circumstances on hand.

VII. STANDARD OPERATING GUIDELINES

Detailed response procedures should be developed by area Search and Rescue teams and kept on file at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 3 – Cave-Ins

I. GENERAL

Cave-ins can be of two types: surface and subsurface. Depending on the topography and soil conditions of the area around the collapse, search and rescue teams should be prepared for both of these possible emergencies.

II. TYPES OF CAVE-INS

A. Surface

A surface cave-in can occur on a street, around a well, at an excavation, or at any other place the soil conditions are weak. Street cave-ins occur, for example, when a water line leak erodes the supporting soil beneath a street. A cavity is created, with the paved street forming but a thin crust above a void. When enough stress is placed on the pavement, the street will collapse—often without warning. The severity of the incident will depend on the size of the void and other circumstances. The unexpected formation of sinkholes in several states over the past few years is another example of cave-ins. The risk is ever present when excavations are done for construction projects.

B. Subsurface

Subsurface cave-ins occur during tunneling, but can also occur in basements of buildings. The difference in concern is the matter of access to the specific location of the problem...particularly in terms of the safety and rescue of victims. In subsurface incidents, victims may be trapped in an area that is sealed off from fresh air, posing a different kind of problem than with surface cave-ins. Subsurface cave-in rescuers will encounter difficulties in knowing exactly where victims are, as opposed to the more open conditions found in surface incidents.

III. RESPONSE CONSIDERATIONS

Response procedures should include these considerations:

1. Initial response to assess the situation.
2. Security of the area—to protect the site and to prevent further injuries.
3. Safety of rescue workers.
4. Shoring and protective reconstruction.
5. Specialized rescue of victims.
6. Earthmoving and other equipment.
7. Engineering service.
8. Public Utility Coordination if in right-of-way.

If the problem is significant, expect news media coverage and a crowd of curious observers. If distraught friends and relatives of victims are at the scene, it would be advisable to request clergy/crisis counselors to be present for counsel and comfort.

IV. STANDARD OPERATING GUIDELINES

Detailed response procedures should be developed by area Search and Rescue teams and kept on file at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 4 – Bridge/Building Collapse

I. GENERAL

Damage to, or collapse of, bridges is an increasing problem. Many of the nation's bridges were built many years ago; they have become structurally weak with age and heavy use. Sometimes problems can be anticipated ahead of time; sometimes a bridge will fail practically without warning. Bridges are also vulnerable to damage by storms and by vehicles that go over or under them.

Buildings can collapse due to poor construction; some sort of strain on the structural integrity, or an outside force. Building inspectors and engineers should be part of the initial response. Although emergency personnel will want to rush in to rescue victims, if the structure isn't stable, they could be risking their lives unnecessarily. Special rescue techniques may have to be employed.

II. RESPONSE CONSIDERATIONS

In response to structural collapse emergencies, there will be a number of concerns:

A. Concerns

1. Rescue of victims.
2. Security of the area to prevent further injuries or damage.
3. Minimization of risks.
4. Safety of rescue workers.
5. Preservation of scene for investigators.
6. Engineering inspection and advice.
7. Debris removal and clean up.
8. Coordination with news media.

Response procedures should emphasize the following steps:

B. Response Procedures

1. Dispatch police patrol car to confirm and assess situation.
2. Secure the area.
3. Dispatch rescue and emergency medical units as appropriate.
4. Request engineering support to determine safety of structure and to recognize existing and potential risks.
5. Notify local government officials.
6. Activate Caddo Emergency Operations Center.
7. Establish command post at scene; designate officer-in-charge.

C. Documentation

There are many aspects of a structural collapse disaster that will need to be documented accurately. Videotaping is an excellent manner to document the structural failure, the location of vehicles and victims, and other information that could be helpful in determining the cause and effect of the incident. The

tapes will also serve as a basis for effective critique of your response, as well as a training aid.

III. STANDARD OPERATING GUIDELINES

Detailed response procedures should be developed by area Search and Rescue teams and kept on file at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 5 – Waterway Accidents

I. GENERAL

Due to the large number of bodies of water for recreation and commerce in Caddo Parish, the potential exists for a waterway emergency. Increased recreation and commerce traffic on the newly navigable Red River has already resulted in numerous accidents and injuries. The Caddo-Bossier Port is in the early stages of development and has already begun shipping and receiving goods by barge, including hazardous materials. In addition, Shreveport has two permanently docked riverboat casinos that must be included in waterway response procedures.

II. TYPE OF EMERGENCIES

The kinds of waterway emergencies that may be encountered include the following:

1. Drowning
2. Boating Collision
3. Boat/Barge Fire
4. Boat/Barge Explosion
5. Barge Chemical Accident
6. Bomb Threat/Fire/Mass Casualty Incident on one of the Riverboat Casinos
7. Weather Related Problems

III. RESPONSE PROCEDURES

For each type of emergency listed above, area search and rescue teams should outline response steps that are taken upon being notified of a particular waterway emergency. There are so many variables among waterway emergencies that it is impractical to be very specific in terms of recommended procedures. However, some items that should be considered include:

1. Firefighting capacity on the waterway.
2. Search for drowning or accident victims.
3. Rescue of injured or stranded boaters.
4. Hazardous materials response to barge accidents on the waterway.
5. Response procedures for emergencies at one of the riverboat casinos.

IV. RESOURCES

Search and rescue teams should develop a checklist or readily available resources and contacts that have knowledge and expertise for dealing with waterway emergencies. Caddo OHSEP maintains a master database of local, state and federal resources in the public and private sector for dealing with various types of emergencies. The Caddo OHSEP Resource Directory is kept on file at the Emergency Operations Center.

In addition, search and rescue teams will want to contact state (i.e., LA Department

of Wildlife and Fisheries) and federal (i.e., U.S. Coast Guard) agencies that can provide some services to them in emergencies.

V. STANDARD OPERATING GUIDELINES

Detailed response procedures should be developed by area Search and Rescue teams and kept on file at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 6 – Search and Rescue Coordinators

The following is a list of Search and Rescue Coordinators for local emergency services:

Shreveport Fire Department
Capt. Kerry Foster
801 Crockett Street
Shreveport, LA 71101
673-6650 or (888) 740-1035 (Pager)

Caddo Parish Sheriff's Office
Sgt. Don Majure
4910 N. Market
Shreveport, LA 71107
681-1118 or 675-7300

Red River Volunteers
Joseph W. Rowe, President
215 Dogwood Road
Shreveport, LA 71105
868-3040 or 221-8411 ext. 6809

Civil Air Patrol
Steve Wood
P.O. Box 7672
Shreveport, LA 71137-7672
425-5981

U.S. Coast Guard
Marine Safety Unit
LTC. J.A. Simmerman
6041 Crestmount Drive
Baton Rouge, LA 70809
(225) 298-5400

Appendix 7 – Standard Operating Guidelines (SOGs)

Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective units contained herein and kept on file in the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

ANNEX J

ESF 10: HAZARDOUS MATERIALS & RADIOLOGICAL

PROMULGATION STATEMENT

Transmitted herewith is the ESF –10: Hazardous Materials & Radiological Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-10: Oil and Hazardous Materials Response

I. PURPOSE AND SCOPE

To coordinate the response of personnel and equipment to the scene of an incident in Caddo Parish involving hazardous materials. The purpose of such coordination is to control and minimize the potential catastrophic effects or threat to the health and safety of the public. This is achieved by using the resources of local, state and federal government as well as that of industry – separately, or in combination – dependent on the magnitude of the incident.

II. SITUATIONS AND ASSUMPTIONS

A. Situation

1. Many substances, which fall in the hazardous materials category, are being used, manufactured, or stored in or transported across Caddo and Bossier Parishes on a daily basis. Although the possibility exists that hazardous materials accidents at industrial sites could adversely affect the public, the greatest danger to the public is presented by the transportation of hazardous materials.
2. A hazardous material is any substance or material in a quantity or form that may be harmful or injurious to humans, domestic animals, wildlife, economic crops, or property, when released into the environment. Hazardous materials are classified in this annex as:
 - a. Chemical: Toxic, corrosive, or injurious substances because of inherent chemical properties.
 - b. Biological: Micro-organisms or associated products which may cause disease in humans, animals or economic crops and includes pathogenic wastes from medical institutions, slaughterhouses, poultry processing plants, and the like.
 - c. Radiological: Any radioactive substance emitting ionizing radiation at a level to produce a health hazard.
 - d. Explosive: Material capable of releasing energy with blast effect in a split second upon activation. The released energy usually damages or destroys objects in close proximity to the blast.
3. Caddo parish is located in the northwestern part of Louisiana, bordered by Arkansas to the north, Texas to the west, DeSoto Parish to the south, and Bossier Parish to the east.
4. Transportation of hazardous materials within Caddo Parish includes:
 - a. Highways: There are nine major highways radiating outward from the Shreveport Metropolitan Area. Major highways leading north include U.S. 71 and LA 1. Southbound highways connecting the metro area with central and south Louisiana include U.S. 71, U.S. 171, LA 1 and Interstate 49. Interstate 20 transects Shreveport eastward and westward connecting the area with Jackson, MS and Dallas, TX, respectively. Interstate 220

- bypasses Shreveport to the north of I-20. There are two southern bypasses around Shreveport, the Inner Loop Expressway (LA 3132) and Bert Kouns Industrial Loop Expressway (LA 526).
- b. Railroads: Ten railroad tracks operated by two companies radiate outward in all directions from Shreveport. Local rail lines include Kansas City Southern (KCS) and Union Pacific (UP). Rail line maps are on file at the Caddo Emergency Operations Center (EOC).
 - c. Airports: There are two major airports in Caddo Parish – Shreveport Regional Airport and Shreveport Downtown Airport. A private airfield, Naylor Airport, is located at 2121 Robson Road in Caddo Parish.
 - d. Water: The Red River is a navigable waterway. The Port of Shreveport-Bossier, located in extreme southeast Caddo Parish, ships and receives barge traffic carrying hazardous materials.
 - e. Pipeline: Numerous pipelines from a multitude of oil and gas pipeline companies radiate through Caddo Parish. Pipeline maps are on file in the Caddo Emergency Operations Center.
5. General: All modes of transportation have the potential to carry hazardous materials. The basic response by local officials to a hazardous materials incident in their jurisdiction will be basically the same whether the problem occurs at a highway, pipeline, rail, waterway or air transport.

The difference in response becomes apparent when levels of outside assistance are called upon, such as: Federal Railroad Administration, Louisiana State Police, Louisiana Department of Transportation and Development, U.S. Coast Guard or the Louisiana Department of Environmental Quality.

B. Assumptions

1. Caddo OHSEP will serve as the central data collection and distribution point for information related to this plan, such as covered facilities, facility coordinators, hazardous materials incidents, resources, spill notification, etc. This office will also implement the community Right-to-Know program for the LEPC. Individuals should direct questions about chemical hazards in Caddo Parish to Caddo OHSEP at 675-2255.
2. Experience has taught most officials dealing with hazardous material accidents that extreme caution must be exercised.
3. Incidents involving hazardous materials occur on a regular and ever increasing basis.
4. Numerous emergency service agencies at the federal, state and local levels will be called upon to assist in their area of expertise during a hazardous materials incident. Coordination of these agencies is of utmost importance.

III. CONCEPT OF OPERATIONS

A. General

1. All incidents involving the carrier of goods, materials, liquids, or freight of any kind should be regarded as incidents involving hazardous materials until proven otherwise.
2. The joint responsibility for dealing with hazardous materials incidents (on the local level) is shared by Caddo OHSEP, and corresponding fire department and/or sheriff's office for the affected jurisdiction. Mutual-aid assistance will be called upon when the need is determined by responding agencies.
3. Certain governmental agencies are required to respond to hazardous materials incidents. These agencies have responsibilities according to departmental guidelines. However, they are requested to coordinate their activities with Caddo OHSEP and the Sheriff's Office and Fire Services.

B. Phases of Emergency Management

1. **Mitigation (Prevention)**
 - a. While the number of transportation lines that transport potentially dangerous materials is vast, the major transportation routes that these companies use have been defined.
 - b. Identify industrial sites that manufacture, store, or use extremely hazardous substances (EHSs).
 - c. Hazardous materials transportation routes have been designated by state law (Act 829) for Caddo Parish.
2. **Preparedness**
 - a. All fixed site operators have been instructed to make appropriate notifications of any incident having the potential for an off-site release and to provide the information about the incident in a written follow-up report within five working days as per section 304 of SARA (release notification).
 - b. Standard operating guidelines (SOGs) for response agencies have been written and tested by government and industry in Caddo Parish.
 - c. Emergency response personnel are trained in the identification of hazardous materials and the use of reference materials.
 - d. Evacuation routes and procedures have been identified and are available for use in the EOC.
 - e. Training in handling hazardous materials incidents is on-going and includes persons in the fields of fire suppression, health and medical, law enforcement, haz/mat response teams, etc.

3. **Response**
 - a. Area HAZMAT response teams with fire services, law enforcement, BAFB, etc., have been trained in the handling of hazardous materials and are available for response to local incidents.
 - b. Numerous emergency services will be called upon to assist in their area of expertise during a hazardous materials incident.

4. **Recovery**
 - a. The on-site lead agency, either the fire department, sheriff's office, or LA State Police, shall determine when the situation has been controlled and cleanup operations should commence.
 - b. Agencies such as the LA Department of Environmental Quality (DEQ) will be called upon to execute their authority and responsibility of over-seeing of cleanup operations. Local chemical cleanup companies have been identified and can provide the necessary services should the situation warrant.

C. Required Hazardous Materials Planning Elements

The following criteria are based on the Emergency Planning and Community Right-to-Know Act (EPCRA) minimum planning requirements as listed under documents NRT-1, NRT-1A, CPG-1 and CPG-1A.

1. Abbreviations and Definitions

See Appendix 5 to the basic Emergency Operations Plan (EOP) on page BP-5-1.

2. Planning Factors

- a. Scenarios that might develop from accidents at affected facilities or along transportation routes are included under separate cover in the Caddo LEPC Hazards Analysis Survey and/or facility Risk Management Plans (RMPs) on file at Caddo OHSEP.
- b. Facilities that possess extremely hazardous substances and the transportation routes along which such substances may move within Caddo Parish are included under separate cover in the Caddo LEPC Hazards Analysis Survey.
- c. Facilities that may contribute additional risks by virtue of their proximity to the above-mentioned facilities are included under separate cover in the Caddo LEPC Hazards Analysis Survey.
- d. Facilities that are subject to additional risks due to their proximity to facilities with extremely hazardous substances (EHSs), such as health care facilities, are included under separate cover in the Caddo LEPC Hazards Analysis Survey.
- e. Methods for determining that a release of an extremely hazardous substance (EHSs) has occurred and the area of population to be affected shall be according to the facility's standard operating guidelines

(SOGs) and in-house emergency plan. Facility leak detection devices range from automated leak detection sensors, audible alarms, computer notification, camera monitoring, first-on-the-scene, etc. When a potential emergency exists, facilities should notify proper emergency service departments for immediate assistance. Facilities detecting a release and are subject to SARA Title III release requirements should immediately make the appropriate local notification and to the State Emergency Response Commission (SERC) at a minimum. Other state and federal agencies may also need to be notified depending on the nature and amount of the release such as the LA Department of Environmental Quality (DEQ) and the National Response Center (NRC).

For large scale releases and releases occurring from other than fixed facilities, emergency services and Caddo OHSEP utilize a variety of plume dispersion models, computer programs, charts and maps to determine the areas likely to be affected. Units arriving first on the scene of a transportation incident shall assess the situation and determine the level of threat the incident poses. The Caddo EOC contains all the necessary information/equipment to determine release vulnerability zones and necessary warning equipment. Caddo OHSEP may also call upon the LA DEQ and Barksdale Air Force Base (BAFB) Bioenvironmental Section for air quality monitoring assistance.

- f. Major findings from the hazards analysis and RMPs consisting of “worse case scenarios” of fixed facilities, transportation incidents and other potentially dangerous situations that may occur as a result of a hazardous materials release are included under separate cover in the Caddo LEPC Hazards Analysis Survey.

3. Concept of Operations

- a. The Caddo OHSEP Director is the designated community emergency coordinator for disaster related activities, including implementation of this annex and the overall community disaster plan. Disaster relief activities will be coordinated through the Caddo Emergency Operations Center.

Facilities reporting under Section 303 of SARA Title III must identify a facility emergency coordinator. This information is located on request forms, emergency plans, computer databases, etc., and kept on file at Caddo OHSEP and at the Emergency Operations Center (EOC). The facility emergency coordinator is responsible for implementation of the individual facility’s emergency plan.

- b. The nature, extent and location of the emergency will determine conditions under which local governments will coordinate response with

other parishes. For example, a hazardous materials incident occurring along a parish boundary may require emergency response and coordination efforts from both jurisdictions. In addition, there may be instances when special equipment, technical expertise or resource sharing may be requested from or by surrounding parishes or counties.

Caddo OHSEP has established an emergency management mutual-aid network of parishes and counties bordering Caddo Parish called the Ark-La-Tex Emergency Management Alliance. The Alliance consists of the following parish/county emergency management offices: Columbia County, AR; Lafayette county, AR; Miller County, AR; Bienville Parish, LA; Bossier Parish, LA; Caddo Parish, LA; Claiborne Parish, LA; DeSoto Parish, LA; Red River Parish, LA; Webster Parish, LA; Barksdale Air Force Base, LA; Bowie County, TX; Cass County, TX; Gregg County, TX; Harrison County, TX; Marion County, TX; Panola County, TX; Red River County, TX; City of Henderson, TX; City of Longview, TX; City of Marshall, TX; City of New Boston, TX; City of Texarkana, TX; East Texas Council of Governments; Red River Army Depot, TX; Texas Department of Health. Caddo OHSEP has emergency contact and resource availability lists on each of these jurisdictions. This information is kept on file in hard copy format and computer database at the Caddo Emergency Operations Center and OHSEP office. Caddo OHSEP will contact the corresponding parish or county emergency management office by telephone or radio to request use of needed resources.

4. Instructions for Annex Use

A list of organizations and titles of persons receiving this Annex or amendments and the date that the Annex was transmitted is located at the Caddo OHSEP administrative offices.

5. Record of Amendments

The Caddo Office of Homeland Security and Emergency Preparedness (OHSEP) and Caddo Local Emergency Planning Committee (LEPC) will be responsible for the maintenance and updating of this annex.

Any needed changes will be noted at LEPC business meetings and the annex will then be updated by Caddo OHSEP. The plan will be reviewed and modified on an on-going basis. All distributed updates should be noted on the Records of Changes to Plan in the basic EOP on page iii.

6. Emergency Notification Procedures

Procedures providing reliable, effective, and timely notification by the facility emergency coordinator, transporter or other regulated agencies to local, state, and federal emergency personnel that a release has occurred shall be based upon procedures established in each facility or transporter emergency plans.

These notification systems include telephone, radio or in-person immediately after determining that a release has occurred and meets EPCRA reporting requirements or emergency assistance is needed.

7. Initial Notification of Response Agencies

When an emergency or potential emergency exists, facilities should notify emergency service departments for immediate assistance (9-1-1 in Caddo Parish). Facilities detecting a release and are subject to EPCRA Section 304 release requirements should immediately contact the Shreveport Fire Department (depending on the location of the incident) and the State Emergency Response Commission (SERC) at a minimum. Other state and federal agencies may also need to be notified depending on the nature and amount of the release such as the LA Department of Environmental Quality (DEQ) and the National Response Center (NRC).

Initial reporting of transportation accidents may be made by anyone witnessing or observing the situation via telephone, radio or in person to local emergency services. The local emergency manager will be notified of releases from major transportation related accidents by emergency services departments by way of radio, telephone or in person. In addition, activation of the Caddo Emergency Operations Center (EOC) may be requested by local emergency services. Additional assistance from response and support agencies will be coordinated through the EOC, 9-1-1 and on-scene command post.

8. Direction and Control

- a. Methods and procedures to be followed by facility owners and operators to respond to a release of extremely hazardous substances are according to the facility's standard operating guidelines (SOGs) and in-house emergency plan.

However, these plans should be coordinated with the LEPC, OHSEP, and local fire department with jurisdiction over the facility. Once a facility plan is developed, it should be submitted to the LEPC and local fire department for reference before and/or during emergency situations. Caddo OHSEP has a listing of all facility emergency plans submitted to the LEPC on file at their administrative offices.

Fire department units and other emergency services responding to the scene of a hazardous materials incident will follow their own in-house standard operating guidelines (SOGs) and utilize the incident command system (ICS) upon arrival at the scene of a major incident. These departmental SOGs and ICS descriptions and flowcharts are kept on file at the Caddo OHSEP administrative office and the Caddo Emergency Operations Center (EOC). If the situation warrants, Caddo OHSEP will activate the appropriate EOC and enact the Caddo

Emergency Operations Plan.

- b. Levels of response code, conditions for each, and responsible organizations at each level are outlined in each departmental standard operating procedures (SOGs). These departmental SOGs are kept on file at the Caddo OHSEP administrative office and the Caddo Emergency Operations Center (EOC).

9. Warning Systems and Emergency Public Notification

Caddo OHSEP serves as the lead agency for conducting public warning/notification. Procedures providing reliable, effective and timely notification by the community emergency coordinator to persons designated in the emergency plan shall consist of various notification methods outlined in Annex A (EOC) to the overall Caddo Emergency Operations Plan. Procedures for warning the public that a release has occurred shall be according to procedures outlined in Annex C (Alerting and Warning) to the overall Caddo Emergency Operations Plan.

10. Resource Management

- a. Caddo OHSEP has many resources available at its disposal for use during emergency situations from all levels of government as well as from the private sector. Caddo OHSEP maintains a current listing of equipment and emergency contacts on Critical Data Forms (CDF).

This resource information, including data from EHS facilities, is compiled in resource manuals in hard copy format and in computer database at the Caddo Emergency Operations Center (EOC) and the OHSEP administrative office. (Also, see Annex L - Resource Management to the Caddo Emergency Operations Plan)

- b. Emergency response capabilities and expertise in the private sector that may be available to assist local responders, facility managers and transportation companies during emergencies is cataloged on resource forms and computer database and located in the Caddo Emergency Operations Center (EOC). The information can be quickly accessed and provided to emergency responders, facility managers or transportation companies. Contacting surrounding parishes and/or State OHSEP for mutual-aid assistance can access additional resources and technical expertise.

11. Health and Medical

- a. The methods and procedures to be followed by medical personnel to a release of hazardous substances are outlined in each emergency services standard operating guidelines (SOGs) in Caddo Parish. These departmental SOGs are kept on file at the Caddo Emergency Operations Center (EOC) and at the OHSEP Administrative Offices.

In addition, a mutual-aid agreement for emergency services within Caddo Parish in the event of a mass casualty incident (MCI) is located in Appendix 7 to Annex O (Health and Medical) of the Caddo Emergency Operations Plan. This agreement lists guidelines to be followed at the location of a hazardous and non-hazardous MCI site.

- b. The procedures for conducting health assessments upon which to base protective action decisions are outlined in each emergency service's standard operating guidelines (SOGs). These departmental SOGs are kept on file at the Caddo Emergency Operations Center (EOC) and the OHSEP administrative office. Additional health and protective action information may be obtained by contacting CHEMTREC, the chemical manufacturer, Caddo Health Unit and medical experts in the local community.

12. Personal Protection of Citizens

The methods to determine the release of a hazardous substance shall be according to the facility's standard operating procedures (SOGs) and in-house emergency plan. Facility leak detection methods range from automated leak detection sensors, audible alarms, computer notification, camera monitoring, first on scene, etc. When a potential emergency exists, facilities should notify emergency services (911) for immediate assistance. Facilities detecting a release and are subject to EPCRA Section 304 release requirements should immediately phone the Shreveport Fire Department (depending on the location of the incident) and the State Emergency Response Commission (SERC) at a minimum. Other state and federal agencies may also need to be notified depending on the nature and amount of the release such as the LA Department of Environmental Quality and the National Response Center.

For large scale releases and releases occurring from other than fixed facilities, emergency services departments and Caddo OHSEP utilize a variety of plume dispersion models, computer programs, charts and maps to determine the areas likely to be affected. Units arriving first on the scene of a transportation incident shall assess the situation and determine the level of threat the incident poses. The Caddo EOC contains the necessary information/equipment to determine release vulnerability zones and necessary warning systems. Caddo OHSEP may also call upon the LA Department of Environmental Quality (DEQ) and Barksdale Air Force Base (BAFB) Bioenvironmental Section for air quality monitoring assistance.

13. Personal Protective Measures/Evacuation Procedures

- a. Annex D (Evacuation) to the Caddo Emergency Operations Plan outlines procedures to follow during evacuations. Charts and maps of evacuation routes, hazard vulnerability zones, traffic flow, flood prone areas, etc. are kept on file at the Caddo Emergency Operations Center

(EOC) and the OHSEP administrative office. Caddo OHSEP also utilizes computer generated digitized mapping programs for emergency evacuation purposes.

The Caddo LEPC has developed informative brochures describing procedures to follow during hazardous materials incidents. These procedures include in-place sheltering, evacuation, protected breathing and how to receive emergency information. These brochures are free and distributed throughout the year to the public.

- b. The role of the affected facility in the evacuation decision-making process is to consult with emergency response agencies at the scene and the Emergency Operations Center (EOC) regarding product safety measures. Facility representatives may serve as product technical experts since they deal with the material on a daily basis and can provide valuable information to first responders and emergency coordinators. For an extended incident at a location, a facility representative should report to the Caddo EOC to aid in the public information and decision-making process.
- c. The procedures for providing security for evacuees and affected areas are according to the law enforcement agency's standard operating guidelines (SOGs). If an evacuation is necessary, local and state law enforcement will provide traffic control points, security for the evacuated residences/businesses, and assist with public notification. If additional manpower is necessary, local law enforcement may request Caddo OHSEP declare a State- of-Emergency and contact LA National Guard units for assistance. Copies of local law enforcement SOGs are on file at the Caddo Emergency Operation Center (EOC) and the OHSEP administrative offices. (Also see Annex G - Law Enforcement and Annex R - Military Assistance to the overall Caddo Emergency Operations Plan).

14. Techniques for Spill Containment and Cleanup

The allocation of responsibilities among local authorities, affected facilities, and responsible parties for spill containment and cleanup will be a shared initiative. Local emergency response agencies will be responsible for assessing the situation, containing the spill, and protecting life and property to the best of their abilities. Affected facilities will be responsible for consulting with emergency response agencies with regard to product information, safety measures, and containment and cleanup methods. It will be the responsibility of affected facilities and responsible parties to shoulder the costs associated with spill containment and cleanup efforts as well as other off-site impact matters. Emergency response occasionally requires that action is taken and cost incurred before responsible parties can be identified and contacted. In those instances, it is the accepted practice to take action

and seek redress later. There are various state and local laws and ordinances that allow for the recovery of expenses from responsible parties for expenses incurred from a hazardous materials release. For major releases, local response agencies and facility representatives will coordinate cleanup efforts with the LA Department of Environmental Quality, Louisiana State Police HazMat Response, and other federal and state regulatory agencies.

15. Training

- a. A current schedule for training programs for local emergency response and medical personnel is available at the Caddo OHSEP administrative office. Various hazardous material training programs are offered on a periodic basis at locations in Shreveport and statewide. Caddo OHSEP will disseminate information when these classes are offered and other specific information regarding the training classes. (Also see Annex P - Training and Education to the overall Caddo Emergency Operations Plan).
- b. The training requirements for all major categories of hazardous materials emergency response personnel, including the types of courses and the number of hours is as follows:
 - i. First Responder Awareness Level (4 Hours) - Individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the authorities of the release.
 - ii. First Responder Operations Level (24 Hours) - Individuals who respond to releases or potential releases of hazardous substances as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to contain the release from a safe distance, keep it from spreading, and prevent exposures.
 - iii. Hazardous Materials Technician (40 Hours) - Individuals who respond to releases or potential releases for the purpose of stopping the release. They assume a more aggressive role than a first responder does in that they will approach the point of release in order to plug, patch or otherwise stop the release of a hazardous substance.
 - iv. Hazardous Materials Specialist (24 Hours) - Individuals who respond with and provide support to hazardous materials technicians. Their duties parallel those of the hazardous materials technician; however, those duties require more directed or specific knowledge of the various substances they may be called upon to contain. The hazardous materials specialist would also act as the site liaison with Federal, state, local and other government

authorities in regards to site activities.

- v. On-Scene Incident Commander (24 Hours) - Individuals who will assume control of the incident site. They shall receive at least 24 hours of training equal to the first responder operations level in addition to other requirements as outlined in 29CFR1910.120.
- vi. Refresher Training - Those individuals who are trained in accordance with the levels listed in (1)-(5) of this section shall receive annual refresher training of sufficient content and duration to maintain their competencies, or shall demonstrate competency in those areas at least yearly.

Refer to Annex T, Terrorism for plans addressing the threat of terrorist incidents involving chemical and biological materials.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Local Emergency Planning Committee

This committee is primarily a pre-incident and post-incident committee charged with review of local hazardous materials response plans, exchange of information, and gathering of critical hazardous materials information to be shared with governments and citizens in Caddo Parish. The LEPC is responsible for the development and maintenance of the hazardous material- planning document that will be reviewed annually. They will coordinate this plan with adjacent parish LEPCs. The LEPC will also develop and implement a Community Right-to-Know program.

B. Caddo Office of Homeland Security and Emergency Preparedness

Caddo OHSEP is responsible for the activation of the Emergency Operations Center(s), coordination of support activity, technical advice, declaration of emergency when required, activating warning systems, and locating resources such as National Guard assistance, expert personnel, heavy equipment, etc.

In addition, Caddo OHSEP serves as the repository for the Caddo Local Emergency Planning Committee (LEPC) and manages the Community Right-to-Know material. These responsibilities include maintaining a reporting facility database that includes facility information, chemical inventory, storage locations and emergency plans. Caddo OHSEP will receive monthly release notification summaries from the Shreveport Fire Department. This information will be made available to the LEPC, emergency response agencies and the general public per Community Right-to-Know requirements. The CAMEO (Computer Aided Management of Emergency Operations) computer program will be utilized to manage this information. The MARPLOT computer mapping program and ALOHA plume dispersion model will also be utilized to plan for chemical emergencies.

C. Facilities

Facilities covered by SARA, Title III have the following responsibilities:

1. Provide annual chemical inventory forms (TIER Two) to the local fire department with jurisdiction over their facility and the SERC for Extremely Hazardous Substances (EHS) and OSHA hazardous substances in excess of the threshold planning quantity. NOTE: The SERC serves as the TIER Two repository for the Caddo LEPC.
2. Notify the LEPC of the name of the facility coordinator that can provide a liaison with local governments and the LEPC.
3. Develop in-house emergency plans and standard operating guidelines (SOGs) with Caddo OHSEP, the LEPC and their local fire department.
4. In emergencies, contact local response agencies immediately.
5. Notify the Shreveport Fire Department and SERC of any release of extremely hazardous substances or CERCLA hazardous chemicals in excess of reportable quantities.
6. Initiate other measures which may be required for the situation at hand following in-house plans and Standard Operating Guidelines (SOGs).

D. HAZMAT Response Teams (Fire Depts. & Sheriff's Offices)

The first arriving unit on the scene will assess the situation and determine what incident level exists and what precautions need to be taken.

1. Identify the hazardous material involved.
2. Conduct appropriate fire fighting, search and rescue, and containment operations as the situation permits.
3. Establish an on-site command post at a safe location.
4. Determine if population protection measures need be implemented (in-place shelter, evacuation, protected breathing, etc.)
5. Contact Caddo OHSEP to activate the Emergency Operations Center (EOC) or utilize public warning systems (such as the OEP FirstCall Telephone Warning System), if necessary.
6. If evacuation is necessary, determine the area to be cleared of the general populace in order to insure their safety as well as the safety of those members of the emergency services involved in the hazardous material incident. Contact Caddo OHSEP to arrange shelter operations with the American Red Cross.
7. Coordinate evacuation procedures and other on-site activities with EOC personnel.
8. Initiate other measures which may be required for the situation at hand following departmental Standard Operating Guidelines (SOGs).

E. Law Enforcement

Law enforcement is responsible for assisting with evacuation, crowd and traffic control, controlling access into the hazardous area, protection of

evacuated areas, escorting special equipment to the area and assisting designated persons having required technical knowledge in getting to the scene.

F. Other City/Parish Departments

Perform appropriate duties as outlined in the Basic Plan.

V. DIRECTION AND CONTROL

See basic plan.

VI. CONTINUITY OF GOVERNMENT

See basic plan.

VII. ADMINISTRATION AND LOGISTICS

1. The Emergency Operations Center is designated as the interfacing point for decision-making, coordination, administration, resource information exchange, and emergency response management.
2. The on-scene command post shall be established for all hazardous material incidents and shall follow procedures as set forth in standard operating procedures for command post operations.
3. All necessary records and reports will be maintained on each incident.

VIII. AUTHORITIES AND REFERENCES

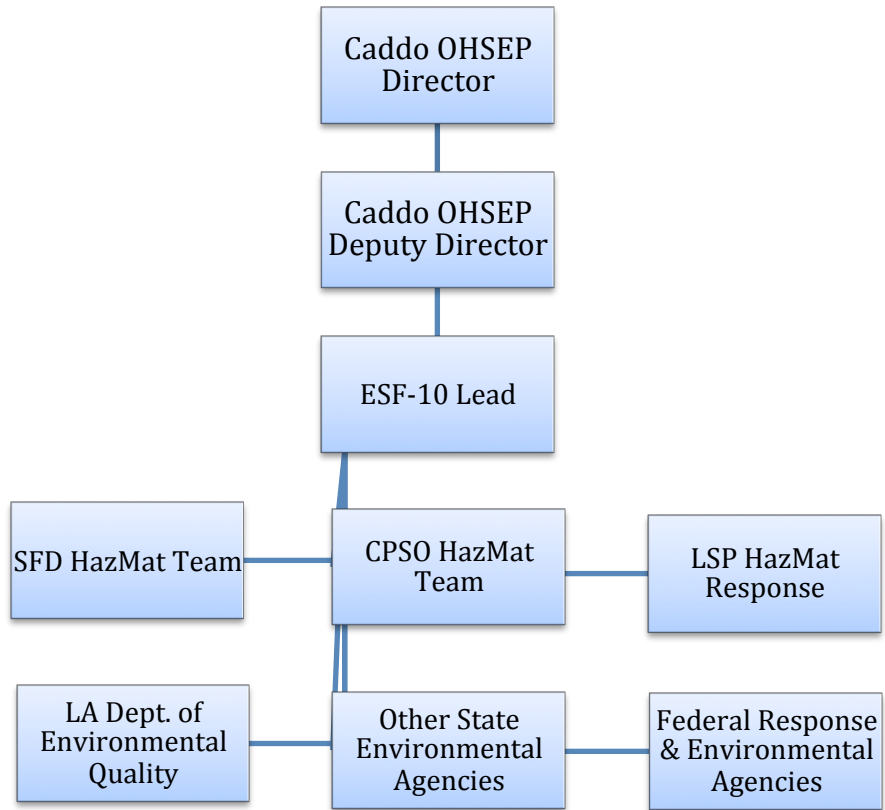
1. Basic Plan
2. The Superfund Amendments and Reauthorization Act (SARA) of 1986, Title III, Emergency Planning and Community Right-to-Know Act (EPCRA).
3. The Louisiana Hazardous Materials Information Development, Preparedness and Response Act (HMIDPRA), as amended 1987.
4. Code of Federal Regulations (CFR) 1910.120, Hazardous Waste Operations and Emergency Response, Subpart H, Subpart Title - Hazardous Materials.

IX. APPENDICES TO ANNEX J

1. Organizational Chart
2. HAZMAT Accident Flow Chart
3. Incident Levels
4. Title III Major Information Flow Requirements
5. HAZMAT Response Checklist
6. Pipeline Emergencies
7. Railroad Accidents
8. Telephone Directory
9. HAZMAT Release Reporting Form
10. WIPP Transportation Accident Plan
11. Standard Operating Guidelines (SOGs)
12. Radiological Protection

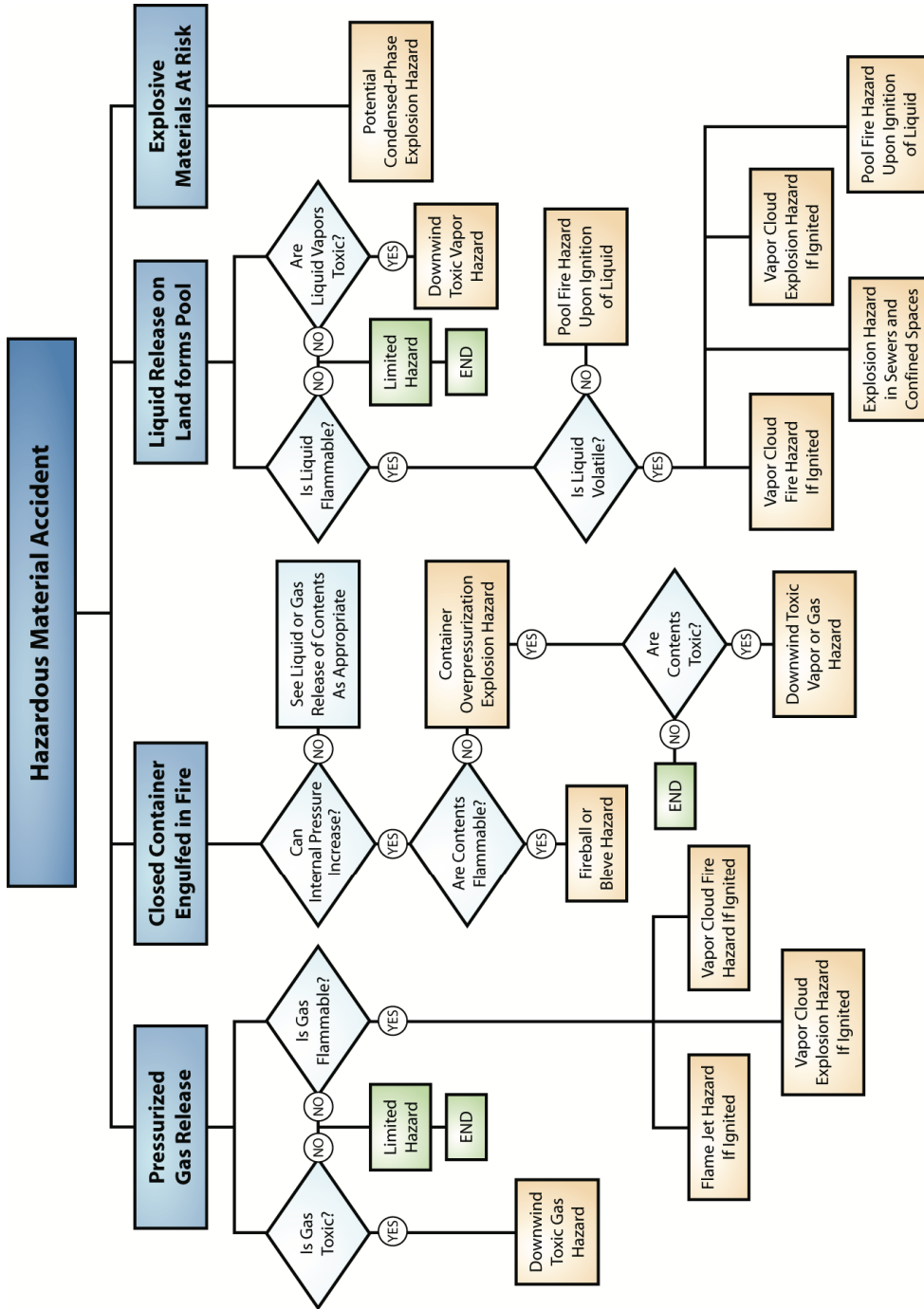
13. LEPC Plan

Appendix 1 – Organizational Chart



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Appendix 2 – HazMat Accident Flow Chart



Appendix 3 – Incident Levels

Hazardous materials incidents will, of course, vary in magnitude and severity. As the situation escalates so do the demands placed upon the resources of the community. In order to help identify some of the predictable expectations for response, it is necessary to identify the basic levels depending upon the scope, complexity, probable duration, and potential impact. There are:

I. LEVEL I INCIDENT

1. Limited scope, quantity, and hazard of material
2. No evacuation
3. Minimal potential impact

II. LEVEL II INCIDENT

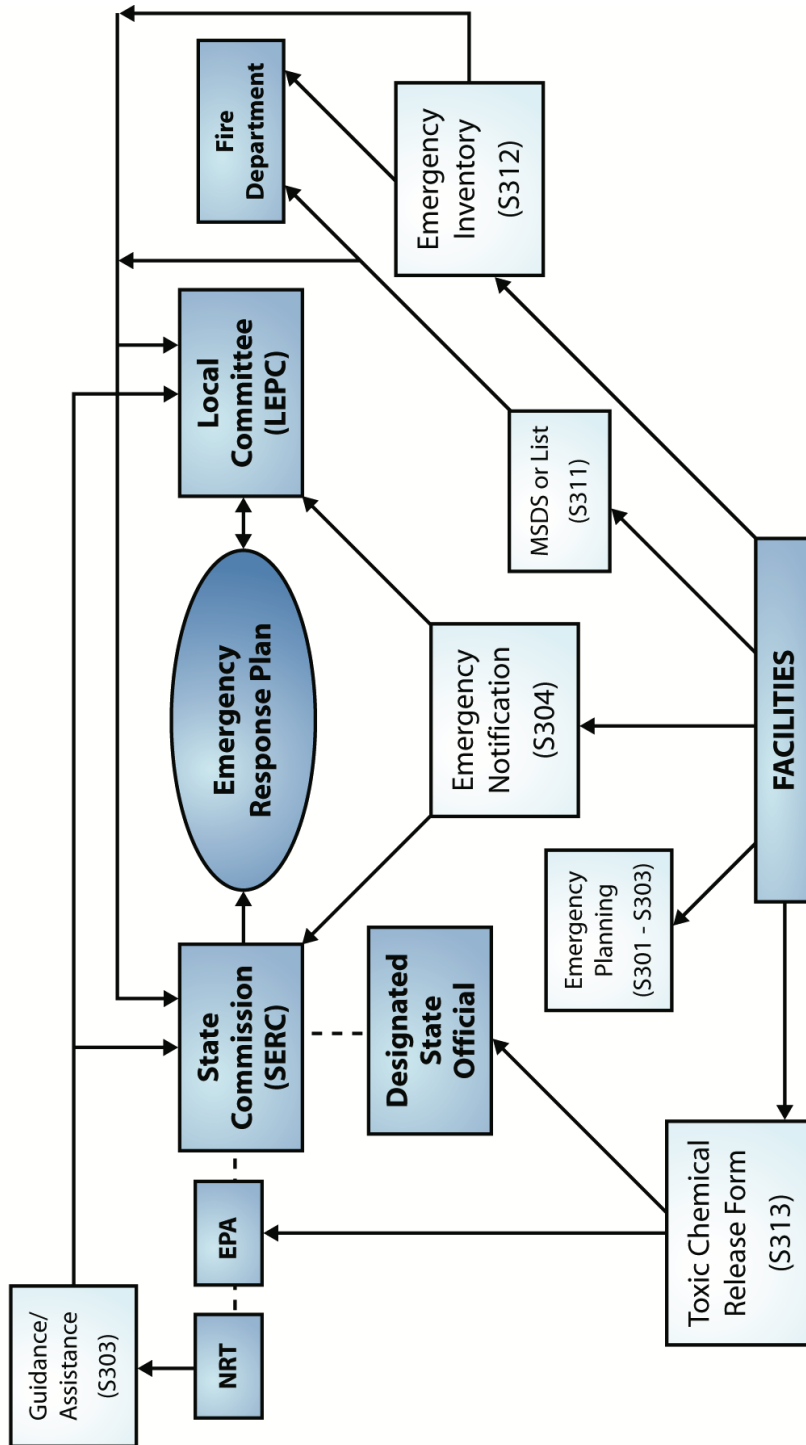
1. Intermediate scope, quantity, and hazard of material
2. Limited evacuation
3. Possible extended operation

III. LEVEL III INCIDENT

1. Large scope
2. Long duration
3. Long or large scale evacuation
4. Potential for high impact

Appendix 4 – Title III Major Information Flow Requirements

TITLE III - MAJOR INFORMATION FLOW REQUIREMENTS



Appendix 5 – HazMat Response Checklist

WARNING: Hazardous materials incidents pose significant dangers to the health and safety of response personnel and other persons in the affected area. Gather as much information as possible during the initial notification and provide details to the responding units. The information and warnings you transmit may save lives and facilitate a more effective response.

The following is provided by the Caddo Local Emergency Planning Committee as a generic checklist for emergency services to follow in the event of a hazardous material release: (Note: refer to departmental Standard Operating Guidelines (SOGs) for specific activities to be performed at the scene of a hazardous materials emergency.)

1. Dispatch law enforcement unit immediately to assess the situation. (Law enforcement unit indicated since police cars on patrol are usually able to respond more quickly.)
2. Dispatch patrol car(s) to secure the area. Warn all units against approaching the scene from downwind side without wearing proper protection.
3. Alert fire department, advising of current situation as known.
4. Dispatch hazardous materials response team. Provide all available information.
5. As hazardous materials team is responding, relay information being gathered by first responding units.
6. Alert emergency medical services. Advise of any known injuries. Do not dispatch to scene without guidance from hazardous materials response team—effects of spill could harm uninformed responding personnel. Avoid exposing any personnel to hazard; rescue units that do respond should halt at a safe distance until given the okay to approach the scene.
7. Notify other governmental units as necessary (Caddo OHSEP, public works, water & sewer, mutual-aid assistance, military assistance, etc.). Activate Emergency Operations Center if needed. Have population warning systems on stand-by.
8. Notify federal, state and local hazardous material regulatory agencies as needed (EPA, DEQ, NRC, CHEMTREC, LEPC, LSP, etc.).
9. If evacuation is needed, notify Caddo OHSEP for coordination of shelter activities with the American Red Cross and other relief agencies.
10. Notify news media if streets or sections of the community will be closed to public during the emergency. Broadcast media can assist in advising citizens to avoid the danger area.
11. Alert hospitals, as appropriate, so they may prepare to treat victims of exposure to specific hazardous material.
12. Coordinate with CHEMTREC for assistance in incident management.
13. Scene management:
 - a. Detect hazardous materials presence.

- b. Estimate potential harms without intervention - identify the potential impact of the situation.
 - c. Choose the response objectives - i.e., evacuation if needed.
 - d. Identify action options to control release.
 - e. Perform best option.
 - f. Evaluate progress - set up command post activities.
14. Clean-Up
- a. Consider disposal methods and arrangements.
 - b. Get expert advice.
 - c. Segregate materials.
 - d. Remove toxic materials from clothing and equipment.

If there is a threat to the water or wastewater systems, be sure to contact the public utilities departments and follow procedures outlined in Annex Q (Public Works/Utilities). If a railroad right-of-way is involved, refer to Appendix 6 - Railroad Accidents in this Annex. If radioactive material is involved, refer to Appendix 11 (Radiological Protection). If weather concerns affect the incident, the on-site commander or Emergency Operations Center should be in immediate contact with the National Weather Service (NWS) Office in Shreveport (refer to listed and unlisted telephone numbers for the NWS in the Caddo OHSEP Emergency Telephone Directory under separate cover).

Hazardous materials spills must be reported to the appropriate authorities. Notification reports, and/or communication with CHEMTREC, will often summon federal and state technicians to assist with the incident.

Much has been written about response to hazardous materials incidents. With the increase in technological development and use of chemicals, every community is subject to an incident by virtue of the materials being transported back and forth across the country. This is especially true with regard to Louisiana, which has a large chemical manufacturing industry.

Information about incident management, health hazards, medical treatment, evacuation requirements and other aspects are contained in the North American Emergency Response Guidebook.

The United States Department of Transportation (DOT) publishes the book. Updates to the guidebook are printed every three years. It is available free of charge by contacting the Louisiana State Police Right-to-Know Unit or Caddo OHSEP.

A copy of this invaluable book should be kept in every emergency response vehicle. The Bureau of Explosives of the Association of American Railroads and the U.S. Coast Guard publish other valuable resources. Hazardous materials computer programs, such as CAMEO (Computer Aided Management of Emergency Operations), are available from the National Safety Council.

Emergency assistance is available for any kind of hazardous materials incident. This

invaluable support is available through CHEMTREC at 1-800-424-9300.

Clean up of hazardous materials is a specialized field. State or federal personnel assisting on-scene can advise emergency responders regarding this matter. They may assume responsibility for arranging the clean up. The ultimate responsibility for paying for the clean up usually rests with the party responsible for the spill.

Hazardous materials incidents can be very dangerous. The threat to life and property and the environment is high. Extreme care should be taken when dealing with these particular types of incidents. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency.

EMERGENCY CONTACT (HAZARDOUS MATERIALS COORDINATORS):

- A. Barksdale AFB Bioenvironmental**
456-6730/456-2151
- B. Barksdale AFB Disaster Preparedness**
456-2851/456-2151
- C. Barksdale AFB Fire Department**
456-1117/456-2151
- D. Caddo OHSEP**
675-2255
- E. Shreveport Fire Department**
673-6740
- F. Caddo Parish Sheriff's Office**
681-1118/675-2170
- G. LA Dept. of Environmental Quality**
676-7476
- H. LA State Police – Troop “G” Bossier City**
741-7411

Appendix 6 – Pipeline Emergencies

The Pipeline Group distributes the following material as recommended safety precautions for public emergency response agencies to take in the event of a pipeline emergency.

- I. Validate the emergency phone call by returning the call promptly. Do this even when the caller is a pipeline company employee.
- II. Call the pipeline company dispatcher. Their phones are manned 24 hours a day, 365 days a year. The dispatcher will direct emergency procedures and suggest what you can do. Your call will be validated.
- III. Do not call pipeline company personnel other than the emergency number. Local pipeline company employees are instructed to call the dispatcher in the event of a pipeline emergency.
- IV. Determine the wind direction on your way to the site.
- V. Upon arrival at the emergency site, do not drive into any vapor cloud. Park vehicles at a safe distance from the vapor clouds or fires. Turn off engines. Stay away from vapor cloud - **DO NOT WALK INTO IT.**
- VI. Evacuate everyone from the danger area to an UPWIND location.
- VII. Provide medical help to those who need it.
- VIII. Barricade the emergency area so that people will not enter it. Blockade any highway that passes through or near it.
- IX. **ELIMINATE ANY SOURCES OF IGNITION** if there is a vapor cloud - sources such as: engines, electric motors, pilot lights, burn barrels and smoking materials.
- X. Maintain contact with the pipeline company personnel until they arrive. The person in charge will identify himself.
- XI. Do NOT attempt to extinguish any primary fire source until pipeline company employees arrive and their representative directs this action. Perimeter fires may be extinguished at your discretion.
- XII. Request additional emergency assistance from other public response agencies when you need it.
- XIII. If a railroad passes through the emergency area, contact the railroad and request that they stop movement of trains through the area until notified that the area is safe.
- XIV. Determine if the vapor cloud is moving or expanding in size. The vapors will tend to flow to low areas. Keep people away from nearby low spots if the vapor cloud is at a nearby high elevation.
- XV. Do not put water or other chemicals on vapor cloud unless directed to do so by pipeline company personnel.
- XVI. Do not attempt to ignite the vapor cloud. A pipeline company employee using a flare gun will usually do this dangerous procedure.
- XVII. If the engine on your vehicle stops unexpectedly, do not attempt to start it until you are certain it did not stop due to a lack of oxygen.
- XVIII. A pipeline company employee will tell you when the emergency is over.

For additional information, including 24-hour contacts, pipeline maps, and emergency procedures refer to The Pipeline Group Emergency Response Manual located in the Caddo Emergency Operations Center (EOC).

Appendix 7 – Railroad Accidents

I. GENERAL

Any time railroad tracks pass through a jurisdiction there is the potential for a railroad incident. Depending to the circumstances, response will be similar to that for a major motor vehicle accident and/or mass casualty incident (MCI). See Annex O (Health and Medical) and Annex I (Fire Services) with possible complications covered in this annex (Hazardous Materials Response). The difference in response will be based upon possible difficulty in reaching the scene.

II. RESPONSE PROCEDURES

Upon notification of a railroad accident, response procedures should direct that law enforcement and fire service units be dispatched immediately to assess the situation. At the same time, notification should be made to the railroad of the situation, giving as much detail as possible. Railroad engineers often have good communications with traffic controllers, but formal notification should be made to assure their awareness. Railroad officials will arrange for tracks to be closed to eliminate the risk of another train entering the accident area. The responsible railroad will send representatives to the accident site to assist in the management of the emergency and to coordinate the clean up and re-opening of the tracks.

Each hazardous materials response team within Caddo Parish should develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken upon being notified of a railroad emergency in their jurisdiction. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency.

III. ASSOCIATION OF AMERICAN RAILROADS

The Association of American Railroads has available a staff of specialists in handling tank leaks, derailments, environmental problems, hazardous materials and other concerns related to rail transportation. These experts also assist in technical response to emergencies that involve other forms of transportation when appropriate. Their services are available through CHEMTREC at 800-424-9300.

IV. EMERGENCY CONTACTS

A. Kansas City Southern Railway Company

4601 Blanchard Highway
Shreveport, LA 71107
Dispatch Office: 676-6028 (24 Hours)
Special Agent: 676-6080

B. Union Pacific Railroad

7420 Bert Kouns Industrial Loop
Shreveport, LA 71129

Yardmaster on Duty
686-6884 (24 Hours)
Special Agent: 687-1713

- C. Federal Railroad Administration**
Railroad Safety Inspector: 686-5052
Washington, D.C.: (800) 724-5995

Appendix 8 – Telephone Directory

- I. CHEMTREC**
1-800-424-9300
Chemical Transportation Emergency Center
Washington, D.C.

- II. CHEM-TEL, INC.**
1-800-255-3924
An Emergency Response Communication Service
Washington, D.C.

- III. NATIONAL RESPONSE CENTER (NRC)**
1-800-424-8802
Washington, D.C.

- IV. MILITARY SHIPMENTS: (U.S. DEPARTMENT OF DEFENSE)**
 - A. U.S. Army Operations Center**
1-703-697-0218
(Explosives/ammunition incidents)

 - B. Defense Logistics Agency**
1-800-851-8061
(All other dangerous goods incidents)

- V. POISON CONTROL CENTER (PCC)**
1-800-256-9822
Monroe, LA

- VI. LOUISIANA EMERGENCY RESPONSE COMMISSION (LERC)**
1-225-925-6595
Louisiana State Police HAZMAT Response Unit
Baton Rouge, LA

- VII. CADDO LEPC**
675-2255
Local Emergency Planning Committee
Caddo Office of Emergency Preparedness
Shreveport, LA

- VIII. LA DEPARTMENT OF ENVIRONMENTAL QUALITY (DEQ)**
1-225-342-1234
Hazardous Materials Spills (24 Hours)
Baton Rouge, LA

IX. U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)

1-800-887-8063

EPA Region VI

Dallas, TX

Appendix 9 – Hazmat Release Reporting Form

Courtesy Call () Reportable () Parish _____ LSP Incident # _____ Date
Time _____

Caller's Name: _____ Notified: _____
Occurred: _____

Caller's Phone # () _____ Secured: _____
Incident Location: _____ Section: _____ Township: _____ Range: _____
Company: _____ Address: _____
Chemical Released: _____ Qty: _____ RQ: _____
Hazard Class: _____ ID: _____ EHS () Solid: _____ Liquid: _____ Gas: _____

Did Material Go Offsite? Yes: _____ No: _____ Released to: Land: _____ Water: _____ Air: _____ Any Off-Site
Protective Action? Yes: _____ No: _____ Road Closure: _____ Shelter: _____ Evacuation: _____

Wind Direction: _____ Wind Speed: _____ Temperature: _____
Precipitation: None: _____ Rain: _____ Hail: _____

Sleet: _____ Snow: _____

Fire: Yes: _____ No: _____ Injuries: Yes: _____ No: _____ # _____ Fatalities: Yes: _____ No: _____ # _____

Details: _____

FOR LEPC USE ONLY:

Emergency Operations Center (EOC) Activated? Yes () No ()

Response Agencies Notified? SFD @ 675-2137 () Time: _____ SPD @ 675-2165 () Time: _____

CPSO @ 675-2170 () Time: _____ Caddo Fire District: _____ () Time: _____

VFD: _____ () Time: _____

Telephone Warning System Activated? Yes () No () Responsible Party: _____

Other Warning System/Public Information System Activated? EAS () Cablewarn () NOAA Weather
Warning Radio () News Media ()

If Evacuation Ordered, Shelter Set-Up At: _____

Roads Closed: _____

Appendix 10 – WIPP Transportation Accident Plan

I. GENERAL

The U.S. Department of Energy (DOE) began shipments of transuranic “TRU” radioactive waste to the Waste Isolation Pilot Plant (WIPP) site in Carlsbad, New Mexico on March 26, 1999. The material is transported in specifically designed shipping containers. “Transuranic” means heavier than uranium, which is the heaviest naturally occurring element. Much of the transuranic waste that will be disposed of at the WIPP was left from DOE research and the production of nuclear weapons. Currently, the waste is stored at 33 DOE sites located throughout the United States. Because it will be transported across more than 9,000 miles of highway in 31 states en route to the WIPP, the transuranic waste shipments must be carefully monitored and safely conducted at all times.

Most of the transuranic wastes coming to the WIPP will consist of clothing, tools, rags and other similar items contaminated with trace amounts of radioactive elements, mostly plutonium. The waste will be shipped to the WIPP in “Transuranic Package Transporters” known as TRUPACT-IIs. The TRUPACT-II container received a Certificate of Compliance in 1989 from the Nuclear Regulatory Commission. Transuranic wastes have long half-lives and require safe transportation, handling and disposal. At the WIPP, transuranic wastes will be stored 2,150 feet beneath the earth’s surface in the middle of a bedded-salt formation that has remained stable and free of ground water for 225 million years. The National Academy of Sciences (NAS) concluded “The system proposed for the transportation of transuranic waste to WIPP is safer than that employed for any other hazardous material in the United States today and will reduce the risk to very low levels.”

The WIPP transportation plan was developed in full compliance with Department of Transportation regulations, which allow individual states to designate primary and alternate in-state transportation routes for WIPP shipments.

II. TRANSURANIC WASTE

Transuranic Waste has an atomic number greater than 92 (uranium), it is primarily an alpha emitter, has a half-life greater than 20 years, and has a concentration greater than 100 nanocuries per gram of alpha waste (activity).

Almost all the transuranic waste (TRU) waste that will be transported to and disposed of at the WIPP, consists of everyday items such as rags, rubber gloves, shoe covers, cloth lab coats and plastic bags. Heavier items may include valves, pumps, motors, tools and laboratory glass. This is trash, contaminated with transuranic elements such as Plutonium (Pu), Curium (Cm), Americum (Am) and Californium (Cf) just to name a few.

A. Contact Handled Waste (CH)

Contact handled transuranic waste is defined as TRU waste whose external contact dose rate does not exceed 200 mrem per hour (exposure rate on the outside of the drum). Transuranic waste consists of items contaminated with amounts of transuranic not economically feasible to recover. All waste received by the WIPP have been created by nuclear defense activities.

B. Remote Handled Waste (RH)

Remote handled transuranic waste is defined as packaged TRU waste whose external surface dose rate exceeds 200 mrem per hour (exposure rate on the outside of the drum).

For WIPP, there is an upper limit of 1000 rem per hour at contact with the internal container. This type of waste will be transported in heavy casks similar to the type used for spent fuel transport. Only 5% of the RH waste may exceed 100 R/hr.

The types of waste material will be identical between CH and RH waste with the designation dependent on the external dose rate.

NOTE: It is not expected that any RH waste shipments will be transported through Caddo Parish until the years 2003 or 2004. Only 3% of waste at WIPP will be RH waste.

C. Restricted Liquids

The total volume of the residual liquid in a payload container (RH or CH) shall be less than one volume percent of the payload container (i.e., 1% liquid). Radiography or visual examination shall be used to determine the presence of liquids and to estimate the quantity of liquid in retrievable – stored waste.

NOTE: In other words, if there is liquid on the ground at a WIPP shipment accident site – it is not radioactive. Liquid waste is not acceptable at the WIPP!

D. Mixed Waste

Mixed waste is radioactive waste co-contaminated with hazardous chemical constituents as defined in federal law. CH and RH-TRU waste shall contain hazardous constituents only as co-contaminants with transuranics. All CH and RH-TRU mixed waste exhibiting corrosive, reactive, or ignitable characteristics shall be treated to remove the hazardous characteristic.

NOTE: 96-98% of arriving TRU waste at WIPP is solid mixed waste. Nothing in the TRUPACT-II container will BLEVE. There is no labeling or placarding required for the chemical components – the amount is not enough to meet federal requirements.

E. Prohibited Materials

CH and RH-TRU waste payloads shall contain no explosives, corrosives or compressed gases. In a rare event that a package received at WIPP does not meet the acceptance criteria, the package may be shipped back to the generator site for repackaging (as defined in 40 and 49 CFR).

III. PACKAGING

A. Type A Packaging

Type A packages must be able to protect their contents from all normal conditions of transport: in other words, they must be able to withstand extensive rainfall, drops, stacking (compression) and penetration by a dropped weight.

Type A containers used at WIPP are 55-gallon drums, ten drum overpack, the pipe overpack or standard waste boxes. They will be used to hold waste inside the TRUPACT-II or the HALFPACK

B. Type B Packaging

The TRUPACT, HALFPACK and RH-72B Cask are Type B packages that will be used in the transport of radioactive materials. To meet Nuclear Regulatory Commission (NRC) certification standards, a Type B package must meet a series of stringent tests conducted on the container (transport accident conditions):

1. A drop from a height of 30 feet onto an unyielding surface.
2. A drop onto a steel spike from 40 inches to test puncture resistance.
3. Exposure to jet fuel fire at a temperature of 1,475 degrees Fahrenheit for a minimum of 30 minutes.

These tests show that the container would hold its seal and prevent release of radioactivity to the atmosphere. The tests are conducted on the most vulnerable point of the container.

C. RH Waste Packaging

The RH canister is made of mild steel that will be approximately 3/8" thick. Inside of the canister there will be three 30 or 55 gallon metal drums. There may be additional one-gallon pails containing the waste inside the drums. The canister can be loaded direct with items too large for drums. The maximum exposure rate at the surface of the canister is limited to 1,000 rem/hr. The canister, containing drums, is welded shut and qualifies as a Type A package.

D. RH Shipping Cask

The Remote Handled (RH) cask is constructed of an outer skin of approximately 1 1/2 inches of stainless steel, followed by approximately 2 inches of lead, with an inner skin of 1 inch of stainless steel. The end plug is

8 1/2 inches of stainless steel held in place by 18 stainless steel bolts with recessed heads. Each shipment of remote handled waste will contain only one cask. The cask is placed on the trailer between two large impact limiters. The weight of the cask will be limited to a legal load as defined by the Department of Transportation for total over the road weight.

E. RH-TRU Transportation

Remote handled shipments will be transported in a package known as the RH-72 B Cask. Remote handled shipments will account for approximately 3% of the total volume of waste at WIPP. Remote handled waste emits more gamma radiation than contact handled waste and therefore must have heavier shielding for transportation. The waste is inside drums, within a canister, inside the cask. This container and transportation system is designed to shield personnel and the environment from penetrating gamma radiation that is produced by the RH-TRU waste. One RH-72B Cask will be carried on a specifically designed flatbed trailer.

F. TRUPACT-II

The container is called Transuranic Packaging Transporter Model 2, or TRUPACT-II. It is a Type B Package, certified by the NRC, and meets the U.S. DOT safety requirements. It is double-contained, non-vented, and constructed of stainless steel. The weight of the TRUPACT II is 12,700 lbs. empty and 19,265 lbs. loaded.

G. HALFPACK

The HALFPACK will be a NRC certified Type B container. The concept behind the HALFPACK is the ability to carry heavier loads without the use of dunnage.

The payload will be one Standard Waste Box, one 7-Pack of 55-gallon drums or four 85-gallon overpack drums. The gross weight is estimated at 17,500 lbs, including payload. This container is currently undergoing review of the testing and evaluation of the data by the NRC.

H. “U”-Shaped Tie-Downs – TRUPACT-II/HALFPACK

Each TRUPACT-II/HALFPACK has four “U” shaped tie-downs hold them in place on the trailer. The tie-down U-bolts (an integral part of the trailer) are not as strong as the tie-down lugs (an integral part of the TRUPACT-II/HALFPACK). Tie-down lugs, by NRC regulation, which are part of the package must be able to withstand 10 times the weight of the package in the forward direction, 5 times in the lateral direction and 2 times in the vertical direction. The aggregate total of the tie-downs must be able to withstand one and one-half times the weight of the package. A visual check of these tie-downs at the scene of an accident should be made to ensure they are still intact. If the tie-down is obviously broken, deformed or missing, keep all personnel clear. This is to prevent injury in case the TRUPACT-

II/HALFPACK should fall and roll. NOTE: The TRUPACT- II/HALFPACK will float – it is a pressurized container!

IV. TRANSPORTATION

A. Routes (See Attachment 1 Map)

The TRU waste transportation route through Caddo Parish will be on Interstate 20 (westbound loaded and eastbound empty). The TRU waste truck will take the Interstate 220 By-Pass through Shreveport (westbound loaded and eastbound empty).

The selection of routes was based on U.S. Department of Transportation (DOT) regulation 49 CFR 177.825 (Routing and Training Requirements for Radioactive Materials). Interstate highways and their alternates were used, when available, based on their safety features and the directness of their routes. States can designate alternate routes provided that they follow established DOT regulations.

B. Shipping Papers

Shipping papers are always carried in the driver's side door pocket, usually in a metal folder. At the top of the paper should read "Straight Bill of Lading." The shipping papers may also include a "Uniform Hazardous Waste Manifest." The shipping information can be retrieved from TRANSCOM (computer tracking system) if not readily available from truck.

NOTE: TRANSCOM sites for Louisiana are located at the Office of Homeland Security and Emergency Preparedness, State Police Office and the Department of Environmental Quality. All three terminal sites are in Baton Rouge.

The shipping papers contain information on the shipment being transported to WIPP:

1. Origin (consignee)
2. Destination (consignor)
3. Identification of the radioactive material
4. Proper shipping name including the identification number (UN or NA)
5. Emergency Telephone Numbers

When looking for documentation about the shipment, headings like "Bill of Lading" or "Radioactive Materials Shipment Record" are helpful."

C. Radioactive Labels

Labels are placed on packages. 49 CFR 172.406 (e) states that packages must have labels placed "on two sides (other than the bottom) of each non-bulk package containing a radioactive material." The contact-handled TRUPACT-II is an example of a package, also the standard waste boxes and drums. A "Radioactive I" label will be all white with contents and the isotope listed

(plutonium, curium, americium, etc.). It will also reflect the activity level of the package. A “Radioactive II and III” label is a yellow on top and white on the bottom with content, activity and transport index listed. The transport index is the radiation reading at one meter from the surface of the package.

D. Transportation Index

1. Radioactive White I $<.05$ mrem/hr (no exposure at 1 meter)
2. Radioactive Yellow II $.05$ mrem/hr ≤ 50 mrem/hr
3. Radioactive Yellow III 50 mrem/hr $<RL$

Placarding is based on labeling, which is based on radiation level and/or curie/becquerel content. A placard is required if one or more packages are labeled Yellow III, i.e. the surface dose rate is greater than 50 mrem/hr or the transport index is equal to or greater than 1.0. The transport index is a good indicator for determining the external radiation hazard of an undamaged package and a good starting point for determining whether damage has occurred. Transport index is defined as the non-dimensional number (rounded up to the first decimal place) placed on the label of a package to designate the degree of control to be exercised by the carrier during transportation.

E. Empty label

Upon return to the generator site, the TRUPACTs or the HALFPACT will have an empty label on the package. Even though the TRUPACT-II or the HALFPACK will be labeled “empty” and will contain no radioactive materials, it may contain loading pallets or empty drums for use at the generator sites.

F. Radioactive Placard

The standard placard for radioactive material is yellow on top, white on the bottom, with black lettering and a black radiation symbol in the yellow portion. In the bottom corner is the United Nations number “7”, denoting radioactive materials. The standard radioactive placard, placed on a white background with a black border, denotes that the shipment is a Highway Route Controlled Quantity (HRCQ) placard is based on curie content and isotope. 49 CFR 172.504 states that placards must be in plain view and displayed on the rear of the transport vehicle, each side of the transport vehicle, and on the front of the transport vehicle or trailer.

G. The Emergency Response Guidebook

The Department of Transportation’s 1996 North American Emergency Response Guidebook provides guidelines for emergency responders to use for all types of hazardous materials, including radioactive materials. Remember that this is only a guide and should not take precedence over local standard operating procedures. The Emergency Response Guidebook recommends that CHEMTREC should be called for emergency assistance at 1-800-424-9300. However, for specific information on transuranic waste, it is recommended that the first responder call the State Radiological Safety Office first through the

Louisiana Department of Environmental Quality (Radiological Division) and follow their instructions. Remember the guidebook is a guide only. It can assist first responders in making decisions, but should not be considered a substitute for your own knowledge, judgment or experience. The guidebook has recommendations that are the most likely to apply in the majority of cases and does not represent recommendations that are adequate or applicable in all cases. The North American Emergency Response Guidebook is intended to assist first responders at an incident site to make an informed decision to the type of hazard involved and what initial precautions to take. In order to effectively use the Emergency Response Guidebook, the first responder should become familiar with it prior to any emergency.

H. Recommendations For A WIPP Shipment

If the TRUPACT-II is labeled “EMPTY” or is not damaged in an accident, the first responder should use GUIDE 161 (low-level radiation). Guide 161 is the least restrictive guide for radioactive materials. Use this if you are sure that there has been no release of contents.

If you are unsure of the condition of the TRUPACT-II or there is evidence to indicate that a breach of contents has occurred, Guides 163 or 165 should be used and the guidelines followed (see shipping papers). When applying this to the worst-case contact handled accident, this guide will reduce the possible exposure to the first responder to as low as reasonably achievable. All accidents involving remote handled TRU waste will call for the use of Guide 165.

NOTE: Guides 161, 163 and 165 state “Priorities for rescue, life-saving, first aid, and control of fire and other hazards are higher than the priority for measuring radiation levels.”

V. TRANSCOM TRACKING SYSTEM

The TRANSCOM Tracking System (satellite) provides near real-time tracking of shipments. The System provides communications between the carrier, DOE, states and tribal governments. The System provides emergency response information and a permanent record of shipment information.

WIPP shipments will be enhanced by the use of a satellite tracking system. It can track a vehicle 24 hours a day, seven days a week. State and tribal governments have been provided access to the system by use of a compatible computer, modem, software and training provided by the DOE free of charge. Information available from TRANSCOM includes:

1. Cargo information
2. Emergency notification telephone numbers
3. Emergency response information (DOT ERG)
4. Truck location
5. Advance shipping schedule

NOTE: If TRANSCOM has a failure, drivers are required to call in every two hours or every 100 miles, at each stop, if delayed or at the state border. TRANSCOM sites for Louisiana are located at the Office of Homeland Security and Emergency Preparedness, State Police Office and the Department of Environmental Quality. All three terminal sites are in Baton Rouge.

VI. INITIAL RESPONDER ACTIONS

A. Recognition

Many haz/mat events are not clearly reported as haz/mat incidents. They may be reported as a traffic accident, medical aid call, or a fire call. The initial call may hide the real haz/mat problem. It is important to look for clues that will help determine if hazardous materials are involved.

Recognition clues include:

1. Location and occupancy
2. Container shapes and sizes
3. Markings and color
4. Placards and labels
5. Shipping papers
6. Other clues and signs

B. First Operational Thought

In order for first responders to effectively carry out their duties, protection and safety of the first responder must be foremost. The first actions of the first responder should always be SIN:

1. SAFETY first and always.
2. ISOLATE and deny entry.
3. NOTIFICATIONS.

Avoid tunnel vision. Slow down and assess the approach. In a haz/mat incident, a “quick kill” approach may result in injury or death to responders.

C. Control the Scene

Actions by the first responder should contribute to the “solution” not the problem. There must be a positive safety attitude. There must be a safe approach (upwind, uphill and upstream). You must isolate the hazard. Notifications must include directions for a safe response location (staging area).

Safety must be top priority for the first responder and the public through the recognition of the hazardous materials. Protection of the environment should be achieved to prevent the spread of the material(s). Isolate the haz/mat to control the entry point, control the perimeter and control access. Make the

proper notifications. Establish the initial command post and the staging area in a safe location. Contribute to effective and efficient haz/mat response.

D. Accident Notification

Typically, the drivers will notify the local authorities of an accident involving the WIPP truck. The WIPP's tracking and communication system makes notification to several entities simultaneously possible. If truck communications are down, drivers will ask passing motorist to call the local police. Usual notification of an incident begins with a local person calling 9-1-1 and reporting that an accident or problem exists.

Notifications may include:

1. The State Hazardous Materials Office (1-225-925-6595)
2. The National Response Center (1-800-424-9300)
3. CHEMTREC (1-800-424-9300)
4. Local law enforcement, fire or haz/mat response team (9-1-1)
5. Others as outlined in the state emergency response plan

E. Training

The WIPP transportation plan instructs first responders to do as much as they are trained to do – no more – no less. WIPP transportation first responder's classes have been conducted for city/parish/state/federal response agencies along the transportation routes. Additional training and exercises can be requested by contacting the United States Department of Energy.

F. Rescue Responsibilities

For a radiological shipment incident, rescue should not be withheld due to the presence of radioactive materials – if this is the only hazard identified. Personal protective equipment and self-contained breathing apparatus provide excellent protection against alpha and beta radiation from a WIPP shipment. Victim carries and extrication procedures should be implemented and the victim moved to the edge of the "hot zone." Monitor for radiation if the victim's condition allows time for it, otherwise package and transport to the nearest medical facility designated for haz/mat.

G. Radiation Protection Factors

1. **Time**
The less time spend near the source the less radiation received.
2. **Distance**
The greater the distance from the source the less radiation received.
3. **Shielding**
The more materials between you and the source the less radiation received.

NOTE: Radioactive material is an internal hazard. Always use respiratory protection when you suspect a release. The most readily available protection for first responders is SCBA.

H. Incident Command

Haz/mat events require establishing command early, as mandated by 29 CFR 1910.120 (i.e., establish safe response location). Command should be established early to reduce the chaos and aid scene management. Command may be “Single” or “Unified.” The first arriving responder can help command by doing the following:

1. Establish “Temporary Command” formally (including staging area).
2. Setup “Temporary Command Post” in a safe location.
3. Manage the scene until designated IC arrives for briefing (must have a Safety Officer).

VII. IDENTIFICATION AND HAZARD ASSESSMENT (IDHA)

Identification can be very simple for one hazard or a very long and complex process. It is necessary for the protection of life (responders and the publics), the environment and property.

Basic five-step IDHA technique:

1. Identify the substance.
2. Assess all hazards the substance presents.
3. Assess physical and chemical properties.
4. Assess variables and modifiers.
5. Assess behavior and outcomes.

All further actions will be based on the Identification and Hazard Assessment.

VIII. FIRST RESPONDER ACTION PLANS

A. Law Enforcement

_____ First operational thought “Safety”. _____ Isolate the hazard and control the scene.

_____ Notification of proper agencies (dispatcher, radiological response teams, fire department, medical personnel, etc.).

_____ Rescue and isolate victims if in immediate danger (if WIPP radiation is the only hazard).

_____ Establish a temporary command and staging area.

Assess the incident and request appropriate resources. Determine the need for protective actions (e.g. rescue, evacuation or shelter-in-place). Identify the product and product characteristics if it can be done safely (i.e. at a safety distance). If

contamination is suspected, detain all personnel/witnesses entering or leaving the exclusion (hot) zone until they are surveyed. Establish a command post and notify other responding agencies of the location. Appoint a “Safety Officer”. Follow all local standard operating guidelines. Coordinate activities with Caddo Office of Emergency Preparedness, the Louisiana State Police Hazardous Materials Unit and the Department of Environmental Quality – Radiation Control Section.

B. Fire Services

- _____ First operational thought “Safety”.
- _____ Isolate the hazard by establishing an exclusion (hot), contamination reduction (warm) and support (cold) zones.
- _____ Notify additional response units as needed.
- _____ Fire fighting, rescue and emergency care of victims can be performed prior to the measurement for radiation (if WIPP radiation is the only hazard).
- _____ Establish command and staging areas.
- _____ Report to the appropriate area for assignments or direction.

The use of structural turnout clothing or aluminized turnouts and self-contained breathing apparatus (SCBA) provide excellent protection from WIPP alpha and beta radiation sources. Always work in pairs (required by OSHA). Nothing should be removed from the exclusion (hot) zone except the victims. This could spread contamination. ANY equipment that is taken into the radiation area, including SCBA, hoses, rescue tools, etc., must be left in the outer edge of the exclusion (hot) zone or at a designated location. Access into the exclusion (hot) zone is to be limited to those persons necessary to control the incident.

C. Emergency Medical

- _____ First operational thought “Safety”.
- _____ Isolate the hazard by establishing an exclusion (hot), contamination reduction (warm) and support (cold) zones (if not already done).
- _____ Notify additional response units as needed.
- _____ Rescue and emergency care of victims can be performed prior to the measurement for radiation (if WIPP radiation is the only hazard).
- _____ If contamination is suspected, package the patient (wrap in a sheet or blanket) to prevent spread of contamination when the patient is passed to the ambulance for transport.
- _____ Establish command and staging areas (if not already done).
- _____ Report to the appropriate area for assignment or direction.

Personnel providing medical care in the exclusion (hot) zone should wear appropriate protective clothing equipment as directed by local protocol. Base treatment on injury. No special treatment of the injury is necessary due to the presence of radioactive materials. Do not delay life support if victims cannot be moved or in order to assess contamination status. Move victims away from the

radiation hazard area, using proper patient transfer techniques to prevent further injury. Notify the emergency room of a possible contaminated patient.

D. Ambulance Crews

_____ Victims should be monitored at the edge of the exclusion (hot) zone for possible contamination only if they are medically stable.

_____ If DECON is necessary, remove the contaminated victim's outer clothing.

_____ Move the ambulance cot to the clean side of the control line and unfold a clean sheet or blanket over it. Place the victim on the covered cot. Do not remove the victim from the backboard if one was used.

_____ If possible, the victim should be transported by personnel who have not entered the exclusion (hot) zone.

_____ Ambulance personnel attending the victims should wear gloves and available respiratory protection.

Transport the victims to areas designated by the hospital. The hospital should be given additional, appropriate information, and the ambulance crew should ask for any special instructions the hospital may have. The ambulance and crew should not return to regular service until the crew, vehicle and equipment have undergone monitoring and necessary decontamination by the radiation safety officer. Personnel should not eat, drink or smoke at the accident site, in the ambulance, or at the hospital until the radiation safety officer has released them.

E. Emergency Dispatch

_____ First operational thought "Safety".

_____ Question the caller/rp is there a chemical or other hazard involved in this request for help.

_____ If this is a haz/mat call, can the caller/rp give a description of the hazard involved (liquid on the ground, strong odor in the air, visible vapor or cloud in the air, etc.).

_____ Is there a diamond shaped sign on the truck or building and what are the numbers on that sign (placards or labels).

_____ Notify responding units of the information received and the need for additional caution upon approaching the site.

If time allows, the dispatcher may look up the hazard in the Emergency Response Guidebook or other referenced materials. Once the first responding unit is at the call, a safe response location for additional units should be established.

IX. DECONTAMINATION, DISPOSAL AND DOCUMENTATION (DDD)

Although the probability of a release of radioactive materials from a TRUPACT-II is remote, the emergency responders' concern about potential contamination of themselves or victims is valid. The goal (purpose) of contamination control is to prevent the spread of contamination to individuals or to the other objects. Should

any radioactive materials leave the exclusion (hot) zone, additional personnel, property and the environment may be in jeopardy of exposure to radiation.

Decontamination

1. Purpose - To prevent the spread of contamination.
2. When - Any time contamination is suspected.
3. What – People (victims and responders, equipment, etc.)
4. How – Only general guides based on factors of events.

A. Field Decon Setup

The first step in contamination control (decon) is to establish (if necessary) and setup an area where the first responder may step from the exclusion (hot) zone to the contamination reduction (decon or warm) zone. It is the “exit corridor” from the exclusion zone. The scope of the incident, nature of the hazard and number of personnel involved will dictate the size of the area to be designated as the contamination reduction zone. Agencies must develop their own decon plans and procedures depending on their resources and needs.

Questions that must be answered prior to setup:

1. Can decon be conducted safely?
2. Are the resources available for the immediate decontamination of personnel and equipment?
3. Can the equipment be decontaminated?
4. Can the equipment available detect the hazard?

Site selection:

1. Ideal site is upwind, uphill and upstream of the incident.
2. An area large enough and flat enough to allow for a safe decon.

B. Decontamination Procedure

1. Departmental protocols and procedures must be followed.

If available, field decon should be accomplished for radiation under the direction of person(s) trained in radiation monitoring.

2. Primary decontamination may be as simple as removing the outer layer of clothing.

Special care should be taken to avoid transferring contamination during this process.

3. Monitor

If found to be clean, proceed to the medical station. If found to be contaminated, proceed to secondary decon.

C. Secondary Decontamination

1. Secondary decontamination requires the use of warm water and mild soap.

Caution: scrubbing may cause abrasions to the skin, which could add to the absorption of the hazard. Be aware that liquids can mask an alpha particle making it hard to detect with an instrument. All liquids and materials used must be captured and packaged as a hazardous material until properly surveyed.

2. Monitor

If found to be clean, proceed to the medical station. If found to still have contamination, repeat secondary decon procedure.

3. Medical evaluation should be completed on all personnel who have entered the exclusion (hot) zone.

D. Injured Accident Victims

Field decontamination of injured persons prior to transport to the hospital is generally not recommended. If contamination is suspected, you can isolate the hazard by packaging the patient in a blanket or sheet (cover all of the patient except the head). Treat the patient injuries – not the contamination. The first responders who enter the exclusion (hot) zone should pass the packaged patient across the line to a pair of EMS personnel who have not been in the hot zone. The ambulance transporting the patient should notify the hospital and follow their directions for dealing with a possible contaminated patient. The ambulance should remain out of service until it has been surveyed.

E. Decon Tips/Guides

For a WIPP incident, gross decon for the first responder and the victim that do not require immediate medical attention can be accomplished by the removal of the outer layer of clothing.

Performance of even a gross decon in adverse weather may not be possible and alternate arrangements should be outlined in departmental standard operating guidelines. If you transport a patient without doing a decon, notify the hospital before arrival of the possible contamination and follow their directions for bringing the patient into the hospital.

1. Initial planning, training and SOPs are important.
2. Establish a decon team under a decon leader.
3. Ensure the decon team has the proper tools.
4. Ensure the decon team observes safety guidelines.
5. Know the extent of the contamination and need for thoroughness.
6. Protect the decon team with the proper clothing level.
7. Remember that everything used in decon is now considered contaminated.

F. Disposal – Not the Job of the First Responder

Funding for a haz/mat clean-up will start with the responsible party. For a WIPP shipment, the transportation contractor is responsible for clean-up and disposal of any radioactive materials that have been released from a TRUPACT-II.

Under the direction of the Incident Commander the transportation contractor will:

1. Give clean-up the highest priority.
2. Provide a qualified clean-up contractor to safely conduct the disposal effort.
3. Remain under the direction of the Incident Commander until it is agreed that the site has been returned to normal.

If additional funding is necessary, the situation would require the activation of the Price-Anderson Act.

G. Documentation

Documentation and reporting helps managers understand the hazardous materials problem. It provides a means of training in “lessons learned.” Documentation is the only way that response agencies will be able to recover the costs associated with the hazardous materials incident. Time, resources and damage must be recorded for payment. Documentation will be the legal evidence necessary to recover costs. Documentation must include who, what, when, where, how and why.

X. ADDITIONAL INFORMATION

For more information on the Waste Isolation Pilot Plant (WIPP) and the National Transuranic Program contact:

WIPP Information Center
Waste Isolation Pilot Plant
P.O. Box 3040
Carlsbad, NM 88221
1-800-336-WIPP
<http://www.wipp.carlsbad.nm.us>

XI. ATTACHMENTS

1. TRU Waste Highway Routes

Appendix 10: Attachment 1 – Tru-Waste Highway Route Map



Appendix 11 – Standard Operating Guidelines

Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective departments listed herein and kept on file in the Caddo Emergency Operations Centers (EOCs). Updates should be forwarded to Caddo OHSEP on a routine basis.

Appendix 12 – Radiological Protection

I. PURPOSE

This appendix provides Caddo Parish with an effective radiological protection program and outlines the organization, personnel, equipment and procedures necessary to protect citizens from the potentially devastating effects of a nuclear incident(s). This appendix discusses weapons effects monitoring and plotting procedures, radioactive material (fallout) ingestion pathway and decontamination plans. In addition, this appendix addresses peacetime nuclear accident response, detection and decontamination procedures.

II. SITUATION AND ASSUMPTIONS

A. Situation

Caddo Parish have been designated a risk area by the federal government, primarily for the reasons of Barksdale Air Force Base and certain industrial locations. Caddo Parish could receive thermal and blast effects from a nuclear detonation, radioactive fallout or other peacetime radiological incident. For these reasons, a RADEF system should be operational to afford maximum protection to the citizens of this jurisdiction.

B. Assumptions

1. By properly organizing and developing a RADEF program, the number of casualties from a nuclear attack or peacetime radiological incident will be significantly reduced.
2. Adequate facilities, equipment, and trained personnel will be available to collect, evaluate, and disseminate necessary data, including weapons effects report, meteorological data, plume path and fallout patterns.

III. CONCEPT OF OPERATIONS

A. General

The most important function of a RADEF program is developing a RADEF reporting network. This includes weapons effects reporting and plotting fallout from radioactive releases or other sources of radioactive contamination. These stations collect data on nuclear incidents, such as weapons detonations and radioactive spills or releases, and the hazards that accompany them.

Related activities include assessing damage and monitoring radiation on a continuous basis. An integral aspect of the recovery effort following a nuclear detonation or incident is decontaminating people, facilities, property, animals, and crops to reduce related health hazards.

B. Phases of Management

1. **Mitigation (Prevention)**
 - a. Establish a RADEF program.
 - b. Designate a RADEF officer.
 - c. Identify agencies to be used in RADEF activities.
 - d. Develop RADEF training program.
 - e. Acquire radiological monitoring equipment.
 - f. Develop a RADEF reporting network.
2. **Preparedness**
 - a. Select and train RADEF personnel.
 - b. Train support personnel.
 - c. Train Emergency Operations Center (EOC) RADEF staff.
 - d. Conduct RADEF exercises.
 - e. Maintain, calibrate, and repair radiological monitoring equipment.
 - f. Establish priorities for decontaminating facilities.
 - g. Conduct public information and education programs on radiological hazards and protective actions.
 - h. Acquire special (aerial monitoring) or other monitoring equipment.
3. **Response**
 - a. Activate EOC RADEF staff.
 - b. Deploy RADEF teams to prearranged locations with monitoring equipment.
 - c. Deploy aerial monitoring units, if appropriate.
 - d. Activate RADEF reporting network; i.e., weapons effects or radiological incident reporting stations network.
 - e. Intensify public education and information programs on radiation safety.
 - f. Activate specialized medical teams to handle radiation exposure injuries.
4. **Recovery**
 - a. Continue ground and aerial surveillance.
 - b. Initiate decontamination activities.
 - c. Continue public information and education about radiation safety and self-help decontamination procedures.
 - d. Continue damage assessment.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Caddo OHSEP Director

1. Coordinate all RADEF activities.
2. Designate a Radiological Defense Officer.
3. Develop legislation, ordinances, etc., to facilitate and support RADEF program.

B. Radiological Officer

1. Establish RADEF planning team.
2. Develop RADEF plan.
3. Establish weapons effects or nuclear incident reporting system.
4. Establish an analysis and damage assessment capability.
5. Provide monitoring equipment.
6. Develop comprehensive RADEF communications capability.
7. Establish comprehensive RADEF training program.

C. Fire Service/Law Enforcement/Hazmat Teams

1. Assist in monitoring.
2. Assist in decontamination activities.

D. Military Support

1. Provide additional monitoring teams and instruments.
2. Provide communications to augment RADEF reporting net.
3. Provide transportation for monitoring teams.
4. Provide aircraft for aerial monitoring equipment.
5. Provide decontamination equipment.

E. County Agents/Agricultural Service

1. Provide information to public on effects of radiation on crops, land and livestock.
2. Provide inspection and decontamination of crops, land and livestock.

F. Public Works/Engineering

1. Develop techniques for upgrading shelters.
2. Provide monitors for field activities involving public works personnel.
3. Assist in decontamination activities.

G. Health Units

1. Develop public information and education programs on effects of radioactive contamination on food and water.
2. Inspect food and water sources for contamination.
3. Supervise decontamination activities.

H. Medical Services

1. Advise public about proper treatment for exposure to radiation and radioactivity.
2. Provide medical care for radiation-related injuries and/or exposure.

V. DIRECTION AND CONTROL

The RDO is responsible for coordinating all RADEF activities within Caddo Parish. The RDO will establish operations within the Caddo EOC, supervise plotting, damage assessment, and decontamination operations; and be responsible for advising EOC personnel on necessary protective measures to ensure continuous emergency operations. All reports regarding radiological levels throughout the

jurisdiction and predictions for subsequent radioactive fallout will be given to the RDO, evaluated, and recommendations furnished to the Caddo OHSEP Director.

VI. CONTINUITY OF GOVERNMENT

In the event the RDO is unable to serve for any reason, the following personnel are the designated alternates in the order specified: first alternate - Fire Chief for the affected jurisdiction, second alternate - Assistant Fire Chief for the affected jurisdiction, third alternate - parish health unit director. Assistance may be requested from BAFB and other military units as the situation allows. (See Annex R - Military Assistance)

VII. ADMINISTRATION AND LOGISTICS

In order to conduct efficient Radiological operations prior to and during an emergency, standard operating procedures (SOP's) for reporting and evaluating radiological intelligence information must be established. In general, all two-way transmission of this information must be made by the best means of communications available (See Tab 2 to this Appendix).

VIII. PLAN DEVELOPMENT AND MAINTENANCE

The RADEF plan will be developed by the RDO in cooperation with the emergency program manager, with guidance from the Caddo OHSEP Director and executive Council. The RDO will review the RADEF plan at least annually, updating it as necessary. The plan will be tested periodically through an emergency operations simulation involving all elements of the RADEF team. The RADEF Officer will inventory, or cause to be inventoried, all radiological monitoring instruments and kits, and other radiological or RADEF equipment, including communications equipment. All equipment will be checked and calibrated no less than biannually.

IX. AUTHORITIES AND REFERENCES

See Basic Plan

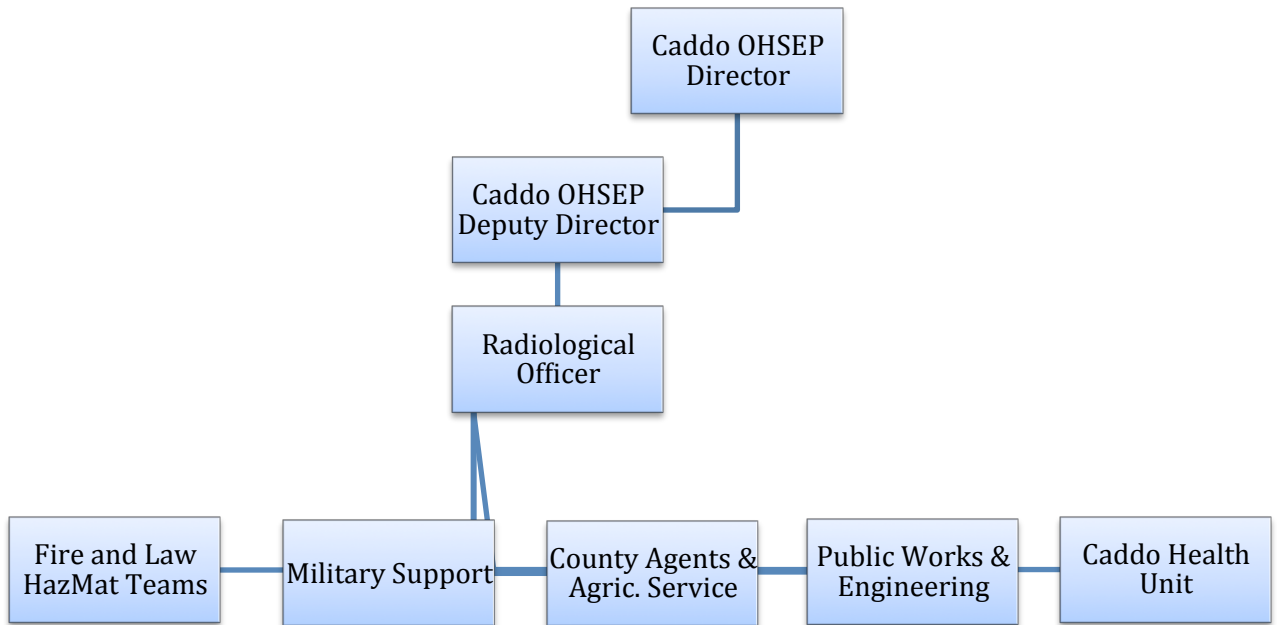
1. Federal Emergency Management Agency. Guide for the Design and Development of a Local Radiological Defense Support System. Washington: FEMA, 1981.
2. Federal Emergency Management Agency. The Radiological Defense Support System. Washington: FEMA, 1982.
3. Federal Emergency Management Agency. Task Analysis for Radiological Monitors. Washington: FEMA, 1982.
4. National Council on Radiation Protection and Measurements. Radiological Factors Affecting Decision-Making in a Nuclear Attack. Washington, 1974.
5. Office of Civil Defense. Handbook for Radiological Monitors. FG-E-5.9. Washington: OCD, 1963.

X. TABS TO APPENDIX (12)

1. RADEF Organizational Chart
2. EOC Standard Operating Guideline

3. Accidents Involving Radiological Material
4. Enemy Attack: Real or Threatened
5. Radiological Expansion for Crisis Relocation
6. Radiological Monitoring Teams: Assessment and Protective Actions

Appendix 12: Attachment 1 – Organizational Chart



Appendix 12: Attachment 2 – EOC Standard Operating Guideline (SOG)

I. PURPOSE

To establish operational procedures for the radiological team in the EOC during emergency operations involving the possibility of or an actual attack situation.

II. RESPONSIBILITIES

During nuclear emergency situations, the Radiological Officer (RO) will be responsible to the Director, through the Chief of Operations, for the timely accomplishment of his/her duties.

III. ORGANIZATION

The EOC 1. 2. 3. 4. 5. 6. 7.

Radiological Team should consist, as a minimum, of the following: One qualified Radiological Officer

1. One qualified Assistant Radiological Officer
2. Two Monitor Chiefs
3. Two Analysts
4. Four Plotters
5. One Decontamination Officer
6. An individual familiar with meteorology

IV. EQUIPMENT, SUPPLIES, AND PREPARATION

1. A supply of administration supplies such as paper, pencils, forms, etc. will be kept in the EOC to allow operations 24 hours per day over a period of 14 days. This will consist of, but not be limited to, the following:
 - a. Radiation Exposure Record for all EOC personnel.
 - b. Radiological Reporting Log Forms.
 - c. One official map of the United States with acetate overlay.
 - d. One official Louisiana map with acetate overlay.
 - e. One official map of Caddo and Bossier Parishes with acetate overlay.
 - f. Three maps of Shreveport and Bossier City with acetate overlay.
 - g. One Region VI map with acetate overlay.
 - h. One RAWIN Station Vector overlay.
 - i. One roll of RAWIN data plotting maps.
 - j. One RADEF Operational Kit.
 - k. A supply of grease pencils for marking on acetate overlays.
2. A list of all monitoring stations with names and addresses of personnel trained as monitors will be maintained and kept current by the RO at all times.
3. The entire EOC Radiological Team will be thoroughly familiar with Part E, Chapter 5 and annexes thereto, of the Federal Civil Defense Guide,

and especially with "Guidance for Computing Equivalent Residual Dose (ERD)".

V. **PROCEDURES**

A. **Normal Peacetime Readiness**

1. Prepare attachments and SOGs for this appendix as needed.
2. Review and update radiological plans and SOGs periodically.
3. Maintain current data on radiological monitors, stations, and equipment available in this risk area.
4. Establish means of communications and reporting procedures for fixed and mobile radiological monitoring stations.
5. Determine how requirements for radiological personnel and equipment will be met at time of relocation.
6. Establish nuclear detonation (NUDET) reporting procedures.
7. Determine what additional radiological personnel, training, and equipment will be necessary for crisis relocation operations.

B. **Increased Readiness**

1. Complete any unfinished normal readiness plans and actions.
2. Obtain and distribute necessary additional radiological equipment.
3. Begin accelerated training of Radiological Monitors.
4. Ensure that radiological equipment and communications are in place and ready to operate.
5. Test radiological communications system and monitoring equipment.

C. **Pre-Attack (Crisis)**

Upon activation of the Caddo EOC on proper authority, after warning is received that an attack is possible or imminent, the Radiological Officer (RO), after reporting to the Chief of Operations, will:

1. Call to duty the EOC Radiological Team, inform them of the situation and arrange work shifts to allow 24 hour per day coverage.
2. Alert and order to duty stations all fixed station monitors and arranges for each station to pick up a walkie-talkie mobile radio unit.
3. Alert and call to duty stations all Shelter Monitors.
4. Have all radiological instruments tested and distributed as required.
5. Prepare all supplies and equipment for radiological operations and ascertain readiness.
6. Check out all communications, radio and telephone, between the EOC and the fixed monitoring stations and shelter.
7. Notify the Chief of Operations when all is ready.

D. **Survival**

1. Upon receipt of verified information of an actual attack upon the nation, the RO will:
2. Notify all his personnel giving them all available information.
3. As further reports arrive, as soon as possible, commence all plotting and analyzing operations.
4. Make timely reports to the State Headquarters when required (See following paragraph VII).

5. Receive, plot, and analyze all radiological reports from Monitors.
6. Keep the Chief of Operations informed at all times of the situation.
7. When required, monitor the EOC for radiation and maintain ERDs on all EOC personnel.

E. Post Attack (Recovery)

Following the attack the RO will:

1. Continue to receive radiation information from Monitors, analyze, and plot this data as during the attack situation.
2. Continue reports to the State EOC, keeping them informed of any changes in radiation intensity.
3. Keep the Chief of Operations informed at all times of the radiation situation.
4. Using RAWIN data received from the NWS, attempt to predict the immediate future conditions.
5. Determine when it is safe for the sheltered to leave their shelters.
6. Assist the Decontamination Officer in recovery operations.
7. Ascertain that he receives all personnel ERDs from all shelters in order to assist medical personnel for future medical treatment.
8. Determine safe as well as dangerous areas for the information of recovery and decontamination teams.

VI. AERIAL MONITORING

1. Within 24 to 48 hours following the attack, the State Radiological Officer may request aerial monitoring within certain boundaries in our two-parish area. A formal agreement exists between the LA Office of Homeland Security and Emergency Preparedness (LOHSEP) and the LA Civil Air Patrol that authorizes aerial monitoring utilizing CAP aircraft. In the event it is deemed necessary, the Caddo-Bossier OHSEP Director may request from the State SARDA Director aerial monitoring missions from the State EOC.
2. Precise instructions will be given to the CAP by the State SARDA Director regarding routes, course legs or points to be monitored and times for monitoring. Specific guidance and information will include the following:
 - a. A clear and concise statement of mission.
 - b. Available information on the area to be surveyed including limits, ground dose rates (if known), source of contamination, terrain, and weather.
 - c. Time of departure and return, routes, and alternate routes to the area and maximum and minimum altitudes authorized by the Federal Aviation Administration (FAA).
 - d. Approximate ground speed and time interval between readings.
 - e. Maximum permissible dose rate and dosage for mission including action to be taken in the event limits are exceeded.
 - f. Manner of reporting the information obtained on the survey

(radio, airdrop during flight, telephone, or other means after landing). If possible, the pilot will be supplied with a walkie-talkie mobile unit tuned to the frequency of base station KYQ415 to enable the receipt of on -the-spot reports.

3. All aerial monitoring missions must be approved by the State SARDA Director.
4. Upon receipt of aerial monitoring radiation information, the RO will plot and analyze the data and attempt to identify the locations of the safe areas as well as the hazardous areas.

Appendix 12: Attachment 3 – Accidents Involving Radiological Material

EMERGENCY ASSISTANCE FOR RADIATION INCIDENTS

LA DEQ – RADIOLOGICAL EMERGENCY RESPONSE

(225) 765-0160

TWENTY-FOUR (24) HOUR NUMBER

I. PURPOSE

It is the purpose of this appendix to provide guidance relative to procedures to be followed should an accident involving radioactive materials occur. It must be emphasized that the preliminary responsibility for such action in our local area lies with the LA Board of Nuclear Energy, Division of Radiation Control, located in Baton Rouge, LA. The Caddo Office of Homeland Security and Emergency Preparedness (OHSEP) Radiological Officer (RO) or his/her assistant can only assist the Radiation Control Division.

II. SITUATION AND ASSUMPTIONS

A. Situation

The peacetime use of radioactive materials has been expanded over the past several years to such an extent that they are now extensively employed in many fields beneficial to mankind. Naturally, such expansion has resulted in more radioactive materials being transported all over the nation by truck, train, and aircraft. Therefore, it is required that appropriate safety measures be taken to protect the general public.

B. Assumptions

Generally, the probability of exposure to radiation resulting from a transportation accident is rather remote. However, the safe handling of such materials following an accident does require the presence of individuals who are specifically trained in radiological procedures to minimize accidental radiation exposure from improper handling.

III. RESPONSE GUIDELINES

A. Caddo OHSEP

In the event the Caddo Office of Homeland Security and Emergency Preparedness receives notification of an accident involving possible or actual radioactive materials, the Radiological Officer (RO) or his/her assistant will be immediately notified.

1. Obtain the following information
 - a. Name of person making the notification
 - b. Telephone number
 - c. Exact location of accident
 - d. Time accident happened
 - e. What type of radioactivity is expected

2. Inform the person making notification of the accident to take security

measures by isolating the accident scene and keeping people away, preferably upwind from the material and at least 200 feet away.

3. Contact the LA Radiation Control Division (RCD) by phone and provide information about the incident. The RCD will probably request a personal investigation on the part of the RO who may comply.
4. After conducting an on-scene investigation and informing security personnel of the hazards (if existing), return to OHSEP Headquarters and again contact the RCD and inform them of the investigation.
5. The RO may act only on instructions from the RCD and will not take any action on his own.

B. Emergency Response Agencies

1. Notify Caddo OHSEP, who in turn, will contact the Radiological Officer (RO) and other state and federal agencies.
2. Isolate the incident area. Rescue injured and initiates any needed emergency medical treatment. Detain all concerned until Radiological (HAZ/MAT) Monitoring Team arrives. Team will check all personnel for radioactive contamination with their instruments. This is a highly technical field, and competent hazardous material professionals must perform this work. No material or equipment should be removed from the scene without being surveyed by the monitoring team. Fire can be fought, following hazardous materials precautions, with minimum dispersal of water or material runoff. No food or beverages should be consumed in the incident area.
3. The Radiological (HAZ/MAT) Monitoring Team will test for radiological contamination and effect decontamination where necessary. The Radiological Monitoring Team will come under the command of the incident commander or official-in-charge at the site.
4. Depending on the magnitude of the incident, request Caddo OHSEP to activate the Emergency Operations Center (EOC). Law enforcement will be needed for security of the area. Public works departments may be needed for debris clearance. Evacuation may be necessary. Before any victims of an incident involving radioactive materials, such as a highway accident, are taken to hospitals for treatment, be sure EMS Transportation Officer notifies hospital personnel that radioactivity may be involved. Victims and equipment should be decontaminated at the scene prior to transport if at all possible (See Annex O - Health & Medical, Appendix 12 - Radiation Emergency Medical Guidelines).
5. Do not clear the scene or assume the incident is closed until radiological defense experts have given their clearance.
6. Radiological incidents should be reported to the federal government. Notification can be made through the National

Response Center (NRC). The NRC can arrange for technical and/or on-site assistance if needed. The NRC telephone number is 1-800-424-8802 (24 hours).

7. CHEMTREC assistance is available for radiological material information and guidance. The CHEMTREC telephone number is 1-800-424-9300 (24 hours).

IV. SUMMARY

Local emergency response agencies will maintain more detailed standard operating guidelines (SOGs) for response to radiation incidents than are included in this appendix. Standard Operating Guidelines should use a format that will make it easy to find the information and guidance needed. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. Response plans should be kept simple, remembering that immediate concerns are the initial response steps and those elements that should not be overlooked during the response.

Appendix 12: Attachment 4 – Enemy Attack: Real Or Threatened

I. GENERAL

The possibility of an enemy attack seems highly remote to most people. Yet, the threat must not be ignored. There are three primary aspects of this potential disaster to consider: an actual nuclear attack, an actual conventional weapons attack, and a threatened attack resulting in a national mobilization.

II. NUCLEAR ATTACK (ACTUAL)

If an actual nuclear attack occurs, there is little that can be done but take shelter and wait. If an attack is expected, the country will be notified through the National Warning System (NAWAS). The warning will be relayed to every local government through that system, with direction to warn the public through local warning methods (i.e., news media, public address systems, CD CAN, cable interrupt system, NOAA weather warning radio, etc.). Simultaneously, commercial-broadcasting stations will be notified and the Emergency Alert System (EAS) will be activated.

Public reaction can be expected to range from disbelief to panic. A staggering number of people will be at-risk as a direct result of their lack of knowledge of what to do. In many cases, they will look to their elected officials for direction...if there is time. Since Shreveport/Bossier City is considered to be a risk area, Crisis Relocation Plans (CRP) will be implemented by Caddo OHSEP to evacuate as much of the local populace to host parishes/counties as possible before the actual attack occurs (See Annex C-2 Crisis Relocation Plan under separate cover for more information).

III. CONVENTIONAL WEAPONS ATTACK

There is the possibility of an enemy attack using conventional weapons. Such an attack could be staged by a foreign power or by an insurrectionist group. Initial response will probably be undertaken by local law enforcement agencies reacting to an apparent criminal behavior. If the activity is identified as being some sort of enemy action, the Federal Bureau of Investigation (FBI) must be notified. If the incident is beyond the control of local officials, assistance should first be requested from mutual-aid law enforcement agencies.

If the problem is overwhelming, a call to the Caddo OHSEP will result in coordination with the GOHSEP for state police, National Guard and federal forces. State police can react quickly. Unless there are troops on duty, the National Guard will be limited in immediate response capability. (Note: there are always some full-time members of the National Guard available. With proper authorization, the state headquarters can provide some rapid support from additional guard units that could at least stabilize the situation.)

If an armed insurrection is occurring, the governor could request the President to send in active military troops who maintain readiness conditions all over the globe. Upon receiving assistance, response procedures would probably convert to management of a civil disturbance or a mass casualty incident.

IV. ENEMY ATTACK (THREATENED)

If world tensions indicate a possible military confrontation between the United States and one or more unfriendly countries, the President may order a national mobilization. Under such circumstances, military support would be greatly diminished or no longer available to local government. Military reserves, possibly including the National Guard, would be under federal control. Their resources would not be available to local government, even to support response to a natural disaster that may occur at the same time. Many of the local area citizens, members of the military reserves or National Guard, would no longer be available as local resources. This group of people may include critical employees of local government, hospitals, schools, and supportive resource organizations. This diminished resource condition may inhibit response to routine emergencies and disaster situations.

Under national mobilization caused by international tensions, the President may call for the country's Crisis Relocation Plan (CRP) to be implemented. Since Shreveport is considered to be a risk area, the CRP will be implemented by Caddo OHSEP to evacuate as much of the local populace to host parishes/counties as possible before the actual attack occurs (see Annex C-2 Crisis Relocation Plan under separate cover for more information).

V. SUMMARY

Local emergency response agencies will maintain more detailed standard operating guidelines (SOGs) for response to enemy attack and related incidents than are included in this appendix. Annex C-2 (Crisis Relocation Plan), under separate cover, should be consulted for additional information. Departmental standard operating guidelines should use a format that will make it easy to find the information and guidance needed. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. Response plans should be kept simple, remembering that immediate concerns are the initial response steps and those elements that should not be overlooked during the response.

Appendix 12: Attachment 5 – Radiological Expansion For Crisis Relocation

I. PURPOSE

To outline the operation of the Radiological Protection System during a Crisis Relocation contingency. This is not intended to replace Standard Radiological Reporting Procedures, but will add to the plan, in-shelter monitoring capability wherever available shelter exists.

II. GENERAL

1. Crisis relocation will occur when world tension increases to the extent that probable or imminent attack upon the United States is evident. Since national defense predicts that any attack would be by the use of nuclear weapons, the population must be dispersed to locations less likely to be target areas and in the best available shelter.
2. Additional radiation detection equipment will be programmed and made available to local Radiological Officers to the host areas for distribution to shelters in their area.

III. RADIOLOGICAL PROTECTIVE ACTIONS

1. The Basic Plan of Radiological Monitoring and Reporting will continue as outlined in the referenced annex.
2. A quantity of Shelter Radiation Detection Kits will be stored at strategic locations in Host Areas and will be available to shelterees at or near the occupied shelters. In the event that a shortage of Shelter Radiation Kits occurs, Personal Dosimeter Chargers will replace them.
3. Radiation detection equipment will be stockpiled in quantities according to the following ratio of shelter occupancy:

Shelter Capacity	Number of Kits Authorized (In Spaces):
50-1,000	1
1,001-3,000	2
3,001-6,000	3
6,001-10,000	4
10,001-15,000	5
15,001-25,000	6
25,001 or more	7

IV. MONITORING EQUIPMENT STORAGE

Total Available Spaces: _____
Total Kits Authorized: _____
Total Kits on Location: _____

A. Storage Location Contact

Caddo OHSEP

1144 Texas Avenue
Shreveport, LA
24 Hour Phone: (318) 675-2255

B. Inventory

1. 10 CDV-777 Training Response Kits which include:
 - a. 1 CDV-700 (Survey Meter)
 - b. 1 CDV-715 (Survey Meter)
 - c. 4 CDV-742 (Dosimeters)
 - d. 1 CDV-750 (Dosimeter Charger)

2. 20 CDV-138 Dosimeters

Appendix 12: Attachment 6 – Radiological Monitoring Teams: Assessment And Protective Actions

I. PROCEDURES FOR RADIOLOGICAL EMERGENCIES

The principle of “As Low As Reasonably Achievable” (ALARA) is the basis for all personnel protective actions at the scene of a radiological incident. To meet that goal, certain procedures should be followed when handling an emergency involving radioactive materials.

The following four checklists detail these procedures:

A. Checklist #1 - Field Operation Protocols

1. Approach site with caution.
2. Use binoculars to survey scene from a safe distance.
3. Look for evidence of hazardous materials.
4. If radiation hazard is suspected, position personnel, vehicles, and Command Post at a safe distance (200-300 feet) Upwind of the site. Use CDV-700 as you approach the scene to survey for elevated levels of radiation (above 1mR/hr).
5. Establish Control Zone.
6. Notify proper authorities and hospitals:
NOTE: See Emergency Telephone Directory located in the EOC for a complete listing of emergency agencies.
 - a. Caddo OHSEP
 - b. Radiological Officer
 - c. Law Enforcement Agencies
 - d. Fire Services
 - e. Hospitals/Medical Centers
 - f. Mutual Aid (i.e., BAFB Bioenvironmental, Disaster Preparedness Office, Base Fire Department, etc.)
 - g. LA Department of Environmental Quality
 - h. LA Office of Homeland Security and Emergency Preparedness
 - i. CHEMTREC
 - j. LA Division of Radiation Control
 - k. National Response Center
7. Put on protective gear
 - a. Standard turnout gear will protect from alpha and beta contamination. SCBA will protect from breathing in these airborne and contact contaminants. There is no protective gear that will protect against exposure to gamma radiation.
 - b. If entering a hot zone, it is advisable to double glove and use shoe covers.
 - c. HazMat teams may have additional protection, such as Level A suits.
 - d. Use dosimeters and survey meters if immediately available.
 - e. Typical anti-contamination clothing consists of heavy duty, close weave, cotton twill single piece coveralls. These are effective in preventing most contamination from penetrating to under-clothes and the skin.

- f. A second pair may be worn over the first pair to allow removal of highly contaminated clothing while maintaining a second level of contamination prevention and modesty during field decontamination procedures.
 - g. Button slits and flaps and any small tears should be covered with tape. Plan for ease of removal by ending taped areas with a tape fold tab.
 - h. Shoes or high-top rubber boots should be worn; shoe covers should be used when available. Be aware that covers and contaminated shoes or boots will be discarded after the incident. Coveralls should be taped around the boots or shoe covers.
 - i. Head coverings such as a surgeon's cap or cloth or plastic hood should be used to prevent contamination of the scalp and hair.
 - j. Gloves, either work gloves or rubber medical gloves, should be two layers deep. The inner gloves are worn under the sleeves of the coveralls with the outer gloves overlapping the sleeves and the joint should be taped
8. Determine if there are injured victims.
 9. Assess and treat life-threatening injuries immediately.
 - a. Do not delay advanced life support if victims cannot be moved or to assess contamination status.
 - b. Perform routine emergency care during extrication procedures.
 10. Move victims away from the radiation hazard area, using proper patient transfer techniques to prevent further injury.
 - a. Stay within the controlled zone if contamination is suspected.
 11. Expose wounds and cover them with sterile dressings.
 12. Victims should be monitored at the control line for possible contamination. Decontaminate if possible or mark contaminated areas.
 - a. Radiation levels above background indicate the presence of contamination.
 - Greater than 2 times background
 - Background levels will vary dependent on locations in country.
 - b. Remove the contaminated accident victims' clothing and place in marked plastic bag.
 14. Move the ambulance cot to the clean side of the control line and unfold a clean sheet or blanket over it.
 - a. Place the victim on the covered cot and package for transport.
 - b. Do not remove the victim from the backboard if one was used.
 15. Package the victim by folding the stretcher sheet or blanket over and securing him or her in the appropriate manner.
 - a. The victim should be transported by personnel who have not entered the controlled area.
 - b. Ambulance personnel attending victims should wear gloves.
 16. Before leaving the controlled area, rescuers should remove protective gear at the control line.

17. Transport the victims to the pre-notified hospital emergency department.
 - a. The hospital should be given additional, appropriate information, and the ambulance crew should ask for any special instruction the hospital may have.
18. Follow the hospital's radiological protocol upon arrival.
19. The ambulance and crew should not return to regular service until the crew, vehicle, and equipment have undergone monitoring and necessary decontamination by radiation safety officer at the hospital.
20. Personnel should not eat, drink, smoke, etc., at the accident site, in the ambulance, or at the hospital until they have been released by the radiation safety.

B. Checklist #2 – Establishing Exclusion Zones

1. Consider BOTH contamination and exposure control.
2. The exclusion zone (“hot zone”) will include the area closest to the incident where contamination is present and actual response activities (i.e., fire suppression, victim extrication, etc.) occur. It is recommended that exposure rates at the exclusion control line not exceed 2 mR/hr.
3. The contamination reduction zone (warm zone) is the area where field decontamination occurs. It is recommended that exposure rates at the contaminated control line not exceed 1 mR/hr. It is at this line that personnel will leave behind contaminated clothing and equipment.
4. The support zone (“cold zone”) is the area used to stage equipment and resources. It is free from contamination and the exposure rates are of a background level. The command post (CP), public information officer and observers will be stationed beyond the support control line, with no access to the general public.
5. Each zone should be large enough to accommodate all necessary personnel and equipment, and to allow ample space to perform tasks. Your State guidance on exposure rates should be followed for each zone, or use recommendations as noted.
6. If a radiological incident occurs inside a building, it will be necessary to monitor rooms adjacent to the area of the incident if they are or could be occupied. This would include rooms above and below the incident.

C. Checklist #3 – Determining If an Accident Victim Is Contaminated

1. Perform an operational check of the survey instrument CDV-700, keeping the probe shield open.
 - a. The CDV-700 cannot determine contamination from alpha or low- energy beta radiation. Therefore, if you suspect contamination with radioactive

material that emits alpha or low-energy beta particles, handle the victim as contaminated.

2. Set range selector switch to the most sensitive scale (X1).
3. Using the proper procedure, determine the background radiation level (away from possible radiation area).
4. When necessary, adjust the range of the instrument by moving the selector switch.
5. Holding the probe about 1 inch from the patient, systematically survey the patient from head to toe on all sides.
 - a. Avoid touching the probe to any contaminated surface.
 - b. You could place probe in plastic bag or rubber glove to protect from possible contamination.
 - c. Move the probe slowly-approximately 1-inch per second.
 - d. Pay particular attention to wounds, body orifices, hands, face, hair, bottom of shoes, etc.
 - e. An increase in count rate or radiation level above the previously determined background level indicates the presence of contamination with materials emitting gamma or high-energy beta radiation.
6. Note contaminated areas to be reported to the hospital emergency department.
 - a. Do not delay or hinder emergency medical care to survey victims for contamination.
 - b. Do not move or turn a victim to perform a radiation survey if movement is medically contraindicated.
7. Monitoring is done from head to toe, paying careful attention to monitor slowly. Use headphones so that monitoring can be done consistently (same pace and distance). Be careful to monitor the underarm and sides, the hands, the insides of the legs, cuffs, and shoe bottoms and be sure to monitor both the front and back of the subject. Take care not to touch the probe to the person, and to protect the detector from contamination. (Probe should be covered with a plastic bag.)

D. Checklist #4 – Procedure for Leaving a Contaminated Area

1. While still in contaminated area:
 - a. Remove protective clothing except inner shoe covers and inner gloves.
 - b. Discard clothing and trash into appropriate barrels.
2. Stepping onto step-off pad:
 - a. Remove one shoe cover and place foot on step-off

- pad.
 - b. Repeat for other shoe cover.
 - c. Discard shoe covers.
 - d. Remove and discard gloves.
3. While in clean area:
- a. Perform contamination survey.
 - b. Put on street clothes.
4. Health physics personnel (if available) should direct field decontamination of emergency responders.
- a. However, if they are unavailable, contaminated emergency responders are packaged and transported to the hospital emergency department for decontamination.

Appendix 13 – LEPC Plan

LEPC Compliance

I. Facilities and transportation routes of Extremely Hazardous Substances (EHS):

A. Facilities

In Caddo Parish there are 844 facilities that contribute to or are at greater risk due to their proximity to EHS facilities. A complete list of these 844 facilities and their physical addresses are available for viewing on the E-Plan website.

There are four (4) facilities within the parish which store Threshold Planning Quantities (TPQ) of EHS. These are the facilities that have uploaded a Risk Management Plan, to date, in 2015. The physical addresses and risks are as noted:

1. Calumet Shreveport Lubricants and Waxes, LLC

3333 Midway Street
Shreveport, LA 71109

TPQ of EHS present or stored pose the risk of: fire, explosion and toxic vapors. There are no facilities within the recommended 1-mile radius recommended for evacuation.

2. Caspiana Compressor Station

Approx. 10 mi. SW of Shreveport, on Highway 1
Shreveport, LA 71115

TPQ of EHS present or stored pose the risk of: fire, explosion and toxic vapors. There are no facilities within the recommended 1-mile radius recommended for evacuation.

3. Light 13 No. 1

Samson Contour Energy E&P, LLC
4.3 mi. NW of Market Street on Hwy 71
Shreveport, LA 71107

TPQ of EHS present or stored pose the risk of: fire, explosion and toxic vapors. There are no facilities within the recommended 1-mile radius recommended for evacuation.

4. T.L. Amiss Water Purification Plant

City of Shreveport, Department of Water & Sewerage
3205 Blanchard Road
Shreveport, LA 71103

TPQ of EHS present or stored pose the risk of: fire, explosion and toxic vapors. There are no facilities within the recommended 1-mile radius recommended for evacuation.

Note: Additional information on facilities and Tier 2 storage as well as emergency response is available at E-Plan (<https://erplan.net>).

B. Roads, highways, pipelines, airports, waterways, and railroads likely to be used for the transport of EHS

All modes of transportation have the potential to carry hazardous materials. Transportation routes within Caddo Parish identified include:

1. Highways:

There are nine major highways radiating outward from the Shreveport Metropolitan area. Major highways leading north include US 71 and LA 1. Southbound highways connecting the metro area with central and south Louisiana include US 71, US 171, LA 1 and Interstate 49. Interstate 20 transects Shreveport eastward and westward connecting the area with Jackson, MS and Dallas, TX, respectively. Interstate 20 bypasses Shreveport to the north of I-20. There are two southern bypasses around Shreveport, the Inner Loop Expressway (LA 3132) and Bert Kouns Industrial Loop Expressway (LA 526).

2. Railroads:

Ten railroad tracks operated by two companies radiate outward in all directions from Shreveport. Local rail lines include Kansas City Southern (KCS) and Union Pacific (UP).

Note: Additional information is available at the Federal Railroad Administration (<http://fragis.fra.dot.gov/GISFRASafety/>)

3. Waterways:

The Red River is a navigable waterway. The Port of Shreveport-Bossier, located in extreme southeast Caddo Parish, ships and receives barge traffic carrying hazardous materials.

4. Airports:

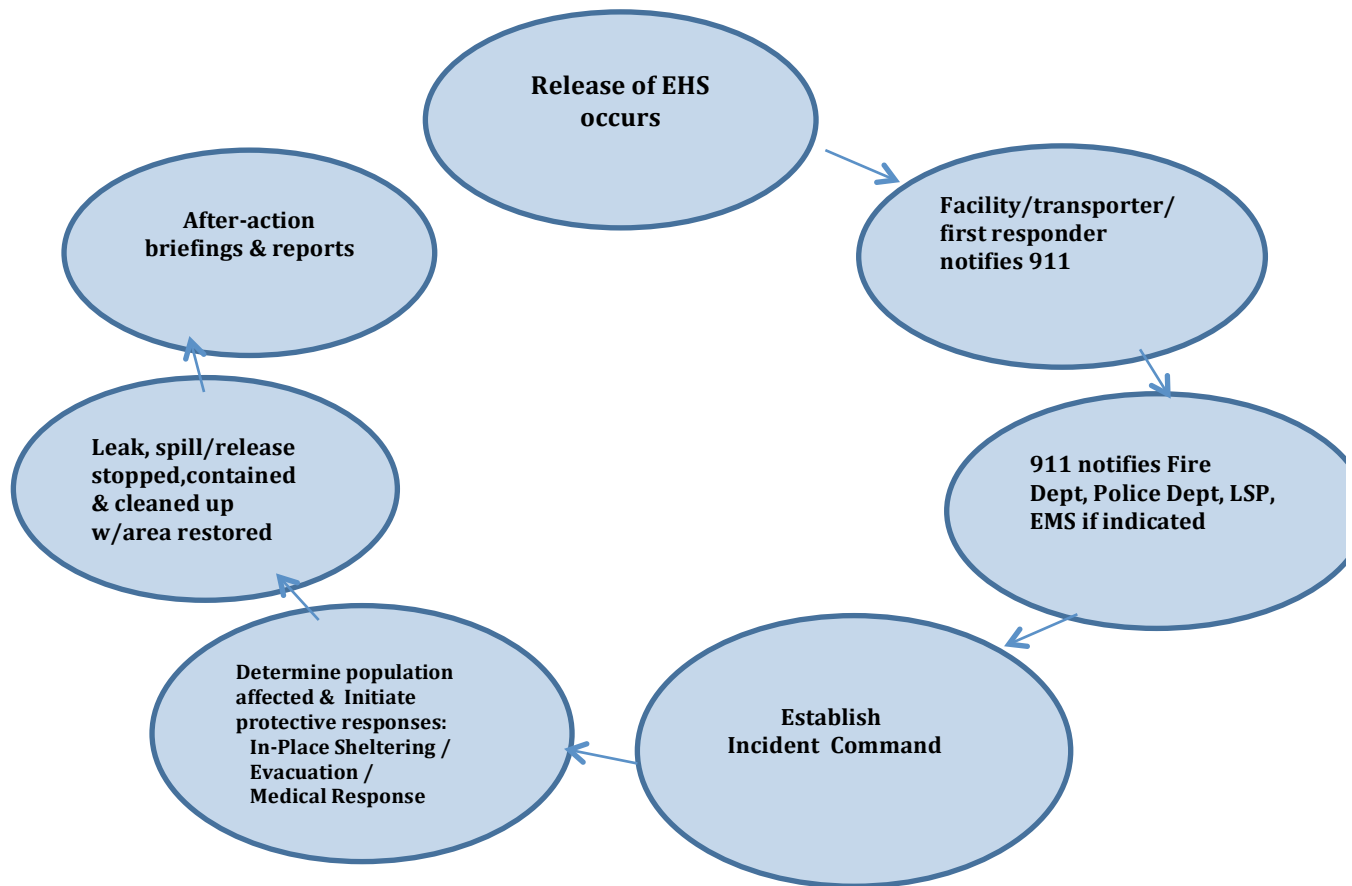
There are two major airports in Caddo Parish – Shreveport Regional Airport, 5103 Hollywood Avenue and Shreveport Downtown Airport, 1550 Airport Road. A private airport, Naylor Airport, is located at 2121 Robson Road in Shreveport.

5. Pipelines:

Numerous pipelines from a multitude of oil and gas pipeline companies radiate through Caddo Parish. Pipeline maps are on file in the Caddo Emergency Operations Center.

Note: Additional information is available from the National Pipeline Mapping System (<https://www.npms.phmsa.dot.gov/>).

II. Methods and procedures to be followed by local emergency and medical personnel to respond to an EHS release:



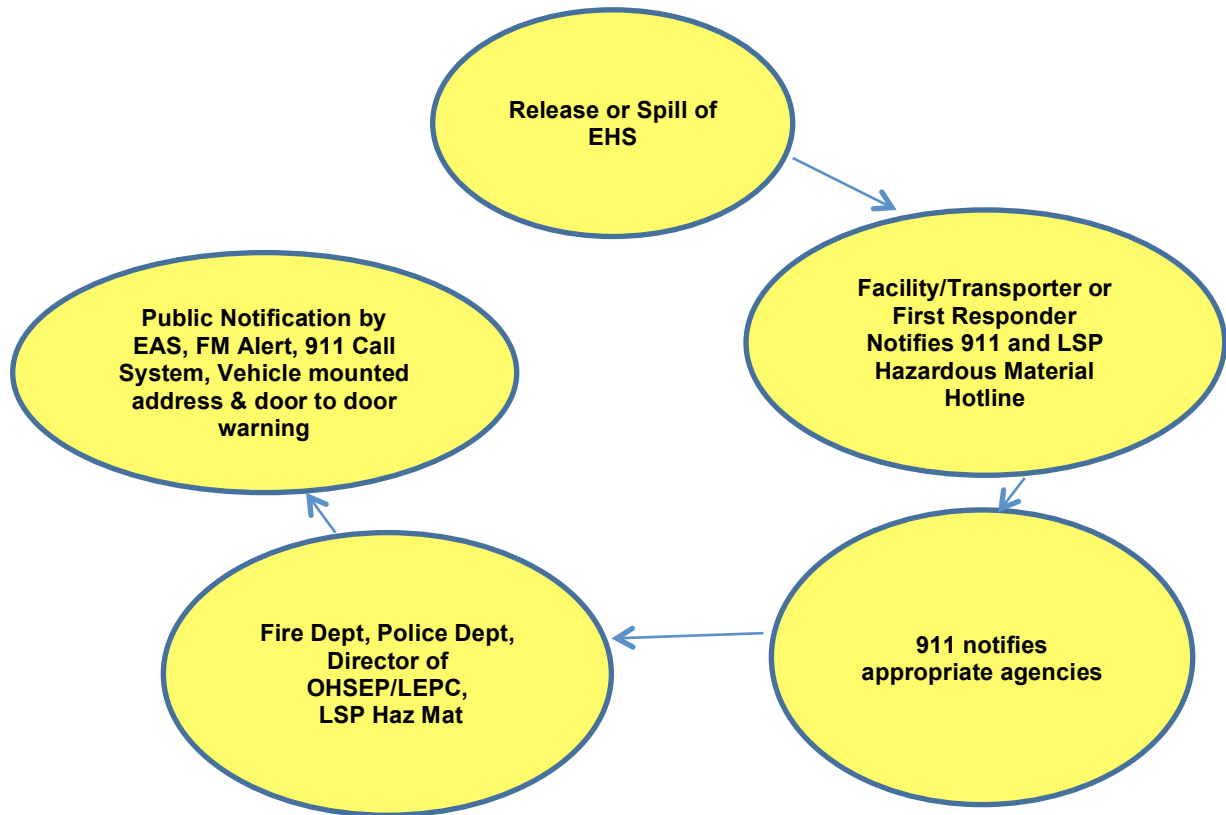
- A. Caddo Parish has been designated as an Emergency Planning District by the State Emergency Response Commission.
- B. All incidents involving the carrier of goods, material liquids, or freight of any kind should be regarded as incidents involving hazardous materials until proven or verified otherwise.

- C.** Procedures providing reliable, effective, and timely notification by the facility emergency coordinator, transporter or other regulated agencies to local, state and federal emergency personnel that a release has occurred shall be based upon procedures established in each facility or transporter emergency plans. These notification systems include telephone, radio, or in-person immediately after determining that a release has occurred and meets EPCRA reporting requirements or if emergency assistance is needed.
- D.** Methods for determining that a release of an extremely hazardous substance (EHS) has occurred and the area of population to be affected shall be according to the facility's SOG's and Risk Management Plans. Facility leak detection devices range from automated leak detection sensors, audible alarms, computer notification, camera monitoring, first-on-scene, etc.
- E.** Depending on the seriousness of the incident, protective responses could include in-place sheltering, evacuation, or notification of appropriate agencies of possible contaminated water.
- F.** The methods and procedures to be followed by medical personnel to a release of hazardous substances are outlined in each emergency service's SOGs.
- G.** The procedures for conducting health assessments upon which to base protective action decisions are outlined in each emergency service's SOGs. Additional health and protective action information may be obtained from the current Emergency Response Guide or by contacting the CHEMM site of the US DHH (<http://chemm.nlm.nih.gov/index.html>).
- H.** Mutual-aid agreements between the affected facilities and local jurisdictions for emergency response will be negotiated and maintained by the involved jurisdiction and a copy forwarded to the Caddo OHSEP.
- I.** The role of the affected facility in the decision-making process is to consult with emergency response agencies at the scene and the activated EOC or Caddo OHSEP regarding product safety measures. Facility representatives may serve as product technical experts since they deal with the material on a daily basis and can provide valuable information to first responders and emergency coordinators. For an extended incident at a location, a Facility representative should report to the activated EOC to aid in the public information and decision-making process.
- J.** State assistance under this function may begin at the first response to an incident. The Louisiana State Police (LSP) has the primary responsibility at the state level for hazmat incidents. When the LSP is notified of a hazmat emergency that requires their assistance, they will respond as soon as possible with the resources required by the situation.

III. Facility Emergency Coordinators for each EHS facility

Current contact information for each EHS facility is maintained at 911 Dispatch, in the Caddo OHSEP and is available online at E-Plan (<https://erplan.net>) .

IV. Emergency Notification Procedures



V. Methods for determining the occurrence of a release of an EHS and the area or population likely to be affected

Methods for determining that a release of an extremely hazardous substance (EHS) has occurred and the area of population to be affected shall be according to the facility's SOG's and Risk Management Plans. Facility leak detection devices range from automated leak detection sensors, audible alarms, computer notification, camera monitoring, first-on-scene, etc.

The population affected or the area to be evacuated will be determined through:

- a. Use of monitoring equipment
- b. Information given in the publication of the Office of Hazardous material, U.S. Department of Transportation titled, "Emergency Response Guide Book" or online at E-Plan (<https://erplan.net>)
- c. Information from any printed document of the carrier, such as Way Bill or Bill of Lading.
- d. Information on the label of the containers.
- e. Advice from CHEMTREC or other such agencies whose purpose is to supply such information.

- f. Information or advice from an official representative of the shipper, manufacturer, user or a fixed facility representative per Risk Management Plan

Additional resources are:

Emergency Response Guide (<http://phmsa.dot.gov/hazmat/library/erg>) and Computer-Aided Management of Emergency Operations (CAMEO) (<http://www2.epa.gov/cameo>)

VI. Local emergency equipment, facilities, and the persons responsible for them

All resource organizations and contact information are maintained in digital and printed form in Caddo OHSEP including fire departments, EMS, hospitals, law enforcement, public works, governing officials, etc. Resources available from each organization are listed as appropriate.

VII. Evacuation Plans

All pertinent information for evacuation is included in ESF #1 and ESF #5.

VIII. Training Programs and Methods for exercising the Emergency Plan

The emergency plan is exercised on a yearly basis through co-operative exercises with fixed facilities with EHS, fire departments and law enforcement. Caddo OHSEP also participates in state exercise programs. Training and exercise records are maintained in the EOC.

ANNEX K

ESF 11: AGRICULTURE & NATURAL RESOURCES

PROMULGATION STATEMENT

Transmitted herewith is the ESF –11: Agriculture & Natural Resources Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-11: Agriculture and Natural Resources

I. PURPOSE AND SCOPE

ESF 11 provides protection for the food supply to ensure that the population of the parish is provided adequate and healthy nutrition during and after natural and technological emergencies and disasters. It is also concerned with diseases and infestations that could affect plant, animal and cultivated seafood species, and with animal evacuation, sheltering and health care. ESF 11 covers the whole range of nutritional assurance and plant, animal and cultivated seafood health and safety in all types of natural and technological threats.

A. Situation

Public health during a disaster is directly related to the protection of the food supply and the safety of animals. In the event of a disaster, ESF 11 will be called upon to provide an adequate and healthy supply of nutrition for the affected population.

II. CONCEPT OF OPERATIONS

A. General

The Department of Agriculture and Forestry has the Primary Responsibility for Agriculture related emergencies and disasters in the state of Louisiana.

1. Mitigation

The Commissioner of Agriculture and will designate an ESF 11 Agriculture Coordinator to organize and administer the ESF. The ESF 11 Coordinator is represented in the parish by the County Agent.

2. Preparedness

- a. The ESF 11 Coordinator will develop plans, procedures, arrangements and agreements to identify, acquire and mobilize agricultural, nutritional and animal related resources for emergencies and disasters.
- b. The ESF 11 Coordinator will develop and maintain information and liaison with agriculture, nutritional and animal related resources in local, parish, state government, federal government, private industry and volunteer organizations that could furnish assistance in an emergency or disaster.

3. Response

- a. When an emergency arises, the ESF 11 Coordinator will activate and mobilize agricultural personnel, facilities and material resources.
- b. The ESF 11 Coordinator will assess the status of plant and animal health in the state and determine whether any diseases,

infestations or infections threaten the state's food supply and domestic and wild animal life. In the event that the food supply is threatened, the Coordinator will direct all available resources to deal with the threat.

- c. The ESF 11 Coordinator will work with ESF 6 Coordinators to ascertain and meet the nutritional needs of people in shelters and temporary housing, and of emergency workers in all areas.
- d. When mass evacuations occur, the ESF 11 Coordinator will work with animal planning authorities to arrange for the best available shelter and care for evacuated animals of all kinds.

4. Recovery

Agriculture activities will continue as long as necessary after the conclusion of the emergency or disaster. The ESF 11 Coordinator will continue to gather information on the restoration of the health and abundance of plant and animal life to acceptable limits.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General Organization

The Department of Agriculture and Forestry has the Primary Responsibility for providing and coordinating nutritional and plant and animal health and sufficiency in the state of Louisiana.

B. Assignment of Responsibilities

The Support Agencies for ESF 11 Agriculture are responsible for developing and maintaining plans, procedures and asset inventories to support the Primary Coordinator. Support Agencies include, but are not limited to:

1. The Louisiana National Guard.
2. The Department of Corrections.
3. The Department of Environmental Quality.
4. The Department of Health and Hospitals.
5. The Louisiana Board of Regents.
6. Louisiana State University
7. The Department of Transportation and Development.
8. The Department of Wildlife and Fisheries.
9. Volunteer Organizations

IV. DIRECTION AND CONTROL

Command and control will be exercised as provided in the Basic Plan.

V. CONTINUITY OF GOVERNMENT

Continuity of government will be as provided in the Basic Plan.

VI. ADMINISTRATION AND LOGISTICS

1. If parish resources are inadequate to the tasks assigned, the County Agent will report the situation and the needs to the ESF 11 Coordinator who will in turn report to OHSEP, which will seek additional resources from EMAC and from the state government pursuant to a Disaster Declaration.
2. Every agency providing Agriculture support will maintain records of the operations, including cost records that can be used after the emergency to obtain reimbursement from state or federal sources.

VII. PLAN MAINTENANCE

The ESF 11 Coordinator is responsible for developing, maintaining and coordinating plans, procedures, arrangements and agreements in support of this ESF.

VIII. AUTHORITIES AND REFERENCES

Authorities and references are included in the Basic Plan.

IX. APPENDICES

1. Food
2. Animal Management in Disasters
3. Animal Sheltering

Appendix 1 – Food

I. GENERAL

1. Normally, food supplies on hand in retail stores in Caddo Parish would be sufficient to sustain the resident population for approximately four (4) days without re-supply. Local residents are estimated to have on hand in their homes enough food to support themselves for seven (7) days.
2. Evacuees are expected to bring at least a three (3) day supply to feed themselves until the food distribution system can be redirected from the large cities to the rural areas.
3. Based on the national Emergency Food Consumption Standard established by the US Department of Agriculture, which provides a minimum of 2,500 calories per person per day, (approximately 3.25 pounds per person), plans may be made for additional population.

II. RESPONSIBILITIES

1. Commercial food industry (processors, wholesalers, and retailers) will be responsible for redistribution of food stocks in Caddo Parish.
2. The Food Supply Coordinator will be responsible for arranging the distribution, control and monitoring of all available food stocks within Caddo Parish. If parish resources are inadequate to the tasks assigned, the County Agent will report the situation and the needs to the ESF 11 Coordinator who will in turn report to OHSEP, which will seek additional resources from EMAC and from the state government pursuant to a Disaster Declaration.
3. The Coordinator for each lodging district is responsible for requesting the amount of food needed from Food Supply Coordinator.

III. OPERATIONS

1. The location of the Food Supply Operations Center will be decided upon at the time of the emergency or disaster depending upon the necessary location and population districts to be served.
2. Based on food supply request forwarded by the Lodging District Feeding Coordinators, the Food Supply Coordinator will locate food needed and arrange for transportation to the district rationing distribution point, or mass feeding kitchens, where needed.
3. All trucks delivering food and other grocery products to Caddo and Bossier Parishes will first report to the Food Supply Operations Center. From this point, the Food Supply Coordinator will direct trucks to appropriate storage or distribution points.

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Appendix 2 – Animal Management in Disasters

I. GENERAL

The purpose of this section is to provide basic guidelines for the sheltering of small animals (pets) in Sector A and Sector B areas of the Shelter Area Parishes and large animals (equine, livestock) in Sector C of the Shelter Area Parishes.

The Louisiana Veterinary Medical Association has organized Regional Animal Response Teams (RARTs). Under direction of the Louisiana Department of Agriculture and Forestry, these teams will be responsible for the operation of small animal shelters within their areas. Neither the Louisiana Shelter Task Force nor the parish OHSEP Director will be responsible for the operation of the small animal shelters.

II. SITUATION AND ASSUMPTIONS

A. Situation

Public health during disaster is directly related to the safety of animals. Owners may fail to evacuate because they cannot take their animals with them, or owners who left their animals behind will later try to reenter the disaster area to rescue them. The human-animal bond extends to livestock and equine owners.

B. Assumptions

Through public education, animal owners will be advised of how to prepare their animals for a disaster situation.

By providing shelters for pets, human lives will be saved.

III. SMALL ANIMALS

1. Evacuees will be advised of pet shelter locations at the informational points. Informational points will be staffed by RART. Along with locations, pet owners will receive requirements for use of the pet shelters.
2. Local veterinarians and staff, operating as RART, will provide veterinary emergency care of the animals as needed. RART will be responsible for the initial set up of the shelter. Stations in the shelter are to include: animal and owner identification, veterinary needs, resource procurement, documentation of activities and expenses.
3. The pet shelters will be paired with nearby Red Cross shelters where owners will be sheltered. The pet owner will provide daily feeding, watering, exercising of his/her pet, and keeping the shelter area clean.
4. At check-in, the pet owner will be required to show proof of required vaccinations. Pets will be examined if indicated by a veterinarian. Any pet not having its vaccinations, or considered to pose a risk to other

animals or people, will not be admitted to the shelter. The final decision rests with the veterinarian in charge at the shelter.

5. Pet shelter standard operating procedures are developed and maintained by LVMA.
6. Staging areas for humane groups will be identified and established by LDAF.
7. Zoos, animal humane societies and animal control must have disaster plans and cannot utilize public shelters.

IV. LARGE ANIMALS

Large animals will be sheltered in Sector C. Large animal owners need to evacuate early and travel the shortest distance with their animals. LDAF, Office of Animal Health Services will maintain a list of facilities in Sector C that are available for sheltering of large animals. Owners are responsible for moving and caring for their animals.

V. WILDLIFE

1. Wild animals often seek higher ground which, during floods, eventually become submerged (i.e., island) and the animals become stranded. If the island is large enough and provides suitable shelter, food can be left appropriate to the species. Animals have a flight response and will flee anyone approaching too closely. If the animal threatens to rush into the water to escape, back away from the island.
2. Wildlife often seek refuge from floodwaters on upper levels of a home and may remain inside even after the water recedes. If a rat or snake is encountered inside a dwelling, be careful but do not panic. Open a window or other escape route and the animal will probably leave on its own. Never attempt to capture a wild animal unless you have the proper training, protective clothing, restraint equipment and caging necessary to perform the job. NOTE: Animal Control for Caddo should be contacted as necessary. See Annex O (Health & Medical) – Appendix 11 (Animal Control) for contact information.
3. Beware of an increased number of snakes and other predators. They will try to feed on the carcasses of reptiles, amphibians and small animals that have been drowned or crushed in their burrows or under rocks.
4. Often, during natural disasters, mosquitoes and dead animal carcasses may present disease problems. Outbreaks of anthrax, encephalitis and other diseases may occur. NOTE: Animal Control for Caddo should be contacted as necessary. See Annex O (Health & Medical) – Appendix 11 (Animal Control) for contact information.
5. If there is an injured or stranded animal in need of assistance, or if help is needed with evicting an animal from a home, the public and/or emergency services should contact Animal Control for Caddo. See Annex O (Health & Medical) – Appendix 11 (Animal Control) for contact information.

VI. EMERGENCY CONTACTS

Animal Related Emergency Contact Numbers

A. State Agencies

- i. State Veterinarian (Office of Animal Services, Department of Agriculture & Forestry)
(225) 925-3980
- ii. Area Veterinarian in Charge: (USDA: APHIS:VS)
(225) 389-0436
- iii. Area State Veterinarian Dr. Mike Barrington
(318) 927-5267
- iv. Louisiana Veterinary Medical Association (LVMA)
(225) 928-5862 (LVMA)
1-800-524-2996
- v. LVMA District 1 Representative Dr. Gary Dupree
(318) 742-5353

B. Local Agencies

- i. Dr. David Meyer
Small and Large Animals (Vivian)
(318) 375-5555 / 995-0163
- ii. Dr. M. Williams Dr. Everson
Small Animals (318) 686-5945
- iii. Dr. T. Hughes Small Animals
(318) 865-5001 (318) 455-0306 (cell)

C. Boarding Facilities

- i. Towne South Animal Hospital (318) 797-8489
- ii. North Shreveport Animal Hospital (318) 424-8313
- iii. Tommy Baker Arena (318) 995-6414

D. Animal Control Facilities

- i. Caddo Parish Animal Control (318) 226-6624
- ii. Caddo Parish Animal Services (After Hours) (800) 357-7948

E. Humane Society

- i. Humane Society of NW Louisiana (318) 219-7387
- ii. Hopeful Haven Equine Rescue (318) 925-4272

F. AgCenter- Parish Extension Office

- i. Caddo Parish (318) 226-6805

G. Misc. Contact Numbers

- i. Caddo Parish Sheriff's Stock Patrol (318) 681-1120

- ii. Caddo Landfill (318) 925-3500
- iii. Caddo Parish Sheriff's Office (318) 675-2170
- iv. Louisiana Brand Commission (318) 949-3225
- v. C. Burcham Pager (Brand Commission) (318) 632-3210
- vi. Louisiana Wildlife (Minden) (318) 371-3050
- vii. Railroad Emergencies (800) 453-2530
- viii. The Vivian Animal Hospital
 Dr. David G. Meyer
 14445 LA Highway 1
 Vivian, LA 71082 B
 Business: (318) 375-5555
 FAX: (318) 375-5556
 Home: (318) 995-0163
- ix. Towne South Animal Hospital, Inc.
 Dr. Kathryn S. McFadden
 2403 E. 70th Street
 Shreveport, LA 71105
 Business: (318) 797-8489
 FAX: (318) 797-7871
 Home: (318) 797-8485
 E-Mail: tsah@shreve.net
- x. Southern Hills Animal Hospital
 Dr. Steven D. Everson
 Dr. Eli Milton Williams
 641 Bert Kouns Industrial Loop
 Shreveport, LA 71118-5703
 Business: (318) 686-5945 FAX: (318) 686-2011
 Home: (318) 865-7672
 E-Mail: sohills@shreve.net
- xi. State Area Veterinarian
 Dr. Michael L. Barrington
 203 Hammontree Road
 Homer, LA 71040-9692
 Business: (318) 927-5267
 Home: (318) 927-4153
- xii. Ellerbe Road Animal Hospital
 Dr. Terry O. Hughes
 9140 Ellerbe Road
 Shreveport, LA 71106
 Business: (318) 865-5001
 FAX: (318) 865-5076
 Home: (318) 865-5001
- xiii. North Shreveport Animal Hospital
 Dr. Karen G. Gordon
 Dr. Winburn Ned Wynn
 Dr. Tommy D. Williams

850 Havens Road
Shreveport, LA 71107-5285
Business: (318) 424-8313 FAX: (318) 424-1444
E-Mail: windance@shreve.net

Appendix 3 – Animal Sheltering

See Caddo Parish Pet Plan (under separate cover).

ANNEX L

ESF 12: ENERGY AND UTILITIES

PROMULGATION STATEMENT

Transmitted herewith is the ESF –12: Energy and Utilities Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-12: Energy and Utilities

I. PURPOSE AND SCOPE

The purpose of ESF 12 is to establish for Caddo Parish a coordinated response to maintain or reestablish natural gas, electric and water and sewer utility services within a disaster area to best serve the needs of the population. Services under this ESF include and encompass the restoration of natural gas, electric and water and sewer utilities subjected to interruption or destruction by emergencies and disasters on a priority basis.

II. SITUATIONS AND ASSUMPTIONS

This section of the energy and utilities annex identifies broad considerations that the energy and utilities planning team addresses before developing a specific this annex. The situations section identifies disaster circumstances that could occur locally and would create a need for response by energy and utilities services. Assumptions, in turn, compensate for the lack of facts or probabilities. Although assumptions cannot be validated, lack of assumptions can influence the successful execution of emergency preparedness and response activities.

A. Situation

1. The requirement for emergency response by energy and utilities and services expands directly in proportion to the magnitude of the disaster.
2. In all major emergencies the energy and utilities function requirement will include, but not be limited to, providing water, sewerage, gas and electricity.
3. The city and parish governments in Caddo Parish have utilities capabilities and trained staff employees in their departments.

B. Assumptions

1. The assumption is made that local government and private utilities can handle the emergency structure. If local capabilities are exceeded, support will be requested from state and federal agencies and private industry.
2. Public Utilities personnel should receive hazardous materials training to at least the Awareness Level.

III. CONCEPT OF OPERATIONS

A. General

1. The day-to-day public utilities organizational structures will remain intact during a major emergency.
2. The city and parish governments in Caddo Parish will use all local manpower, equipment and material available to carry out their tasks.
3. The energy and utilities response activities will be coordinated from the Caddo Emergency Operations Center during disasters.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Keep roster of key personnel updated. Train personnel in emergency procedures.
- b. Identify resources and keep resource list updated.
- c. Work with legislative body to ensure that ordinances are created to protect public utilities systems.
- d. Participate in hazard analysis and identify vulnerabilities in public utilities.
- e. Initiate mutual aid agreements with neighboring jurisdictions.
- f. Identify local contractors who can provide support during emergencies. Acquaint them with emergency plans and procedures.
- g. Review and update emergency public utilities plans.
- h. Review other annexes to comprehensive emergency management plan and clarify public utilities role.
- i. Participate in design and execution of emergency preparedness exercises.
- j. Provide input into after-action reviews to improve preparedness, response, and recovery capabilities.
- k. Work with planning commission to ensure that new constructions do not increase hazard or vulnerability threat.
- l. Work with legislative body to improve building codes.

2. Preparedness

- a. Ensure that storm sewers are in good repair.
- b. Ensure that adequate barrier and roadblock materials and equipment are available.
- c. Review and update all utility maps of jurisdiction.
- d. Review emergency staffing plans.
- e. Secure all equipment against damage.
- f. Organize damage survey teams.
- g. Place standby equipment in operational readiness.
- h. Coordinate communications procedures with EOC.
- i. Review contingency plans and coordinate task assignments with other agencies and volunteer groups.
- j. Develop procedures to support accomplishment of tasks outlined in this annex.

3. Response

- a. Survey disaster areas and evaluate in terms of utilities repair estimates.
- b. Develop and make recommendations to alleviate problems. Implement efforts to contain or limit the spread of hazardous materials contamination.

- c. Maintain contact with Emergency Operations Center (EOC).
- d. Repair EOC facilities and equipment, as necessary.
- e. Assess damage.
- f. Conduct emergency repair of natural gas, electric, water and sewer systems, as necessary.
- g. Call out private contractors and other assistance, as necessary.

4. Recovery

- a. Continue damage assessment.
- b. Coordinate private and volunteer repair of utilities.
- c. Participate in compiling after-action report and critiques. Make necessary changes and improvements in disaster operations plans.
- d. Provide support for return to normal operations.
- e. Make recommendations to legislative body about changes in planning, zoning, and building code ordinances to mitigate impact of future disasters.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the utilities annex takes the operational considerations and recasts them as specific duties and responsibilities for city/parish departments and support agencies.

Fulfilling these assignments is the most important function that the public utilities departments perform because without them, confusion during a disaster could result in injury and death. The task assignments below are extensive but not exhaustive. Public utilities may modify the items on a periodic basis depending on the situation at hand.

A. General Organization

- 1. The public utilities organizational chart is shown as Appendix 1 of this annex.
- 2. The head of each department and the Parish President or Mayor of municipalities will retain control of their assigned personnel and equipment.

B. Assignment of Responsibilities

Local government is responsible for developing an emergency public utilities plan. Authority to execute the plan rests with the public utilities director for the affected jurisdiction. All disaster related activities should be coordinated through the Emergency Operations Center (EOC).

- 1. Caddo Parish OHSEP is responsible for:
 - a. Assemble a team of representatives from involved organizations to develop the public utilities annex.
 - b. Coordinate emergency activities with the public utilities director(s) and Emergency Operations Center (EOC) staff.

- c. Develop EOC resource list and mutual-aid agreements.
 - d. Review and update of emergency plans.
 - e. Develop emergency preparedness drills and exercises.
2. Water and Sewer Departments are responsible for:
 - a. Maintain emergency plan for all public utilities departments, accounting for key personnel and their assignments.
 - b. Maintain essential facilities of sewer-water-drainage, and securing against damage.
 - c. Maintain water pressure.
 - d. Provide potable water, as needed.
 - e. Maintain sewerage system.
 - f. Provide temporary sanitary facilities, as necessary.
 - g. Coordinate with health department on water testing.
 - h. Decontaminate water system, if necessary.
 - i. Providing public utilities representative, radio operators and the necessary radio equipment at the EOC.
 - j. Maintain emergency equipment and ensuring that all equipment is in good repair.
 - k. Assist other departments with emergency clean-up operations.
 - l. Situation reporting to the EOC.
 - m. Maintain detailed log for all department activities during duration of emergency.
 - n. Assist with damage assessment and development of a complete log for the Damage Assessment Officer.
 - o. Assist in providing shelter and food for key public utility workers if needed during the emergency.
 3. Damage Assessment Officer is responsible for:
 - a. Coordinate damage assessment activities with the public utilities and public utilities functions in the recovery phase.
 4. Solid Waste Departments and private solid waste handlers will:
 - a. Coordinate debris and garbage clearance with private contractors and public utilities and public utilities departments.
 5. Other governmental agencies and private companies may provide assistance, as needed, in their respective fields.

V. DIRECTION AND CONTROL

1. The usual supervisors will exercise operational control of public utilities forces; however, the public utilities coordinator shall set priorities for resources and coordinate activities of the various forces.
2. Mutual aid forces will operate under the direct supervision of their own supervisors. The public utilities coordinator will coordinate the call-up and deployment of mutual aid forces.

3. Volunteer and auxiliary forces will work under the supervision of the senior public utilities official in the jurisdiction where they are deployed. The public utilities coordinator will handle the call-up and deployment of all volunteer forces.
4. Assisting military forces will work under the direct supervision of their own superiors; but will serve under the direction of the senior public utilities official where they are deployed. The public utilities coordinator, through the Emergency Operations Center (EOC), will request the call-up and deployment of military forces.

VI. ADMINISTRATION AND LOGISTICS

In the event that an official or agency charged with participating in public utilities operations is unable to perform, lines of succession must be drawn to ensure that public utilities services are provided as needed. Public utilities activities during times of disasters should be coordinated through the Emergency Operations Center (EOC).

See Basic Plan.

A. Administration

1. There is a tremendous need for public utility services during emergencies. The public utilities coordinators will ensure that their activities are administered in an orderly and efficient manner. The Caddo OHSEP Director will give priority to requests by the public utilities directors for additional resources and personnel to support their activities.
2. The public utilities directors will ensure that procedures for the emergency hiring of private contractors and individuals to assist in response and recovery efforts are developed.

B. Logistics

1. Obtaining emergency supplies will be coordinated with the resource manager in the Emergency Operations Center (EOC).
2. Logs of all activities and records of all purchases will be maintained by each department.

VII. AUTHORITIES AND REFERENCES

A. Authority

See basic plan

B. References

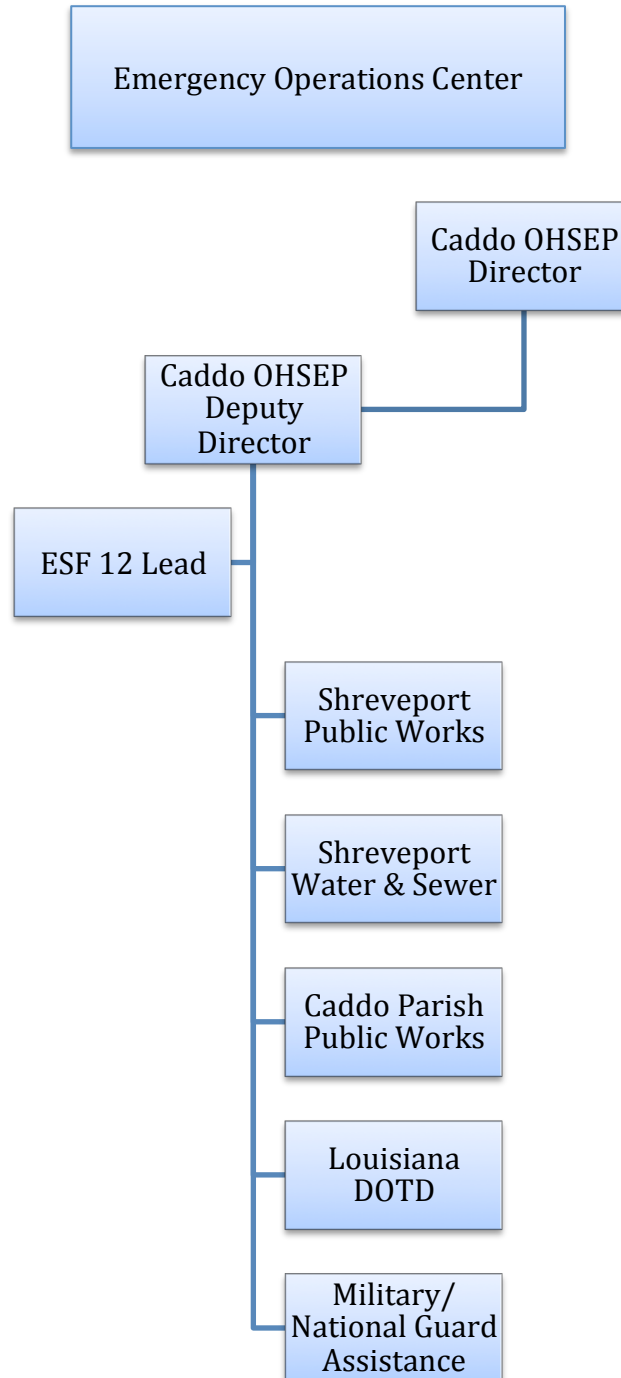
1. Standards for Local Civil Preparedness. CPG 1-5. Washington: FEMA, 1980.

2. Disaster Operations: A Handbook for Local Governments. CPG 1-6. Washington: FEMA, 1981.

VIII. APPENDICES

1. Organizational chart
2. Wastewater System Emergencies
3. Water System Emergencies
4. Electric System Emergencies
5. Natural Gas System Emergencies
6. Utilities Departments
7. Standard Operating Guidelines (SOGs)

Appendix 1 – Organizational Chart



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Appendix 2 – Wastewater System Emergencies

I. GENERAL

The community's wastewater system is a vital part of the mechanism to provide for the health and safety of the citizens. Its two principal parts, the collection network and the treatment works, are both vulnerable to routine and major emergency situations. The operation and maintenance of the wastewater system is the responsibility of trained and certified personnel who must follow guidelines promulgated by the U.S. Environmental Protection Agency and the LA Department of Environmental Quality. They are responsible for maintaining certain water quality standards; sewage must be collected and properly treated to meet applicable effluent standards as the processed wastewater is released to public waters.

Most problems occurring within the wastewater system will be overcome entirely by regularly assigned personnel. The response procedure is to facilitate the initial response to the trouble; the wastewater system management should assure that internal response procedures are established to guide in-system handling of problems.

II. LINE BLOCKAGE

Sanitary sewer lines become blocked frequently as a result of material becoming jammed at manholes, by broken pipes, by roots that have gotten into pipes and similar factors. These blockages can usually be easily removed using high-pressure water streams or special cleaning devices. Until the blockages are cleared, the back up in the system may cause localized sewer back-ups into locations along the affected lines.

Response procedures for a sanitary sewer line blockage will include referencing specific personnel call-out lists, resource manuals and standardized response procedures as outlined by the wastewater treatment plant.

III. TREATMENT PROBLEMS

Treatment problems at the wastewater plant can affect the community in several ways. There could be legal and public health implications if improperly treated sewage is discharged into public waters. If discharge is withheld, storage capacities at the plant could overflow, causing health risks there. If flow to the plant must be stopped, the collection system could be affected. Treatment problems could cause unusual and highly unpleasant odors, generating complaints to various local government officials. If the difficulties are beyond the ability of the regular personnel to handle, consulting engineers or technicians from nearby communities may need assistance. State resources are also available.

Treatment problems that may affect the public waters must be reported to the LA Department of Environmental Quality and additional state and federal environmental agencies depending on the nature of the release (i.e., U.S. EPA, LA

Dept. of Wildlife and Fisheries, LA State Police, etc.). While these agencies do have enforcement responsibilities, they also have the ability to help wastewater treatment staff solve the problems that are confronting them.

If public health problems might become a concern, the Caddo Health Unit and State Health Department should be notified immediately. If matters become serious, local government officials might consider making a public announcement of the situation. Other aspects of the Emergency Operations Plan may be implemented depending on the circumstances.

IV. MECHANICAL FAILURES

If mechanical failures occur at the treatment plant, the results will be similar to those experienced in the previous section on treatment problems. Mechanical problems may also occur in the collection system if pumps are used to help move the sewage through the pipes and/or if part of the system is pressurized due to terrain factors. Repair or replacement will be facilitated if needed reference information is contained in an in-house resource and emergency contact manual listing sources of supplies and service.

V. PERSONNEL PROBLEMS

Labor difficulties could cause problems for the wastewater system, particularly if tensions are running high. In most cases, supervisory personnel will be able to operate the system, but there may be concerns for security and supportive manpower. Wastewater treatment plant managers should develop specific plans to deal with personnel problems. It is recommended that these plans be maintained separately from this Emergency Operations Plan.

VI. POWER FAILURE

If at all possible, local wastewater treatment plants should have an emergency generator or some other alternative power source. Some plants in the U.S. have power lines feeding them from more than one direction in case one of the lines is knocked out of commission. Complete independence is the best solution. Remember to test generators by actual operation and on-line use on a regular basis. Be sure fuel tanks are kept filled. Chances are the pumps in the collection system won't be able to operate without electricity. In-house response procedures should provide for alternative means of pumping or getting power to the pumps if they're a critical part of the system. If a long-term electrical outage is anticipated, wastewater treatment plant in-house response procedures should reflect adequate pre-planning by including arrangements for independent operation of the wastewater system.

VII. TOXIC POLLUTANTS

There are several problems to be concerned with regarding toxic chemical pollutants, especially if the chemical composition affects the treatment processes. If possible, the material should be removed from the collection system before it reaches the treatment plant.

If the material is volatile, treatment plant personnel should be concerned with venting and cleaning the system as quickly and effectively as possible. If this procedure does not accomplish enough venting to dissipate the substance, an explosion may result. Reference Section IX - Explosion in Collection System for more information. Wastewater treatment plant in-house response procedures should include contacting the local fire department and hazardous materials response team, in recognition of these implications.

Toxic materials in the wastewater system could pose a serious threat to people in the affected area, over and beyond the danger of an explosion. If buildings are not equipped with traps, and even in some cases when they are, gases could move through the sewer pipes into buildings. If that kind of danger is present, a complete evacuation of the affected area may be appropriate. Reference the Evacuation Annex of the Emergency Operations Plan for more information.

VIII. WEATHER RELATED PROBLEMS

Even though the sanitary sewer collection pipes are underground weather can have a profound effect. Infiltration and inflow of storm water into sanitary lines can quickly overload the system, causing flooding with some difficult complications. The storm sewer system is designed to carry storm water (drainage) directly into streams, bayous, and rivers. The sanitary sewer system is separate, carrying wastewater to the treatment plant for processing before releasing into the public waters.

When storm water enters the sanitary system through improper connections, broken pipes, or open manhole covers the rapid increase in the volume can quickly overwhelm the sanitary system. The heavy flow entering the wastewater treatment plant taxes those facilities, sometimes threatening the efficiency of the processes that are designed to remove the impurities from wastewater. As the collection lines fill to capacity, it could prevent the entry of wastewater from buildings. The rising levels in the collection system push the diluted wastewater back through the lateral connection pipes and possibly causing flooding in homes and businesses. The pressure of the system surcharge also pops manhole covers from the inside, exposing open manholes. This could pose a serious hazard for motorists, pedestrians and emergency workers, especially if the area around the manhole is flooded or darkness prohibits recognition of the hazard.

IX. EXPLOSION IN COLLECTION SYSTEM

Sewer gases normally found in sanitary lines without adequate ventilation are not flammable or explosive. Problems of an explosive nature can develop from foreign substances being introduced into the system, deliberately or accidentally. The possibilities of impact are endless. Streets in the immediate area will probably be impassable in the area affected by the explosion, as the sanitary sewer lines are usually routed along the street right-of-way. Response procedures should include mobilization of street department to barricade affected areas. Depending of the nature of the substance, there may be fire to extinguish. Fire, rescue and emergency

medical requirements will arise, with the intensity of the need based on a variety of circumstances.

An explosion in the sanitary sewer system may cause a significant amount of secondary damage to other elements of the infrastructure located beneath the street. Water lines may burst. Buried cables may be broken—cables that carry electricity, telephone lines, or television cable lines may be broken and storm sewer lines may also be affected. The complications can be profound, with multiple hazards threatening responding emergency forces. Immediate steps should be taken to isolate the area...by all impacted utilities. Engineers should be summoned to advise on the best approach to restore wastewater services, as well as other utilities. Reconstruction will be a major concern. A massive disruption of sanitary sewer, or other services, as a result of an explosion, will involve numerous agencies. Notification and involvement will be generated by the circumstances of the explosion and its impacts.

X. EMERGENCY CONTACTS

Shreveport Office of Water & Sewerage

Director's Office: 673-7620

Emergency Assistance (24 Hours): 673-7600

2139 Greenwood Road, Shreveport, LA

Appendix 3 – Water System Emergencies

I. GENERAL

Response procedures to a water system emergency will be based on the water system's vulnerabilities. Most responses will be handled independently by the personnel responsible for the operation of the water utility. In more serious cases, other departments will be asked to provide support and the top officials may become involved.

II. RESPONSE PROCEDURES

In-house response procedures should address the most frequent types of emergencies likely to be received by the emergency/service dispatcher. For each category of problem, initial response procedures should be indicated, such as:

A. Water Line Break

- I. Obtain location of problem; observe nature of problem, time discovered, and any complications (water freezing into ice on street in winter, for example).
- II. Notify on-call person(s) with water utility.
- III. Advise law enforcement, fire, and emergency medical units of any hazards. Perhaps have patrol car check area to confirm report and conditions. Based on information from water personnel, warn fire department of threat to supply of water for fire suppression.
- IV. If severe, notify appropriate elected and appointed officials. Initiate notice to public. Notify the Caddo Office of Homeland Security and Emergency Preparedness so they may activate the Emergency Operations Center (EOC).

B. Pumping/Storage Problems

- I. Notify on-call person(s) with water utility.
- II. Depending on impact of water supply to the community:
 - a. Notify emergency services.
 - b. Advise citizens.
 - c. Inform municipal officials.
 - d. Activate Emergency Operations Center.

Most or the response to water system emergencies will be managed by water utility personnel. Water department in-house plans should include emergency procedures to follow for various incidents. Procedures should be based on anticipated reaction to "worst case" scenarios. A copy of these procedures should be kept on file at the Caddo Emergency Operations Center (EOC) for reference before and during emergency conditions.

III. WATER OUTAGE

When a water outage occurs, the lack of potable water causes an inconvenience to everyone. It can pose a health and safety hazard to some, and an economic hazard to others. Water department in-house plans should contain a list of critical users of water in the community, with contact names and telephone numbers.

IV. RESOURCES

A key to assuring positive response to water system emergencies is a comprehensive listing of resources that may be needed. Included should be generators, pumps, repair parts, chemicals, equipment such as welders and backhoes, emergency water supplies, and engineering and health unit support.

Caddo OHSEP maintains a resource manual in the Emergency Operations Center (EOC) that lists hundreds of area resources and emergency contacts at the local, state and federal levels of government and in the private sector. Also see the Resource Annex of the Caddo Emergency Operations Plan.

V. NOTIFICATION

Notification of the public will be more efficient if printed instructions are available for distribution to the media. Water departments should prepare instructions now and have them ready to be reproduced as needed. The news media should be contacted prior to the actual shut-off of water utilities for an extended time period so the public may take appropriate measures and arrange for water rationing. A positive response on the part of local government will help relieve citizens' concerns during a water outage/shortage, and will help safeguard the health of the community.

In the event it becomes necessary to shut-off water service in large areas, notifications should be made to local government emergency services and the Emergency Operations Center. The official authorizing the shut-off is also responsible for the resumption of service. When restoring service, care must be exercised that hazards are not created such as flooding from open water outlets, fire hydrants, etc.

VI. WATER PURIFICATION METHODS

The following is a fact sheet for public information in the event of an extended water supply shortage/outage:

Unless you are absolutely certain your home water supply is not contaminated, purify all water before using it for drinking, food preparation, brushing teeth, or dishwashing. If the water contains sediment or floating material, strain it through a cloth before treating it. Water can be purified by boiling it or by chemical treatment.

A. Boiling

Boil water at a rolling boil for 10 minutes to kill any disease-causing bacteria in the water. Add a pinch of salt to each quart of boiled water to improve the taste.

B. Chemical Treatment

If water cannot be boiled, treat it chemically. Two chemicals usually found in the home will purify water.

1. Chlorine Bleach

Household bleach, such as Clorox or Purex, is a good disinfectant for water. However, check the label to be sure that hypochlorite is the only active ingredient in the bleach. Do not use any bleach that contains soap.

Percent Chlorine	Add per gallon of water
1 %	40 drops
4-6 %	8 drops
7-10 %	4 drops
Unknown	10 drops

Mix the bleach thoroughly into the water. Let it stand for 30 minutes. The water should have a slight chlorine odor. If it doesn't, repeat the dose and let the water stand for an additional 15 minutes.

2. Iodine

Household iodine from the medicine chest or first aid kit will purify water. The iodine should be 2% United States Pharmacopoeia (U.S.P.) strength. Add 20 drops per gallon of clear water; add 40 drops per gallon of cloudy water.

3. Water Purification Tablets

Follow manufacturer's directions. Water purification tablets are available at drugstores and sporting goods stores.

VII. DRINKING WATER SOURCES

The following is a fact sheet for public information in the event of an extended water supply shortage/outage:

One of the most crucial life sustaining needs is a supply of safe water. Every person needs at least 2 quarts of water or other liquids daily (more in hot weather). Pure water is also needed for preparing food, brushing teeth and keeping clean.

When warned of a severe storm which could cause widespread flooding, prolonged ice storm, or some other factors which could disrupt water services, the public should insure an adequate supply of safe water for themselves by filling large clean containers, pots, pans, sinks and bathtubs with water. Then shut off the main water valve to protect the clean water already in the water system, and close the valves on the water lines leaving the house.

There may be other emergency sources of water, such as ice cubes, on hand. Soft drinks and fruit juices are water substitutes. In addition, the water in your pipes and

toilet flush tanks (NOT THE BOWLS) is safe to drink if you closed the valve on the main water line before any flooding occurs.

To use the water still in the pipes, turn on the faucet located in the highest point in the house – usually in an upstairs bathroom. This lets air into the system. Then draw water from the lowest faucet in the house.

Hot water heaters or water pressure tanks can supply many gallons of safe water in an emergency. Before using water from the water heater, switch off the gas or electricity that heats the water. Leaving the heating part on while the heater is empty could cause an explosion or burn out the elements. After turning off the gas or electricity, open the drain valve at the bottom of the tank. Do not turn the water heater on again until the water system is back in normal service.

VIII. EMERGENCY CONTACTS

Shreveport Office of Water & Sewerage

Director's Office: 673-7620

2139 Greenwood Road, Shreveport, LA

Emergency Assistance (24 Hours): 673-7600

Appendix 4 – Electric System Emergencies

I. GENERAL

The supply and distribution of the majority of electricity in Caddo Parish is provided by AEP Southwestern Electric Power Company (SWEPCO), a non-governmental, private-for-profit utility provider. SWEPCO’s parent company, Central and South West Systems, provides electrical service to portions of Texas, Arkansas, Oklahoma and Louisiana. Panola-Harrison Electric Cooperative, Inc., also provides electrical service to a portion of the western edge of Caddo Parish.

II. TYPES OF POWER OUTAGES

Electrical problems can be divided into three categories: short-term outage, long-term outage and shortage. Response procedures will be based on the impacts of each of these conditions.

A. Short-Term Outage

A short-term outage may result from a car hitting a power pole in an accident, from a storm or from internal problems in the electrical system.

B. Long-Term Outage

Long-term outages may result from heavy storm damage, vandalism, or terrorism or major problems in the electric distribution system (electric systems are linked together throughout the country, so utilities may obtain power from other systems if localized generation problems are experienced).

C. Shortage

Heavy demands on electric generation facilities, usually related to extreme weather conditions, can produce system-wide or area-wide reductions in the amount of power available. This temporary shortage has become better known as a “brown out”.

III. RESPONSE PROCEDURES

For each of the conditions listed above, the electrical service provider (AEP SWEPCO) should develop response procedures that list the impacts on the community and their reactions to these (potential) impacts. Copies of these procedures should be kept on file at the Caddo Emergency Operations Center (EOC). Potential impacts include:

Electrical System Failure Impacts	Result
Lack of streetlights and traffic control signals	Traffic hazards and increased crime
Reduced power for governmental operations and critical facilities within the community including hospitals, nursing homes, sensitive manufacturing processes in	Impact will depend on the number and condition of emergency generators, as well as what is fed by the emergency power.

local plants, water and wastewater utilities, media broadcasting stations, etc.

Lack of power for refrigeration in homes, restaurants, business (such as florists) and the coroner's morgue.

May need to transfer items to areas not affected by problem. May need alternative storage capacity.

Food preparation may be difficult wherever electrical stoves are used.

Food spoilage could cause public health problems. May need to arrange for disposal of large quantities of perishable items.

Kidney dialysis machines and similar equipment will not be operable without alternative power supplies.

May need to provide portable generators or move patients to a different facility.

Heating/air conditioning systems will not operate.

Living conditions may become poor enough to need to move people to shelter areas served by other fuels.

IV. EMERGENCY SHUT-OFF PROCEDURES

A. When Ordered

The shut-off of certain utilities, such as electricity, may be directed by a responsible official of the agency concerned, or in an emergency by the on-scene officer-in-charge, or the Emergency Operations Center (EOC) on the basis of information available that such action is necessary. Prior to such action, concurrence should be obtained from the other departments involved in the incident in order not to hamper operations.

B. Notification to Residents:

If possible, all residents and commercial occupants in the affected area should be notified prior to the actual shut-off of electrical service for an extended period of time.

Notification is usually made through press releases to the local news media. It is a good idea to advise the affected area to turn off appliances prior to restoring electrical power to prevent power surges and damage to electrical apparatuses. Before service is resumed, residents should again be notified. The OHSEP FirstCall Telephone Warning System can also be utilized for public notification purposes.

C. Responsibility for Shut-Off

The utility company concerned shall be responsible for discontinuing service. The official authorizing the shut-off is also responsible for the resumption of service. When restoring service, care must be given that additional hazardous conditions are not created.

D. Other Notifications

In the event it becomes necessary to shut-off electrical service to large areas of the community, the utility company should notify local government emergency services and the Emergency Operations Center.

V. SPECIAL HAZARDS – ICE STORMS

The most dangerous situations faced by electrical company crews are the conditions created by ice and snow in winter. While snow provides a lot of serious problems, ice is the most hazardous.

Disasters that affect the electric company facilities and transmission lines can present a number of challenging difficulties for electric utilities. Locally based crews provide maintenance service. In times of emergency, other crews are mobilized and dispatched from a wide area. Every effort is made to re-establish electric service as rapidly as possible.

The electric service utility should send a representative to the Emergency Operations Center (EOC) to coordinate recovery efforts. Depending on the nature and length of recovery operations, coordination of electrical company crews may become an issue. Assistance with lodging facilities, garage space, food, shelter, traffic control and similar logistical items may need addressing. The American Red Cross and Salvation Army are excellent resources for feeding vans and shelter.

VI. EMERGENCY CONTACTS

A. Emergency: 1-888-237-2221

B. LEPC Representatives

Chris Gray: (318) 862-2135

Jim Hewlett: (318) 862-2032

C. AEP SWEPCO

428 Travis, Shreveport, 71101

Office: 673-3000

Emergency: 1-888-218-3919

D. Panola-Harrison Cooperative

410 E. Houston, Marshal, TX 75670

Office: (903) 935-1540

Emergency: 1-800-972-1093

Appendix 5 – Natural Gas System Emergencies

I. **GENERAL**

Reliant Energy - Arkansas Louisiana Gas Company, a non-governmental, private-for-profit utility provider, provides the supply and distribution of residential natural gas in Caddo and Bossier Parishes. Several other companies maintain natural gas or natural gas liquids (NGL) pipelines through the two parishes. These companies include the following: El Paso Field Services, Gulf States Pipeline Corporation, Koch Gateway Pipeline Company, NorAm Gas Transmission, Mississippi River Transmission Corporation, Pan Energy Field Services and Seagull Field Services Company. An emergency manual prepared by The Pipeline Group is on-file at the Caddo Emergency Operations Center (EOC) for these companies.

II. **TYPES OF NATURAL GAS EMERGENCIES**

Natural gas emergencies can be divided into three categories: short-term outage, long-term outage and shortage. Response procedures will be based on the impacts of each of these conditions.

A. **Short-Term Outage**

A short-term outage may result from a car hitting a gas meter in an accident, power failure to a compressor station, or from other problems within the system.

B. **Long-Term Outage**

Long-term outages may result from transmission line damage, vandalism, terrorism or major disruptions in the distribution system.

C. **Shortage**

Heavy demands on natural gas generation facilities, usually related to extreme cold weather conditions, can produce system-wide or area-wide reductions in the amount of natural gas available.

III. **RESPONSE PROCEDURES**

For each of the conditions listed above, the natural gas service provider (ARKLA) should develop response procedures that list the impacts on the community and their reactions to those (potential) impacts. Copies of these procedures should be kept on file at the Caddo Emergency Operations Center (EOC). Potential impacts include:

Natural Gas System Failure Impacts	Result
Lack of heat in homes, businesses, nursing homes, hospitals, etc.	May affect economic health of community. Residents may need to be housed in shelters.
Lack of cooking facilities in homes,	Special arrangements may need to be

restaurants, and health care facilities.

made to feed those who need natural gas to prepare food.

In extreme temperatures, the natural gas supply may not be able to keep up with demand, resulting in wide-area shortages. This condition has been previously experienced in many parts of the country and may require action by local governments to protect the health and safety of their citizens. When significant shortages occur, natural gas suppliers will begin rationing the fuel. First, industrial users are asked to stop using natural gas. Those industries that are equipped to use alternative fuels (such as coal, electricity, or propane) will switch to the level for which they are prepared. Others will have to close temporarily, putting people out of work. This will build tensions in the community. Commercial establishments will be next, and residential users will be asked to turn thermostats down to a lower temperature. This may have an effect on older residents.

If sections of the community are without natural gas, due to a shortage or another problem, it may be necessary to open shelters to house affected citizens on a temporary basis. Shelter managers should know what kind of fuel is used for heating and cooking at each of the shelter areas. If the natural gas supply to an area is cut, gas company personnel will have to go to every user's location and shut-off the supply line at the street. A physical safety inspection will have to be made, by Gas Company personnel, for every user before their gas can be turned on again. Unlike electricity or water, natural gas cannot just be turned off and on again. Before gas service is reinstated, a safety check must be made to prevent explosions.

An official with the natural gas utility will need to serve on the Emergency Operations Center (EOC) team. Whenever the gas utility is – or might be – affected by the disaster or major emergency, the utility should be represented in the Emergency Operations Center.

IV. EMERGENCY SHUT-OFF PROCEDURES

A. When Ordered

The shut-off of certain utilities, such as natural gas, may be directed by a responsible official of the agency concerned, or in an emergency by the on-scene officer-in-charge or the EOC on the basis of information available that such action is necessary. Prior to such action, concurrence should be obtained from the other departments involved in the incident in order not to hamper operations.

B. Notification to Residents

If possible, all residents and commercial occupants in the affected area should be notified prior to the actual shut-off of natural gas service for an extended period of time.

Notification is usually made through press releases to the local news

media. It is a good idea to advise the affected area to extinguish ignition sources prior to restoring natural gas service to prevent possible explosions. Before service is resumed, residents should again be notified. The OHSEP First Call Telephone Warning System can also be utilized for public notification purposes. Activation of the system can be made by contacting the Emergency Operations Center.

C. Responsibility for Shut-Off

The utility company concerned shall be responsible for discontinuing service. The official authorizing the shut-off is also responsible for the resumption of service. When restoring service, care must be given that additional hazardous conditions are not created.

D. Other Notifications

In the event it becomes necessary to shut-off natural gas service to large areas of the community, the utility company should notify local government emergency services and the Emergency Operations Center (EOC). Entries of shut-off notifications should be noted on the EOC status boards. Specific information should include: name of utility, area affected, addresses of critical facilities affected, name and phone number of official ordering shut-off, location of shut off (i.e., location of main valve or terminal, etc.), and notifications made, including identity of persons notified and agencies concerned.

V. EMERGENCY CONTACTS

A. Reliant Energy – Arkansas Louisiana Gas Company

1262 Dalzell Street
Shreveport, LA 71103
Office: 227-2555
Emergency: 1-800-551-8261

Appendix 6 – Utilities Departments

The following is a partial list of public works and related departments in Caddo Parish.

Caddo Parish Public Works
P.O. Box 1127
Shreveport, LA 71101
226-6936

Shreveport Public Works
P.O. Box 31109
Shreveport, LA 71130
673-6300

Shreveport Water & Sewer
P.O. Box 31109
Shreveport, LA 71130
673-7660

Shreveport Streets & Drainage
P.O. Box 31109
Shreveport, LA 71130
673-6330

Caddo Parish Fleet Services
P.O. Box 1127
Shreveport, LA 71163
226-6936

Shreveport Fleet Services
P.O. Box 31109
Shreveport, LA 71130
673-6368

Shreveport City Engineer's Office
P.O. Box 31109
Shreveport, LA 71130
673-6000

LA DOTD - NW Louisiana
P.O. Box 38
Shreveport, LA 71161
746-6100

Appendix 7 – Standard Operating Guidelines (SOGs)

Each department/agency/organization listed in this annex will develop their own specific in-house Standard Operating Guidelines (SOGs) for dealing with Public Works/Utilities emergencies. These procedures should be kept on file in the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

ANNEX M

ESF 13: PUBLIC SAFETY AND SECURITY

PROMULGATION STATEMENT

Transmitted herewith is the ESF –13: Public Safety and Security Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-13: Public Safety and Security

I. PURPOSE AND SCOPE

This annex provides for the proper coordination of law enforcement activities in order to insure the safety of life and property during emergency situations. It assigns responsibilities and provides coordination between the law enforcement agencies operating during emergencies.

II. SITUATIONS AND ASSUMPTIONS

This section of the law enforcement annex identifies broad considerations that must be addressed before developing a specific emergency law enforcement annex. The situational projections identify disaster circumstances for which the community must plan. The assumptions, in turn, address the unknowns of the disaster projections. Although assumptions cannot be validated, a lack of assessment can influence the successful execution of the law enforcement program during an emergency. Assumptions define the scope of the resource base that a community must provide to meet its emergency obligations under disaster conditions.

A. Situation

During emergencies law enforcement agencies must expand their operations to provide the increased protection required by disaster conditions. Numerous federal, state and parish law enforcement agencies are available to support local law enforcement agencies within Caddo Parish.

B. Assumptions

Activities of local law enforcement agencies will increase significantly during emergency operations. Adequate law enforcement resources and services will often be available through existing mutual-aid agreements. If local capabilities are overtaxed, support will be obtained from state and federal law enforcement agencies.

III. CONCEPT OF OPERATIONS

The following sections of this annex first outline general law enforcement responsibilities and then detail specific operational requirements. In order to give some context to these operational considerations, they are organized according to the four phases of emergency management - mitigation, preparedness, response and recovery.

A. General

1. Emergency operations for law enforcement agencies will simply be an expansion of their normal daily responsibilities. These responsibilities include maintenance of law and order, traffic control, and crowd control. A provision must also be made to provide security to other public safety elements of local government. Local agencies will have the responsibility for routine law enforcement and support groups will assist

- in traffic and crowd control.
2. When an emergency is declared and this plan is implemented and the EOC is activated, the Sheriff/Police Chief and/or his designated representative will report to the EOC; other supervisors will operate from their normally assigned duty area.
 3. During the threat or existence of a nuclear attack or other national security emergency and/or disaster, the Sheriff/Police Chief and/or their designated representatives will coordinate law enforcement activities with other parish agencies from the EOC. The preservation of manpower resources will be paramount in pre-disaster and post-attack planning. The ability of law enforcement to provide necessary service is based upon their ability and capability to survive. The on-call personnel, who must seek the nearest shelter at the outset of the emergency for their own safety, will report their location to their command, if possible, and proceed to their normal duty area as soon as safety conditions permit.
 4. The call-up of law enforcement personnel will be in accordance with prescribed departmental/agency policy. The Sheriff and/or Police Chief will assign the operational priorities for their personnel. All personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
 5. Law enforcement agencies will establish inner and outer perimeters to secure a disaster scene. A strict policy of limited access to the disaster area will be rigidly enforced to ensure the safety and well being of the community. All movement into and out of the area will be requested through the established command post.

B. Phases of Emergency Management

1. **Mitigation (Prevention)**
 - a. Analyze hazards and determine law enforcement requirements.
 - b. Identify agencies, organizations, military, and local citizens capable of providing support services.
 - c. Plan and train personnel for maximum use of available law enforcement resources.
 - d. Identify key and critical facilities requiring special security during an emergency.
 - e. Develop (as needed), review and update law enforcement plans and standard operating guidelines (SOGs) at least annually.
 - f. Coordinate law enforcement capabilities with neighboring jurisdictions.
2. **Preparedness**
 - a. Develop law enforcement plans and standard operating guidelines (SOGs).

- b. Prepare plans for traffic control during emergencies.
- c. Prepare contingency plans for anticipated situations.
- d. Arrange training programs for law enforcement staff, including reserve, auxiliary and/or volunteer personnel.
- e. Prepare plans to care for families of law enforcement personnel under emergency conditions while personnel are on duty.
- f. Participate in the development and implementation of emergency preparedness exercises.
- g. Participate in the development of an emergency services' Incident Command System (ICS).

3. Response

- a. Maintain law and order.
- b. Provide mobile units (patrol cars) to assist with warning functions as coordinated by the EOC (See Annex C – Warning).
- c. Report observed damage.
- d. Coordinate with EOC to ensure its security and to control traffic around the facility.
- e. Coordinate with EOC to ensure security and to control traffic around shelter sites.
- f. Coordinate with EOC to control traffic for evacuations.
- g. Patrol evacuated areas.
- h. Provide security for critical facilities and resources.
- i. Provide crowd and traffic control in specified areas.
- j. Issue passes to personnel authorized to enter restricted area.
- k. Request support forces as necessary.
- l. Provide security for evacuation prisoners from jails and prisons, as well as for relocation and housing of prisoners in an emergency, if necessary.
- m. Maintain records of all financial expenditures and use of law enforcement resources.
- n. Provide support for radiological defense activities as requested by the EOC (See Annex F – Radiological Defense).
- o. Supervise all reserve, auxiliary and/or volunteer forces' police work.
- p. Seal off disaster areas. Establish crime scene investigation and secure evident if disaster appears to be a result of criminal activity.
- q. Redirect traffic around affected areas.
- r. Provide for assistance in disseminating warnings to the public.
- s. Provide for assistance in evacuation and/or movement to shelters.
- t. Provide for law enforcement in reception centers, shelters and other areas.

4. Recovery

- a. Continue emergency law enforcement services as long as necessary.
- b. Phase down operations as coordinated with the EOC.
- c. Assist in damage assessment activities.

- d. Return mutual-aid and augmentation forces to home jurisdictions as soon as possible.

C. Execution

1. When the EOC is activated, the Sheriff and/or Police Chief will ensure that a law enforcement representative is present in the EOC to coordinate field operations with other EOC representatives and agencies.
2. Overall law enforcement responsibilities are outlined in paragraph III, section B, above.
3. Coordination among law enforcement agencies is necessary to ensure emergency operational readiness. Each department/agency in Caddo Parish having responsibility for emergency management activities should develop operating instructions and resource listings to support this plan. Instructions should include concepts to provide for vacated risk area property and population, essential organizations, prisoners, relocated population, and congregate care (shelter) facilities in their respective jurisdictions.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the law enforcement annex takes the operational considerations and recasts them as specific duties and responsibilities for designated local government and support agencies. Making these assignments is critical because confusion during an emergency could have serious consequences. The task assignments detailed below are extensive, but certainly not exhaustive. Items may be added, deleted or changed as deemed necessary at the time of the particular emergency.

A. General Organization

The organization of law enforcement agencies in Caddo Parish facilitates the effective coordination and control of like and complementary support activities. The organizational structure reflected in Appendix 1 to this annex readily identifies the positions and relationships of all essential services.

B. Assignment of Responsibilities

1. Caddo Parish Sheriff's Office

- a. Oversee and coordinate all law enforcement activities at the parish level.
- b. Maintain law and order.
- c. Secure key facilities.
- d. Provide law enforcement communications capabilities.
- e. Develop plans for traffic and crowd control.
- f. Coordinate with other levels of government for law enforcement support and mutual-aid assistance during emergency response activities.
- g. Staff the EOC operations and communications center on a 24-hour basis or as needed.
- h. Assist in disseminating warnings to the public.

- i. Assist in evacuation and/or movement to shelters.
- j. Coordinate evacuation of incarcerated individuals.

2. Municipal Police Departments

- a. Maintain law and order.
- b. Provide mobile units for warning operations.
- c. Secure key facilities.
- d. Provide law enforcement communications capabilities.
- e. Develop plans for traffic and crowd control.
- f. Coordinate with other levels of government for law enforcement support and mutual-aid assistance during emergency response activities.
- g. Staff the EOC operations and communications center on a 24-hour basis or as needed.
- h. Assist in disseminating warnings to the public.
- i. Assist in evacuation and/or movement to shelters.
- j. Coordinate evacuation of incarcerated individuals.

3. Louisiana State Police – Troop G

- a. Monitor NAWAS as the primary warning point.
- b. Provide traffic control on state roads.
- c. Perform normal law enforcement activities.
- d. Limit ingress into affected areas to authorized personnel.
- e. Provide support to local operations as needed.

4. Louisiana Department of Wildlife and Fisheries

- a. Perform normal law enforcement activities.
- b. Provide support for local operations as needed.

5. Military Support

- a. Support local law enforcement agencies, when authorized.
- b. Provide resources for law enforcement activities.
- c. Assist in evacuation operations.
- d. Support RADEF operations.

6. Local/State Public Works and Highway Departments

Responsible for positioning traffic control devices (i.e. barricades, detour signs, etc.) per law enforcement instructions.

V. DIRECTION AND CONTROL

This section of the annex explains the overall emergency management considerations of various law enforcement agencies within Caddo Parish.

- 1. Local governments are responsible for coordinating law enforcement activities within their jurisdictions.
- 2. The Sheriff and/or Police Chief or his/her designated representative will

- serve as the law enforcement coordinator within the EOC.
3. Routine law enforcement activities will be conducted according to standard operating guidelines (SOGs) from usual locations when possible. The EOC law enforcement coordinator(s) will set priorities for resources and coordinate activities of the various forces. Primary and alternate operations sites for law enforcement agencies within Caddo Parish are on file at the EOC.
 4. Mutual-aid forces will function under the supervision of their supervisors. Coordination of their use will be directed by the chief law enforcement official at the EOC in the jurisdiction in which they are operating.
 5. Auxiliary, reserve and volunteer forces will work under the supervision of the chief law enforcement official in the jurisdiction to which they are sent or activated.
 6. Supporting military forces will work under the direct supervision of their superiors but will serve at the direction of the chief law enforcement official of the jurisdiction to which they are sent.

VI. CONTINUITY OF GOVERNMENT

1. Lines of succession to all key positions within the law enforcement chain of command will follow pertinent state and local laws and departmental standard operating guidelines (SOGs).
2. All law enforcement agencies will designate and be prepared to equip and staff alternate command posts. Copies of these alternate operations sites will be kept on file at the Emergency Operations Center (EOC).

VII. ADMINISTRATION AND LOGISTICS

This section of the law enforcement annex addresses management and administrative needs, general support requirements and the availability of services. Specific areas outlined here are addressed in more detail in state and local laws (i.e., the Louisiana Emergency Assistance and Disaster Act of 1993) and departmental standard operating guidelines (SOGs).

I. Administrative

Law enforcement agencies will develop procedures for the timely submission of required reports and records as prescribed in departmental standard operating guidelines (SOGs). Records are required to establish historical data and to substantiate reimbursement requests.

II. Emergency Authority

Emergency authority granted to law enforcement officials will be as prescribed in the Louisiana Emergency Assistance and Disaster Act of 1993 and local ordinances.

III. Communications

Law enforcement agencies will make maximum use of available communications resources. In addition to providing telephone communications

in the EOC, the need to augment existing radio communications with Radio Amateur Civil Emergency Service (RACES) groups and other communications organizations must be given high priority.

IV. Security

Law enforcement agencies will provide security for the EOC and all restricted areas. Individuals conducting Entry Controller (EC) duties for the EOC are permitted to allow entry based on personal recognition. If visitor(s) is not personally recognized, they will need to provide picture ID so the EC can check with authorized persons in the EOC who may subsequently “vouch” the visitor into the EOC if their authority to enter can be verified. Caddo OHSEP personnel will inform the EC who has vouching privileges.

Law enforcement agencies are responsible for developing and issuing badges and passes for restricted disaster areas as necessary. Experience has proven that there are cases where special passes are needed in a disaster area. If discretion and common sense are not used, a community can become paralyzed with over-enforcement, or disaster relief can be seriously hampered with under-enforcement. Only under extraordinary circumstances will passes be required after a disaster. The decision to require passes rests upon the executive branch of local government, and law enforcement agencies will be responsible for issuing passes upon the direction of the EOC. A sample, temporary pass, is shown in Appendix 3.

The following vehicles and their occupants are exempt from pass requirements: Marked utility company vehicles (power, phone, gas companies, etc.), military and government vehicles, marked city and parish vehicles (water, sewer, trucks, etc.), relief agencies (Red Cross, Salvation Army, etc.). Common sense dictates that many emergency passes are already in existence (press cards, medical personnel, etc.). These passes will be honored, unless a reasonable question arises as to their authenticity. If such questions should arise, the party should be routed to the nearest law enforcement agency and considered for a temporary pass. Also refer to traffic movement and control plan in Annex A – ESF-1 Transportation.

V. Media Relations

All press releases will be coordinated with EOC. Media access will be restricted, when deemed necessary. Press conference security will be ensured. Also, Reference Annex O – ESF #15 Emergency Public Information.

VI. Reports and Records

Increased readiness reports will be forwarded to the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) prior to the disaster. Initial disaster reports will be faxed to GOHSEP at the immediate onset of the disaster. Operational situation reports will be faxed to GOHSEP on a regular basis for the duration of the disaster.

VII. Resources

A complete listing of all resources available in the respective jurisdiction will be prepared by each law enforcement agency. This listing will be compiled in the EOC and used as the basis for allocating resources, determining security needs for key facilities, and establishing priorities. Also, reference Annex G - ESF #7 Resource Support.

VIII. Key Facilities

Key facilities are kept on file at the EOC. Security will be provided for key facilities during emergency situations.

IX. Training

Training programs will be developed, performed and supervised by law enforcement training officers.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

It is the responsibility of each law enforcement agency to insure its own operational capabilities. The sheriffs and police chiefs in Caddo Parish will coordinate the planning of all law enforcement operations related to emergency preparedness. The sheriff's offices and police departments for their respective jurisdiction will maintain standard operating guidelines (SOGs) for all law enforcement agencies. The sheriffs and police chiefs or their designees will be responsible for periodically reviewing, updating exercising, modifying, accepting, and approving the law enforcement annex.

IX. AUTHORITIES AND REFERENCES

A. LEGAL AUTHORITY

See Basic Plan.

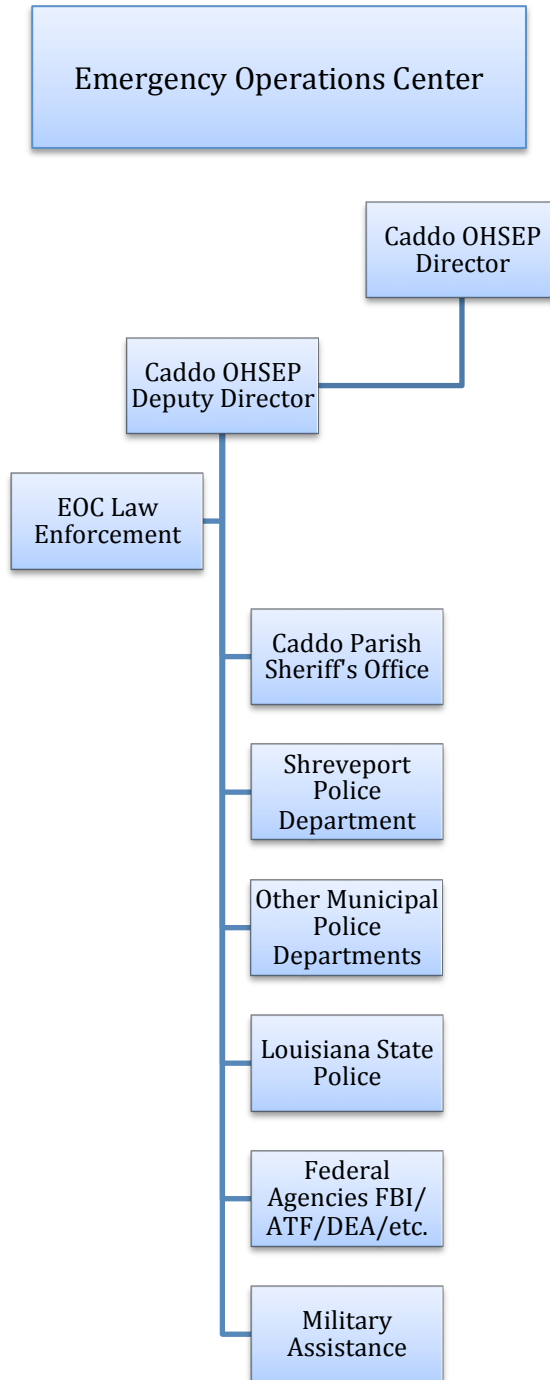
B. REFERENCES

1. Federal Emergency Management Agency. Disaster Operations. CPG 1-6. Washington: FEMA, 1981.
2. Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-8. Washington: FEMA, 1982.

X. APPENDICES TO ANNEX M

1. Law Enforcement Organizational Chart
2. Terrorism Plan
3. Temporary Pass Sample
4. Law Enforcement Agencies
5. Law Enforcement Resources
6. Civil Disturbances
7. Standard Operating Guidelines (SOGs)

Appendix 1 – Organizational Chart



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Appendix 2 – Terrorism Plan

The purpose of this annex is to provide a framework for the coordination of parish, local and outside resources in dealing with terrorist threats and incidents. Local government authorities will endeavor to control and minimize potential effects of such incidents on the public, while acquiring and preserving the information needed to bring the terrorist(s) to justice.

The response to these life-threatening incidents will be the responsibility of local law enforcement agencies. Considering the sensitive nature of the management of such incidents, specific response procedures will not be published in this appendix. Each agency listed in this annex will develop its own Standard Operating Guidelines (SOGs) and distribute this information to its own personnel. A copy should also be maintained in the Emergency Operations Center (EOC). The specific response is not a concern for the purposes of this appendix. The major emphasis of this appendix will be to provide local authorities and emergency planners with options to consider when dealing with terrorist threats and incidents, and focus on support that may be requested from multiple departments of local government under such conditions.

I. SITUATION AND ASSUMPTIONS

A. Situation

1. A terrorist incident is defined as: “A violent act, or an act dangerous to human life, in violation of the criminal laws of the United States, or of any State, to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.
2. Caddo Parish, including local municipalities, have high vulnerability targets for terrorists. The targets include symbolic structures such as government buildings, public works facilities, roads, bridges, drainage and flood control structures, utilities, industrial installations that have hazardous materials, transportation installations such as Shreveport Regional Airport, military targets such as Barksdale Air Force Base, and periodic gatherings of large numbers of people for various events.
3. The parish and local governments have a limited number of law enforcement and public safety personnel. It is not possible to guard all buildings, installations and crowds that might become terrorist targets.
4. Since a terrorist(s) can choose his targets and the time and method of his attacks, advance knowledge of such attacks is not going to be available on a regular basis. When such information is available, it will be disseminated through law enforcement channels, and it will be handled with care so that it remains secure.
5. A terrorist(s) will choose targets in order to satisfy his own motives and time schedules. A frequent motive for terrorist action is to attract the attention of news media by committing a crime that is outrageous, either by the target that is attacked, or by the number of deaths, injuries and

damages inflicted. The posture of the government must, therefore, be loose and flexible.

6. Terrorist Incident Program (TIP) management consists of two components, Crisis Management and Consequence Management. The Crisis Management Component (CRIMCO) will consist of all intelligence and law enforcement activities. The Chief Law Enforcement Officer of the affected jurisdiction (i.e., Sheriff for the parish and/or Police Chief for municipalities) is in charge of CRIMCO activities. The Consequence Management Component (COMCO) will consist of all search and rescue, firefighting, evacuation, shelter, medical and other associated activities. The Parish President and/or Mayor of the affected jurisdiction have authority for all COMCO activities, and may delegate the immediate response to the Director of the Office of Homeland Security and Emergency Preparedness. Such specialized activities as hazardous materials response may fall under either component as the situation dictates.

B. Assumptions

1. It may not be possible to get advanced information or intelligence about terrorist attacks, and any such information may be kept in law enforcement channels for security reasons.
2. If any intelligence information is given to the emergency preparedness community, it will probably only be released at the last possible moment, and the warning information may not be as specific or reliable.
3. The need for security for intelligence information may hinder attempts to preposition emergency response agencies or to give timely warning to people in the target area. This will result in a situation like that in a tornado, of little or no advanced warning, followed by sudden devastation. The potential for casualties in such a situation will be high.
4. When a terrorist incident, such as a bombing, takes place, the terrorist(s) may plant secondary explosive or other types of devices to go off when responders arrive at the scene, thus targeting the response people themselves. Responders will need to check the scene carefully for secondary devices.
5. NOTE: Response personnel should be alert to the possibility of secondary explosive devices at suspected terrorist incidents.
6. When a terrorist incident has taken place, there will be a need to rescue injured people, recover bodies, demolish unsafe structures and preserve the crime scene elements that will be needed to trace the terrorist(s) and/or construct a chain of evidence for the terrorist(s) trail. These needs may conflict. When they do conflict, the grounds of the conflict will be explained and referred to higher authority. In the case of a conflict among local and state or federal authorities, the conflict will be referred to the Governor.

II. CONCEPTS OF OPERATIONS

Terrorist incident preparations and emergency operations of local/parish

government will take place within the framework of the Four Phases of Emergency Management: Mitigation, Preparedness, Response and Recovery.

A. Mitigation (Prevention)

The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), the Louisiana State Police (LSP) and other concerned agencies will coordinate continuing educational programs for government, business and concerned citizens, to enhance awareness. The Caddo Parish Office of Homeland Security and Emergency Preparedness will encourage people in key positions to attend such programs as they are announced. Caddo OHSEP, along with local emergency services, will circulate awareness materials to key people, and conduct audits and inspections of possible target sites as requested, to heighten awareness.

B. Preparedness

1. This annex, its implementing procedures, and other related directives, papers and documents will be maintained, reviewed and updated as needed. All such papers will use the concept of Incident Command System (ICS) for responding to terrorist incidents.
2. Caddo OHSEP will initiate such memoranda of agreement as are needed to insure close cooperation with other concerned jurisdictions, organizations and parties.
3. Caddo OHSEP will insure that TIP materials and concepts are included in the regular emergency preparedness training and exercise schedule.
4. Caddo OHSEP will ensure that procedures exist to direct any advanced knowledge of terrorist incidents to law enforcement channels in order that actions may be taken to prevent the incidents and apprehend the terrorist(s). Such information will be safeguarded according to the instructions of the CRIMCO. Based on the type of terrorist threat affecting the Caddo area, CRIMCO will determine what TIP information can be released to Caddo OHSEP for the purposes of planning and mitigation. Once provided TIP information, Caddo OHSEP will convene and determine the need to implement appropriate Terrorist Threat Level measures according to the Homeland Security Advisory System.
5. Caddo OHSEP, through the Emergency Operations Center (EOC), will ensure that chains of communication are opened and kept open among local, parish and state law enforcement authorities to ensure that TIP information is handled expeditiously and securely.
6. In cases in which advanced TIP information is received by Law Enforcement authorities, efforts will be made to weigh the need for secrecy versus the need for public safety and preparedness. It is likely that only "general" threat information would be permitted released to the general public in the interest of both stemming unnecessary alarm and aiding authorities in capturing terrorists/criminal suspects.

C. Response

1. If advance warning is received and appropriate Terrorist Threat Levels are implemented, some response agencies may be able to pre-stage people and equipment, and reduce the overall response time and associated vulnerabilities.
2. All response activities will be conducted according to the Incident Command System (ICS).
3. When the potential or actual impact of the incident is great, or the threat is great, the Mayor and/or Parish President may declare a State-of-Emergency, and mobilize all local resources to deal with the threat. If the threat is too great to be handled by local resources, the State will be requested to support the TIP operations.
4. Caddo OHSEP will activate the Emergency Operations Center (EOC) to coordinate COMCO (search & rescue, firefighting, evacuation, shelter, medical and other associated activities). Law enforcement authorities will establish a Law Enforcement Operations Center (LEOC) at which all CRIMCO (intelligence and law enforcement) activities will be coordinated. The two centers may be located together. A city and/or parish government representative will be sent to the LEOC, and a law enforcement representative will be sent to the Emergency Operations Center (EOC), to ensure that operations are coordinated.

D. Recovery

Recovery as used in this appendix, will mean the return of all operations to normal. Recovery operations will be conducted in accordance with the provisions of the Caddo Emergency Operations Plan and the LA Disaster Recovery Manual.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Mayor and/or Parish President

1. Issue a local State-of-Emergency as appropriate, and request assistance from the State as needed. NOTE: This must be coordinated through Caddo OHSEP and forwarded to the GOHSEP pursuant to the LA Emergency Assistance and Disaster Act of 1993.
2. Direct preparedness (i.e., HSAS increased threat level implementation), response and recovery activities with EOC staff.

B. Law Enforcement

1. Control and coordinate all TIP law enforcement activities in their respective jurisdiction. Develop and maintain procedures to support this plan, including procedures for obtaining, processing and safeguarding TIP information. Provide Caddo OHSEP recommendations on release of TIP information to the general public and implementation of appropriate Terrorist Threat Levels (HSAS).
2. Maintain continuing TIP liaison with other law enforcement authorities

in the local jurisdiction and neighboring parishes, and with the Louisiana State Police (LSP). Maintain liaison with the Federal Bureau of Investigation (FBI) and other federal law enforcement authorities that have offices in the local jurisdiction.

3. When a suspected terrorist incident takes place, carry out all CRIMCO activities, such as securing of a perimeter around the site, and having the area searched for possible secondary explosive devices that might have been placed to target responders. If law enforcement personnel are first on the scene, proceed with lifesaving activities, including search and rescue, and evacuation. Coordinate activities with fire service, medical and other emergency service response agencies and personnel. If law enforcement personnel are trained and equipped for bomb disposal, deal with any unexploded devices and/or substance.
4. Prevent debris clearance until debris has been examined for possible evidence of a crime, except where debris clearance is immediately necessary for rescue operations. Establish an LEOC at the scene, and prepare for possible establishment of a Federal Joint Operations Center (JOC).
5. When a suspected terrorist incident takes place, call in the LSP and the FBI, and maintain contact with them in carrying out all CRIMCO activities.

C. Caddo Office of Homeland Security and Emergency Preparedness

1. Coordinate all COMCO activities that are not associated with the law enforcement aspects of the incident. Advise Caddo OHSEP on response and recovery efforts.
2. Activate the Emergency Operations Center (EOC) and establish communications link with the on-scene command post. Assist the Incident Commander with requests for resources and support personnel and/or agencies. Coordinate requests for assistance from neighboring jurisdictions and the State. Coordinate with state and federal COMCO responders as needed.
3. When advanced warning is provided, the EOC will coordinate all approved Terrorist Threat Level (HSAS) countermeasures with agencies/facilities affected.

D. Fire Services

Conduct search and rescue, fire suppression and other activities as needed. Check for the presence of hazardous materials and take appropriate measures. In cases in which fire personnel have explosives training and expertise, deal with any unexploded devices. In some cases, fire department apparatus may be needed for a specific kind of response. High pressure or high volume hoses may be appropriate; police response teams may request use of an aerial platform truck to achieve a vantage point. A pumper truck may be requested to be on stand-by at the scene for use as a rescue vehicle and/or shielding device for law enforcement personnel. The location for

staging the equipment will be directed by the Incident Commander.

E. Health and Medical Services

1. Emergency Medical Services (EMS) will be involved if any injuries are incurred. EMS personnel will conduct lifesaving operations as appropriate. They will insure that casualties of explosions and hazardous materials incidents are decontaminated as soon as possible. An EMS unit may be requested to stand-by in close proximity to the scene to facilitate rapid response. The location for staging will be directed by the Incident Commander.
2. Public health and other health authorities will check for chemical and biological contamination, and insure that proper precautions are taken to render contaminated areas harmless. Note: Assistance may be obtained from local and state Haz/Mat response teams, LA DEQ and BAFB Command Post.
3. Hospitals and emergency services will insure that people who have been exposed to chemical and/or biological agents are decontaminated prior to entering emergency rooms and health care facilities, unless the facility has methods to deal with such exposures.

F. Other Support

Law enforcement officials at the scene may require other support resources (such as National Guard assistance). These requests should be made through the Emergency Operations Center (EOC). Most state and federal resources cannot be utilized until local government has issued a State-of-Emergency, through the EOC.

IV. DIRECTION AND CONTROL

A. CRIMCO

All law enforcement and Crisis Management Component operations will be controlled and coordinated by local law enforcement.

B. COMCO

All normal emergency preparedness, response, recovery and COMCO activities will be controlled and coordinated in accordance with the Basic Plan, and Annex A - Emergency Operations Center.

V. CONTINUITY OF GOVERNMENT

See Basic Plan.

VI. ADMINISTRATION AND LOGISTICS

The LEOC is the control point for CRIMCO operations. It will be set up and staffed by the appropriate local law enforcement office. It may be absorbed by a Joint Operations Center (JIC) if one is set up by federal authorities.

1. The Caddo EOC is the control point for COMCO operations, as

described in the Basic Plan. It will continue to function as long as COMCO operations are conducted. The Caddo Emergency Operations Center (EOC) will be activated in conjunction with a terrorist/sniper/hostage incident. The appropriate law enforcement agency should contact Caddo OHSEP to activate the EOC at 675-2255 (24 Hours). The EOC will be able to coordinate support resources (including shelters for evacuated individuals) leaving field personnel free to concentrate on the emergency at hand.

2. An on-scene Command Post will be set-up for the Incident Commander. It will function as long as needed.
3. All necessary records and reports will be maintained on each incident, for both the CRIMCO and COMCO operations.

VII. PLAN DEVELOPMENT AND MAINTENANCE

1. The Caddo OHSEP Director, along with local law enforcement officials, is responsible for maintaining and updating this annex. Local law enforcement agencies will develop, coordinate and maintain Standard Operating Guidelines (SOGs) and mutual-aid agreements to support this annex.
2. Local law enforcement agencies are responsible for developing, coordinating and maintaining all CRIMCO procedures and mutual-aid agreements needed to support this annex.
3. Local law enforcement agencies will maintain more detailed standard operating guidelines (SOGs) for response to terrorist/sniper/hostage incidents than are included in this appendix. Law enforcement SOGs should use a format that will make it easy to find the information and guidance needed. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. Response plans should be kept simple, remembering that immediate concerns are the initial response steps and those elements that should not be overlooked during the response.

VIII. AUTHORITIES AND REFERENCES

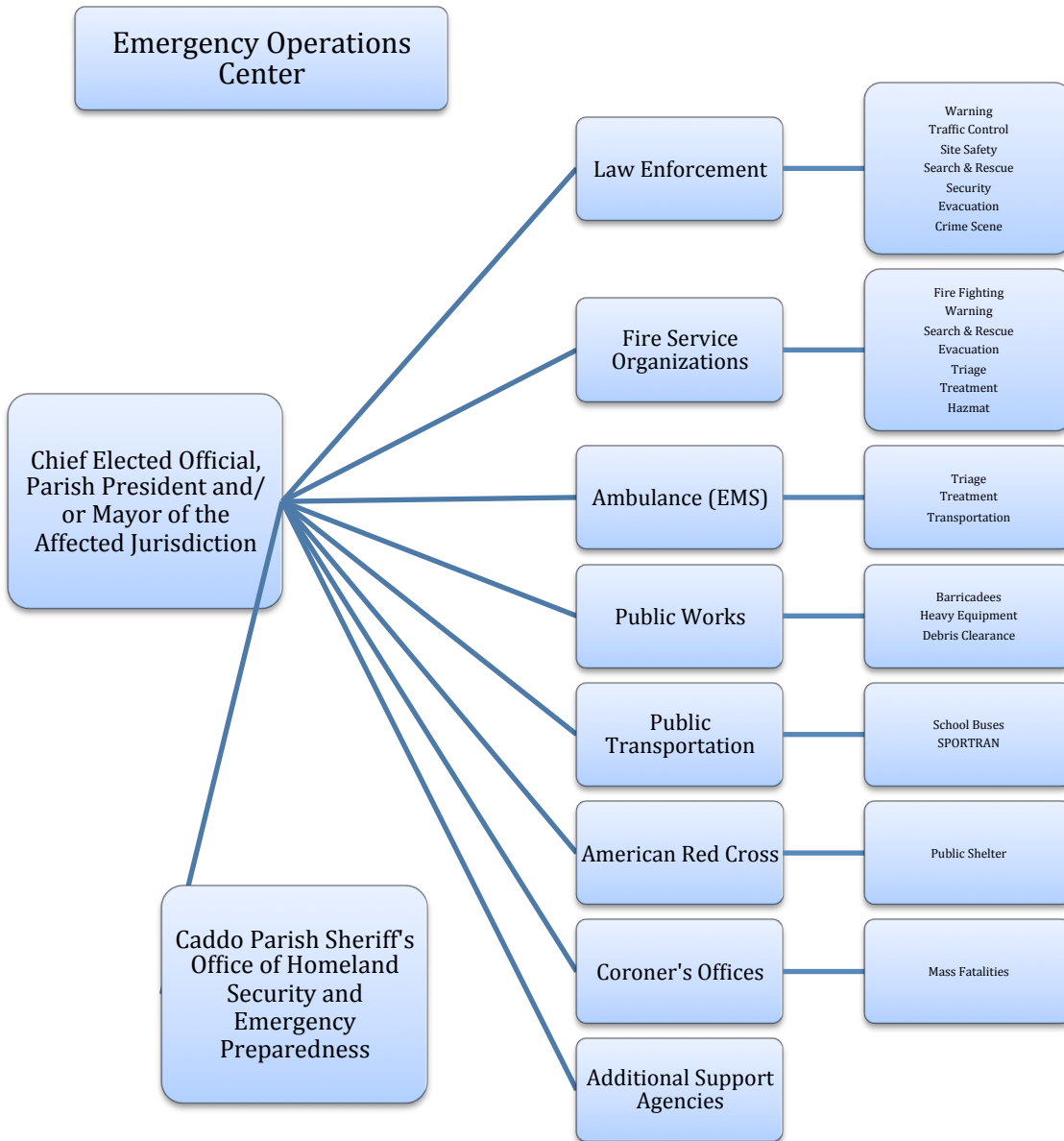
1. The Louisiana Emergency Assistance and Disaster Act of 1993, as amended.
2. The Louisiana Emergency Operations Plan.
3. The Louisiana Disaster Recovery Manual.
4. The Federal Response Plan, Terrorist Incident Annex.
5. The Caddo Emergency Operations Plan, Basic Plan.

IX. ATTACHMENTS TO APPENDIX 3

1. CRIMCO Organizational Chart
2. COMCO Organizational Chart
3. Homeland Security Advisory System (HSAS)
4. Threat Countermeasures

5. Threat Level Matrix
6. Federal & State Assistance
7. Abbreviations/Definitions

Appendix 2 – Attachment 2 – Consequence Management Component (COMCO) Organizational Chart



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Appendix 2 – Attachment 3 – Homeland Security Advisory System (HSAS)

I. **GENERAL**

The Homeland Security Advisory System (HSAS) describes a progressive level of protective postures that are structured to reduce vulnerabilities to terrorist acts. Local planners develop specific procedures that may be implemented in response to progressive terrorist threats/actions. HSAS declarations will normally flow from federal authorities (i.e., U.S. Department of Homeland Security) based on a variety of intelligence sources. Once informed of a local threat and an alert level declaration, local authorities will determine what specific measures (see Threat Level Matrix) will be implemented in order to protect its citizens.

II. **HSAS DEFINED**

A. **Green – Low Risk**

This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies will consider the following protective measures: Refine and exercise prearranged protective measures; Ensure personnel receive proper training on the Homeland Security Advisory System and specific prearranged department or agency protective measures; and Institute a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

B. **Blue – General Risk**

This condition is declared when there is a general risk of terrorist attacks. In addition to the measures taken in the previous threat condition, federal departments and agencies will consider the following protective measures: Check communications with designated emergency response or command locations; Review and update emergency response procedures; and Provide the public with any information that would strengthen its ability to act appropriately.

C. **Yellow – Elevated Risk**

An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the measures taken in the previous threat conditions, federal departments and agencies will consider the following protective measures: Increase surveillance of critical locations; Coordinate emergency plans with nearby jurisdictions as appropriate; Assess whether the precise characteristics of the threat require the further refinement of prearranged protective measures; and Implement, as appropriate, contingency and emergency response plans.

D. **Orange – High Black**

A High Condition is declared when there is a high risk of terrorist attacks. In addition to the measures taken in the previous threat conditions, federal departments and agencies will consider the following protective measures: Coordinate necessary security efforts with federal, state, and local law enforcement agencies, National Guard or other security and armed forces; Take additional precautions at public events, possibly considering alternative venues or even cancellation; Prepare to execute contingency procedures, such as moving to an alternate site or dispersing the workforce; and Restrict access to a threatened facility to essential personnel only.

E. Red – Severe Risk

A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the protective measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the protective measures in the previous threat conditions, federal departments and agencies also will consider the following general measures: Increase or redirect personnel to address critical emergency needs; Assign emergency response personnel and pre-position and mobilize specially trained teams or resources; Monitor, redirect, or constrain transportation systems; and Close public and government facilities not critical for continuity of essential operations, especially public safety.

III. HSAS ILLUSTRATION



Appendix 2 – Attachment 4 – Threat Countermeasures

I. GENERAL

Terrorism (actual or perceived) can cause a number of concerns for local planners/authorities. The purpose of these suggested countermeasures is to provide local authorities a platform in which to discuss and determine appropriate measures to implement based on the threat, associated risks, and impact on the local community. These suggested countermeasures are not to be considered inclusive, but should be used as a tool to stimulate thought and progressive reaction to credible threats. Many of the suggested measures under the HSAS will most likely cause a severe impact on local commerce and citizen's access to critical facilities. But it is important for local planners to understand increased threat levels are normally implemented for only short periods of time, whereas guarded or elevated levels could be implemented for extended periods of time without causing undo hardships. The key is for local planners/authorities to weigh and decide the associated risks against the impact on the local community. Countermeasures implemented should be based on all information, liaison with state and federal authorities, as tempered by best judgment and knowledge of the local situation.

II. THREAT LEVEL BLUE - GUARDED

A. Threat Awareness

1. Verify source of threat information and local threat. Review the Emergency Operations Plan (EOP), Annex T, to ensure local authorities understand the Terrorist Incident Program (TIP) and how the Crisis Management Component (CRIMCO) and the Consequence Management Component (COMCO) mitigate the threat/event.
2. Local Law Enforcement agencies will coordinate with state/federal authorities and determine what information, if anything, is releasable and advise Caddo OHSEP. Terrorist threat information is often classified and requires special handling (i.e., limited access) in order to help authorities identify and capture criminal suspects before they can do harm. Depending upon the type of threat and associated risks, law enforcement agencies may determine the release of limited information (i.e., general and non-specific) is in the best interest of public safety.
3. Determine local law enforcement issues/concerns based on the threat. Discuss local countermeasures and implement.
4. Review higher advisory levels and determine if additional countermeasures should be considered/implemented.

B. Events/Entertainment

1. Determine what major events (involving large numbers of people) are scheduled in the local area. Discuss concerns and determine

if existing safety/security standards (e.g., event security guards, identity checks, lighting, traffic control, etc.) require enhancement.

2. Obtain a 24-hour contact point for any major event. Ensure police department and EOC are advised who to contact in case of increased threat/emergency.

C. Transportation/Traffic Control

1. Discuss equipment (e.g., barriers, barricades, signs, etc.) and personnel needs for implementing a barrier plan that will prevent vehicle traffic/parking next to critical facilities. Develop plan for identifying such resources and locations considered “critical” and at risk based on the threat.
2. Ensure all major transportation facilities (e.g., air, rail, bus, port, etc.) are notified of security issues/concerns.

D. Critical Facility Access/Control

1. Identify which facilities in Caddo Parish are considered at risk based on the threat. Discuss countermeasures.
2. For each critical facility identified, advise facility manager/custodian to accomplish random external checks of their facilities and parking lots. Have them report anything out of the ordinary (e.g., abandoned vehicles, unattended packages, loitering personnel, etc.) to the police department.
3. Advise critical facility managers to have all deliveries verified outside their facility. A knowledgeable employee should verify the delivery is expected and that it comes from an authorized source. If in doubt, the employee should conduct a “call-back” verification to the source (e.g., vendor, company, etc.). Employees should be instructed not to use numbers provided by the person making the delivery, instead, pre-designated numbers should be ready available for proper verification if needed.
4. Have critical facility managers verify status of their physical security safeguards (e.g., lighting, locks, fencing, gates, camera systems, etc.) and have repairs accomplished accordingly.

E. High Risk Personnel

1. Determine if there are any visiting dignitaries and/or Very Important People (VIPs). Have the police department coordinate with the dignitary’s/VIP’s Personal Security Officer (PSO) or other appropriate contact. Ensure they are aware of the local threat and obtain/provide emergency contact numbers.
2. Determine if the threat affects local elected officials/dignitaries. If considered at risk, make sure they are aware of local threat and obtain/provide emergency contact numbers.
3. Advise dignitaries/VIPs alter the planned itineraries; limit access

- to their itineraries to a minimum number of trusted sources.
4. Advise dignitaries/VIPs to vary routes and times of travel ensuring they don't establish predictable patterns.
 5. Advise dignitaries/VIPs to keep their vehicle(s) in a secured (e.g., observed, controlled, etc.) location.

III. THREAT LEVEL YELLOW – ELEVATED

A. Threat Awareness

1. Instruct the Public Information Officer (PIO) to activate a public rumor control phone line for community access. The balance between releasing too little and too much information must be considered.
2. Too little information may be ineffective. Too much information may cause unnecessary panic and generate pandemonium and fear, a principal terrorist objective.
3. Place “key” city/parish department heads (e.g., PIO, Engineering, Public Works, City/Parish Attorney, etc.) on standby status as necessary.
4. Promote and emphasize public use of local “tip line” numbers to report suspicious activities. Properly structured “tip line” promotions can multiply the number of eyes and ears out on the street exponentially. But too much information can cause unnecessary panic/alarm.
5. Verify/validate Threat Level Yellow – Elevated measures and modify accordingly. Review higher threat levels to determine if additional measures are needed.

B. Events/Entertainment

1. Review event-specific disaster and evacuation maps/plans. Determine if any additional resources are needed for emergency preparedness.
2. Schedule a meeting with major event organizers. Determine adequacy of safety/security measures. Appoint a police liaison Point of Contact (POC) for each event in order to coordinate issues/concerns.
3. Verify major event POC primary/alternate communications. Police and EOC personnel must be able to contact event POC 24-hours a day in case of emergency notification.

C. Transportation/Traffic Control

1. Once barrier plan has been established, consider prepositioning barrier, signs, lights, etc., near facilities/routes to be blocked. This will aid in quick transition should Threat Level Orange – High or Red - Severe be implemented.

2. Schedule a meeting with major transportation center managers/security directors. Determine adequacy of safety/security measures. Appoint a police liaison Point of Contact (POC) for each major transportation center in order to coordinate issues/concerns.
3. Consider implementing random police traffic checkpoints. Varying locations and times present potential terrorists with a major hurdle in planning an attack: a level of unpredictability in security procedures.
4. Instruct all emergency responders to secure their vehicles when not under their direct control. Reduce the opportunities potential terrorists might gain from obtaining an emergency response vehicle and using it to gain access to sensitive/restricted areas.

D. Critical Facility Access/Control

1. Have police conduct periodic facility checks for those facilities determined at risk. Conduct these checks during normal business hours and especially after business hours.
2. For each critical facility identified, advise facility manager/custodian to accomplish external checks of their facilities and parking lots at least once per three-hour interval. Have them report anything out of the ordinary (e.g., abandoned vehicles, unattended packages, loitering personnel, etc.) to the police department.
3. Establish specific block periods (e.g., 9:00 am until 11:00 am, 1:00 pm until 3:00 pm, etc.) in which vendors/contractors are permitted to conduct deliveries at critical facilities. During these periods ensure facility employees are in a position to verify and secure all deliveries. Any attempt to conduct deliveries after established block times should raise suspicions and require close scrutiny and possible police involvement.
4. Advise critical facility manager/custodian to have their emergency generators checked to ensure they are operational and they have plenty of reserve fuel.
5. Advise critical facility manager/custodian to limit access points to single monitored entry. Authorized employees may enter/exit other points as long as the door is secured behind them. Monitoring may be conducted by the physical presence of an employee or by utilizing an existing camera surveillance system. Ensure they secure all unmonitored openings.
6. Have all visitors verified with the office/section to be visited prior to permitting entry/access. General public access must be restricted and “in- house” verification or escorting is essential in enhancing facility security.
7. Initiate searches of all visitor hand carried items being introduced into critical facilities (i.e., something like what is accomplished

at the airport or courthouse daily). It is important to have trained people conducting such searches who know how to identify weapons or explosives. Consider the use of portable “transfriskers” (metal detectors) for search of personnel if appropriate.

E. High Risk Personnel

1. After close coordination with visiting VIP’s PSO, determine if additional protective services are needed.
2. Provide periodic police checks, both work and home, for local officials determined to be at risk.
3. Change time and location of staff meetings.
4. Have reserved parking signs/spots removed or covered so as not to attract attention.
5. Change-out personal/official vehicle(s) with less recognizable transport.

IV. THREAT LEVEL ORANGE - HIGH

A. Threat Awareness

1. Place Emergency Operations Center (EOC) and Law Enforcement Operations Center (LEOC) operations on stand-by status.
2. Consider activating a Joint Information Center (JIC). Depending on the circumstances it may be prudent to provide “structured” news releases to the media at scheduled periods.
3. Consider advising City/Parish employees to increase their threat awareness (e.g., what to be looking for, who/how to report their suspicions to, etc.). Solicit the assistance of private, as well as city/parish transportation/utility drivers (e.g., cab/bus drivers, water/gas/electric drivers, garbage truck drivers, etc.) to aid in identifying suspicious activity.
4. Verify/validate Threat Level Guarded and Elevated measures and modify accordingly. Review Threat Level Severe to determine if additional measures are needed.

B. Events/Entertainment

1. Consider reducing the hours of the major event(s) and/or altering the announced event schedule. Depending upon the type of event and number of visitors expected, this may provoke media attention and public complaints. But once again, depending upon the type of threat and associated risks, altering the event schedule might be the right step in reducing associated vulnerabilities and causing terrorists to reconsider their plan of attack.
2. Assign major event(s) coordinator to the EOC to assist in emergency actions (e.g., evacuation planning, rapid reaction to issues/questions, etc.).

3. Verify major event Point of Contact (POC) has implemented critical facility access/control countermeasures. Numerous measures under this category will aid in control, identification and isolation associated vulnerabilities. It is imperative all major event POC's are in the notification matrix as countermeasures are implemented/updated.

C. Transportation/Traffic Control

1. Implement barrier plan for facilities considered at risk. The purpose of a barrier plan is to control/divert vehicle traffic away from critical facilities to reduce associated bombing vulnerabilities. Planners should consider grouping critical facilities into "enclaves" in order to aid in controlling areas rather than specific buildings. This is especially important when attempting to prioritize limited resources (e.g., cement barriers, signs, lights, etc.). Traffic engineering and police input is crucial for this measure. Ensure the PIO advises the media of new traffic patterns and of potential traffic bottlenecks.
2. If not already accomplished by implementing a barrier plan, have all vehicles & objects (e.g., dumpsters, garbage cans, vending machines, etc.) moved away from critical facilities. Consider centralized parking and providing shuttle service to critical facilities/major events. The key concept is to reduce bombing opportunities near critical facilities/major events.
3. Increase police patrols/contact with major transportation facilities.
4. Implement identity checks on public/private conveyances (e.g., airlines, buses, cabs, etc.). Ensure employees are trained how to identify alter/forged ID's and who to report their suspicions to.
5. Limit public parking access within enclosed garages. Multi-level public garages are extremely vulnerable to potential car bombers. If closing-off this type of parking garage is considered too much of an impact (versus the risk), consider establishing random vehicle screening/searches (e.g., private security agency, explosive detector dogs, etc.).
6. Consider the advantages of implementing a limited public curfew. Depending on the type of threat, this might be a necessary step in reducing potential terrorist targeting and providing police forces more flexibility in their countermeasures/investigation.

D. Critical Facility Access/Control

1. Limit at risk facility hours. If it is determined the critical facility(s) must remain open, reducing operational hours may at least reduce associated vulnerabilities.
2. Enforce/implement special badging/ID for critical facilities/departments. ID badges vary in equipment technology, tamper sophistication and associated costs. Depending on the

type of threat, time and costs, ID checks could be something as simple as having employees verify driver's licenses to issuing a special type of controlled facility/department badge. No matter what method is chosen, employees must be trained on checking ID's (e.g., how to detect an altered/forged ID card, what actions to take if they suspect an altered/forged ID, etc.) and be consistent in their application of these checks.

3. Coordinate the use of Explosive Detector Dog (EDD) support for selected critical facilities/parking lots. EDD resources will be limited so it will be important to establish priorities. It is imperative to involve police K-9 division experts in the planning process. EDD's have restrictions on where, how and when they can be used and experienced handlers can help planners use them where they will be most effective.
4. Have all deliveries and mail being introduced into critical facilities scanned for explosives. This can be accomplished by having trained employees conducting inspection of everything being introduced into the facility and recognizing/reporting suspicious packages (e.g., no return or unusual address, unusual shape/weight, oil residue, etc.). Depending upon available resources, this could also include the use of EDD's, X-ray machines, Ionscans, metal detectors, etc.
5. Advise all critical facility managers to secure and regularly inspect all buildings, rooms and storage areas not in regular use. Continue to limit facility access points to single monitored entry.
6. Require all visitors be physically escorted while in/around facility. Log all visitors on a central register and provide a visitor badge as appropriate. Ensure all visitor badges are turned in and accounted for upon departure. Continue to verify all visitors with office/section to be visited prior to allowing entry.
7. Initiate searches of all hand carried items being introduced into critical facilities. Do not limit searches to visitors only; this procedure should be implemented for all who enter the facility in order to counter potential "insider threats".

E. High Risk Personnel

1. Request cancellation of dignitary/VIP visit if feasible. If the visit cannot be cancelled, close coordination with the dignitary/VIP Personal Security Officer (PSO) is essential.
2. If not already accomplished, assign an armed PSO for local/visiting dignitary considered at risk. Provide body armor if appropriate.
3. Limit public appearances. Dignitaries must be informed their safety is inherently at risk at such an elevated threat level. If they must move about on official business, they should do so discretely, unannounced or otherwise publicized, and on an

extremely limited basis. Police resources will e already stretched to their maximum capacity and must be considered when permitting dignitary/VIP travel.

4. If the dignitary/VIP must travel, attempt to secure their route of travel. Consider securing alternate routes of travel as well. If there are insufficient resources available to physically secure the route (e.g., posting of police officers, security guards, other employees), sanitize the route by conducting route sweeps (e.g., use of EDD's), patrolling, use of close circuit television {CCTV}, etc.).
5. Use EDD's to conduct sweeps of dignitary/VIP vehicles. If unavailable, designate a trained person to conduct such a vehicle inspection. Once the vehicle has been sanitized, ensure it is physically monitored. If there are any interruptions in monitoring, a new search must be conducted.
6. 6. Screen/search all dignitary/VIP mail/deliveries.

V. THREAT LEVEL RED - SEVERE

A. Threat Awareness

1. Activate the Emergency Alert System (EAS) as appropriate to warn general public to stay clear of the immediate threat area, as needed.
2. Activate First Call Telephone Warning System to aid in the immediate evacuation of targeted facility/location, as needed.
3. Coordinate public warning and information with local news media outlets.

B. Events/Entertainment

1. Cancel major event(s).

C. Transportation/Traffic Control

1. Provide law enforcement for selected locations affected by the barrier plan. Under Threat Level Severe, the threat is imminent or is actually occurring in the local area.
2. Cancel all public transportation until lower Threat Level is implemented.
3. Terminate parking in enclosed garages or ones adjacent to critical facilities. Multi-level public garages are extremely vulnerable to potential car bombers.
4. Have all citizens remain indoors until lower Threat Level is implemented. Though it is impractical think it possible to get the word to everyone to stay indoors and to stay clear of high-threat areas, reducing the number of innocent bystanders will aid police forces in reacting to specific threats and reduce potential civilian casualties.

D. Critical Facility Access/Control

1. Close at risk facilities.
2. If facility/department must remain open, use authenticated authorization listings to verify against ID for entry control. Critical facility managers must determine who must have access to facility/department during such extreme circumstances and have their names (and other identifying information) alphabetically listed to facilitate controlled entry. Employees should use this document in conjunction with the requester's ID card to verify authority to enter.
3. If all personnel have not been instructed to stay indoors, instruct all critical facility managers/custodians to conduct external facility checks at least once per hour.
4. Do not accept any deliveries/mail until the Threat Level is reduced; the risk is too high.
5. Terminate all visitation and general public access until lower Threat Level is reduced. Even if increased measures have been announced, there will still be some persons who have not gotten the word. Facility managers must be instructed to lock their doors and post signs indicating they are closed.
6. Do not allow any visitor to bring hand carried items into the facility.

E. High Risk Personnel

1. Terminate all traveling of visiting dignitary/VIPs until Threat Level is reduced.
2. Terminate all traveling of local public officials/VIPs. Have them remain in a protective location until the Threat Level is reduced.
3. Cancel all public appearances.

Appendix 2 – Attachment 5 – Threat Level Matrix

Table 1: Threat Awareness

BLUE – GUARDED	YELLOW – ELEVATED	ORANGE – HIGH	RED – SEVERE
Determine CRIMCO and COMCO requirements	PIO may activate a public rumor control phone line	Stand-by 24-hour EOC & LEOC operations	Activate 24-hour EOC and LEOC operations
Law Enforcement agencies will determine “releasable” information and advise Caddo OHSEP	Place “key” city/parish department heads on standby status as necessary	Stand-by Joint Information Center (JIC)	Activate the EAS to warn general public to stay clear of immediate threat area until lower threat Level is established
Determine local Law Enforcement issues/concerns based on threat; discuss local countermeasures	Encourage public use of local “tip line” numbers to report suspicious activities	Increase threat awareness and reporting through local sources	Activate “First Call” to aid in the immediate evacuation of any targeted facility/location, as needed
Review higher Threat Levels	Verify lower threat measures and modify accordingly; review higher Threat Levels	Verify lower Threat Level measures and modify accordingly; review higher Threat Levels	Coordinate public information with local news media

Table 2: Events/ Entertainment

BLUE – GUARDED	YELLOW – ELEVATED	ORANGE – HIGH	RED – SEVERE
Determine on-going major events and discuss countermeasures	Review event-specific disaster and evacuation maps/plans	Reduce event hours; alter announced schedule	Cancel event
Obtain 24 hr contact point for any major event	Schedule meeting with major event organizers; appoint a police liaison POC for each event	Assign major event coordinator to the EOC	

Verify communication with event POC	Verify major event POC has implemented critical facility access/control countermeasures
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Table 3: Transportation/Traffic Control

BLUE - GUARDED	YELLOW - ELEVATED	ORANGE - HIGH	RED - SEVERE
Review/discuss barrier plan for reducing vulnerabilities for selected critical facilities	Preposition barriers near facilities/routes to be blocked	Implement barrier plan for facilities considered at risk; ensure PIO advises media of impact on traffic flow	Provide police enforcement for selected locations affected by barrier plan
Ensure all major transportation facilities are notified of security issues/concerns	Schedule a meeting with major transportation center mngrs/sec dir; appoint police liaison POC	Move cars & objects away from facilities considered at risk; consider centralized parking	Cancel all public transportation until lower Threat Level is implemented
	Consider implementing random police traffic checkpoints	Increase police patrols/contact with major transportation facilities	Terminate parking in all enclosed garages and adjacent to critical facilities
	All emergency responder vehicles will be secured when not under the direct control of the operator	Implement ID checks on public/private conveyance	Have all citizens remain indoors until lower Threat Level is implemented
		Limit public parking access in enclosed garages; conduct random vehicle searches Consider limited public curfew	

Table 4: Critical Facility Access/Control

BLUE - GUARDED	YELLOW- ELEVATED	ORANGE - HIGH	RED - SEVERE
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Identify which facilities are considered at risk	Have police conduct periodic facility checks (business and non-business hours)	Limit at risk facility hours	Close at risk facilities
Advise facility mngr/custodian to conduct random external facility checks	Advise facility mngr/custodian to conduct external facility checks at least once per three-three hour interval	Enforce special badging/ID for critical facilities/departments	Use authenticated authorization listing to verify against ID for entry control
Have all deliveries verified outside facility	Require all deliveries to be delivered at specific block times	Coordinate explosive detector dog support for selected critical facilities/parking lots	Advise building mngr/custodian to conduct external facility checks at least once per hour
Verify status of physical security aids; repair vulnerabilities immediately	Ensure critical facility emergency generators are operational and have plenty of fuel	Have all deliveries and mail scanned for explosives	Do not accept any deliveries/mail until Threat Level is reduced
	Advise "at risk facility" mngr/custodian to limit access points to single monitored entry; secure all unmonitored openings	Secure & regularly inspect all bldgs., rooms and storage areas not in regular use	Terminate all visitation and general public access until Threat Level is reduced
	Verify all visitors with office/section to be visited before permitting entry/access	Require all visitors to be physically escorted in/around critical facilities	Do not allow visitors to bring hand carried items into facility
	Initiate searches of all visitor hand carried items being introduced into critical facility	Initiate searches of ALL hand carried items being introduced into facility	

Table 5: High Risk Personnel

BLUE – GUARDED	YELLOW – ELEVATED	ORANGE – HIGH	RED – SEVERE
Determine if there are any visiting dignitaries/VIPs; coordinate with their personal security officer	Determine if additional protective services are needed	Request cancellation of dignitary/VIP visit	Terminate all traveling of visiting dignitary/VIPs until Threat Level is reduced
Determine if threat affects local officials	Provide periodic police checks at work and residence	Assign an armed PSO for 24 hr protection as warranted; provide body armor	Terminate all traveling; remain in protective custody until Threat Level is reduced
Alter planned itineraries; limit access to itineraries to minimal number of trusted sources	Change time of location of staff meetings	Limit public appearances	Cancel public appearances
Vary routes and times of travel	Remove reserved parking signs/spots	Secure/sanitize dignitary/VIP travel route	
Keep dignitary/VIP transport in secured location	Change out of personal/official vehicle(s) with less recognizable transport	Have all dignitary/VIP transport swept/sanitized for explosives Screen/search all mail/deliveries for dignitary/VIP	

Appendix 2 – Attachment 6 – Federal and State Assistance

I. FEDERAL ASSISTANCE

- a. Emergency/Releases/Threats/Chem-Biological Hotline**
1-800-424-8802
- b. Non-Emergency/Planning/Info/Chem-Biological Helpline**
1-800-368-6499
- c. Federal Bureau of Investigation**
Shreveport Office: 221-8439
New Orleans Office: 1-504-522-4671
- d. Federal Bureau of Alcohol, Tobacco & Firearms**
Shreveport Office: 676-3301
- e. Barksdale Air Force Base**
2ND Bomb Wing Command Post: 456-2151

II. STATE ASSISTANCE

- a. Governor’s Office of Homeland Security and Emergency Preparedness**
1-225-925-7500
- b. Louisiana Office of Public Health (NW Region VII)**
Shreveport Office: 676-7470
- c. Louisiana Department of Environmental Quality**
Shreveport Office: 676-7476
Baton Rouge: 1-225-219-3640
- d. Louisiana Office of State Police**
Troop G – Bossier City: 741-7411
- e. National Guard**
Contact Caddo OHSEP at 675-2255 (24 Hours)

Appendix 2 – Attachment 7 – Abbreviations/Definitions

ATF	Federal Bureau of Alcohol, Tobacco and Firearms.
CRIMCO	The Crisis Management Component is comprised of intelligence and law enforcement community to support and address crime issues and support the on-scene response organizations. A LEOC will be established for CRIMCO.
COMCO	The Consequence Management Component is comprised of the Incident Command Staff and response personnel on scene.
Critical Facility	Key infrastructure (public and private) which if damaged could impact the delivery of vital services to the public or disrupt government operations.
EOC	Emergency Operations Center. See Annex A to the Basic Plan – Direction and Control. The EOC is the key to successful response and recovery operations. With decision-makers located together, personnel and other resources can be used more efficiently. Coordination of activities will ensure that all tasks are accomplished with little or no duplication of effort.
FBI	Federal Bureau of Investigation – A division of the U.S. Dept. of Justice charged with investigating all violations of federal law except those specifically assigned to other federal agencies. The FBI investigates terrorism, espionage, sabotage, kidnapping, bank robbery, civil-rights violations, and fraud against the government, and conducts security clearances.
JOC	Joint Operation Center is established by federal authorities and may absorb the LEOC.
LEOC	Louisiana Office of Homeland Security and Emergency Preparedness.
LSP	Louisiana State Police
POC	Point of Contact
PSO	Personal Security Officer. A law enforcement officer or military specialist with specialized training in the protection of VIPs or otherwise high-risk targets. Often assigned for VIP protection and coordination of VIP's security requirements.
TIP	The Terrorist Incident Program designed to mitigate, prepare, respond and recover from a terrorist incident.

Appendix 3 – Temporary Pass (Available at Caddo Parish OHSEP)

ID TAG		
DATE _____	TIME-IN _____	TIME-OUT _____
NAME _____		
RESIDENCE _____		
MISSION _____		
LIMITATIONS _____		
# _____		
RESIDENT		
# _____		
PRESS		
# _____		
RESCUE		
# _____		
OFFICIAL		

Appendix 4 – Local Law Enforcement Agencies

I. MUNICIPAL POLICE DEPARTMENTS

A. Blanchard Police Dept.

314 Alexander Avenue
Blanchard, LA 71009
929-3700

B. Greenwood Police Dept.

9395 Greenwood Drive
Greenwood, LA 71033
938-5554

C. Mooringsport Police Dept.

P.O. Box 9
Mooringsport, LA 71061
996-7661

D. Oil City Police Dept.

202 Allen Street
Oil City, LA 71061
995-6681

E. Shreveport Police Dept.

1234 Texas Avenue
Shreveport, LA 71101
673-7300

F. Vivian Police Dept.

121 North Pine
Vivian, LA 71082
(318) 375-2914

II. PARISH SHERIFF'S OFFICE

Caddo Sheriff's Office

501 Texas Avenue
Shreveport, LA 71101
675-2170

III. STATE POLICE

LOUISIANA STATE POLICE TROOP "G" BOSSIER CITY

5300 Industrial Drive
Bossier City, LA 71112
741-7411

IV. NATIONAL GUARD

NOTE: All requests for National Guard assistance must go through the Caddo Emergency Operations Center (EOC) at 675-2255 (24 hours).

A. 1/156 ARMOR HEADQUARTERS FORT HUMBURG

400 E. Stoner Avenue
Shreveport, LA 71101
676-7613

B. 165TH TRANSPORTATION BATTALION

4527 Military Drive
Bossier City, LA 71111
741-7468

V. FEDERAL AGENCIES

A. Alcohol, Tobacco & Firearms (ATF)

401 Edwards Street
Shreveport, LA 71101
676-3301

B. Barksdale Air Force Base (BAFB)

BAFB, LA 71110
Base Operator: 456-2252
Public Affairs: 456-3065

C. Drug Enforcement Agency (DEA)

401 Edwards Street
Shreveport, LA 71101
676-4080

D. Federal Bureau Of Investigation (FBI)

401 Edwards Street
Shreveport, LA 71101
221-8439

E. U.S. Marshall's Office

300 Fannin Street
Shreveport, LA 71101
676-4200

Appendix 5 – Law Enforcement Resources

Critical Data Forms (CDF) and Critical Facility Forms (CFF) are kept on file and computer database at the Caddo Emergency Operations Center (EOC). These forms contain listings for all available key governmental and private sector resources in Caddo Parish. The forms also list mutual-aid assistance available from surrounding parishes/counties and state and federal agencies as well. Information from the resource lists may be obtained by contacting Caddo OHSEP at 675-2255 (24 hours).

I. PARISH PUBLIC SAFETY RESOURCES:

1. Attachment 1: Sheriff Department Facilities: on file in EOC
2. Attachment 2: Sheriff Department Personnel: on file in EOC
3. Attachment 3: Sheriff Department Equipment: on file in EOC
4. Attachment 4: Sheriff Department Auxiliary List: on file in EOC

II. MUNICIPAL PUBLIC SAFETY RESOURCES: (LIST BY CITY AND TOWN)

1. Attachment 1: Police Department Facilities: on file in EOC
2. Attachment 2: Police Department Personnel: on file in EOC
3. Attachment 3: Police Department Equipment: on file in EOC
4. Attachment 4: Police Department Auxiliary List: on file in EOC

III. PRIVATE SECURITY ORGANIZATIONS: (LIST BY ORGANIZATION)

1. Attachment 1: Facilities: on file in EOC
2. Attachment 2: Personnel: on file in EOC
3. Attachment 3: Equipment: on file in EOC

Appendix 6 – Civil Disturbances

I. GENERAL

Whether threatened or actual, law enforcement agencies must respond to reports of civil disturbance. For purposes of emergency planning, a civil disturbance involves a crowd (group of people beyond the immediate control of normal police response to a fight call). The crowd may be organized, as in a strike or demonstration situation; or uncontrolled, as in a mob or riot situation.

II. RESPONSE PROCEDURES

Response to civil disturbances is the responsibility of law enforcement agencies. Support may be needed for other governmental units such as the fire department (disbursing people with streams of water), the public works department (barricades and other support), and emergency medical services (for treatment and transportation of injured officers and/or citizens). Mass transportation support may be needed to take arrested demonstrators to an incarceration site. Other local resources may also be needed, depending on how the incident is managed.

If the situation is beyond the management capability of local law enforcement, support should be requested from law enforcement agencies in surrounding jurisdictions. If those resources are still not enough, it may be necessary to request assistance from state government—State Police and/or National Guard.

Response procedures will depend on the particular circumstances of each incident; however, the following initial response actions should be performed:

1. Dispatch law enforcement unit to assess situation. (It might be helpful to observe the area from the air.)
2. Advise officer-in-charge of situation. Officer-in-charge will notify chief of police or sheriff, who will designate other officials to be notified.
3. Establish perimeter around site.
4. Identify staging areas and secure it.
5. Equip and brief officers, transport to staging area.
6. Alert/request support resources as needed.
7. Activate Emergency Operations Center (EOC).

III. POLICE LINES—CROWD CONTROL—TRAFFIC CONTROL

A. Police Lines

Police lines must be established without delay. The purpose is to seal off the area so that persons, vehicles and equipment that may interfere with operations may effectively be excluded from the scene.

At a large-scale emergency, it is usually necessary to establish a double set of lines:

1. Inner Perimeter of Security Area

This area shall include only the immediate disaster area. All but essential personnel and equipment shall be excluded.

2. Outer Perimeter

- a. The outer perimeter will include the entire area affected by arriving personnel and equipment and the area within which the various operational units will be established, such as: command post, temporary morgue, first-aid station, staging area, media, parking, etc.
- b. This outer perimeter line will be considered the actual police line. It should be established in accordance with requirements for the traffic and pedestrian control.
- c. The perimeter line should also be established so as to minimize the need for barriers and in addition, persons and vehicles may be dispersed in several directions.
- d. Insofar as possible, only one well-policed entrance or checkpoint should be allowed where the emergency route intersects the line. If necessary, a second entrance through the line may be maintained on the opposite side of the perimeter to facilitate the entry and/or departure of emergency personnel and equipment. Personnel and equipment arriving at the entrance check point will be directed to the Staging Area or other designated location.
- e. Personnel maintaining police lines will exclude unauthorized persons, and will direct authorized personnel and equipment to the entrance checkpoint. However, emergency personnel and equipment shall not be delayed or re-routed. Emergency personnel and equipment shall be allowed through the lines at any point and directed to the scene.

3. Barriers

- a. A limited number of barriers are available at police headquarters.
- b. Additional barriers may be obtained from city, parish or state highway departments.
- c. By indicating police lines to be established on a precinct area map, a rough estimate may be made of the number of barriers needed, also, the location where they are to be delivered.

4. Persons Permitted Through Police Lines

The following persons shall be permitted through police lines:

- a. Chief elected official of the affected jurisdiction, or their designee.
- b. Other government officials (if connected with the emergency).
- c. Members of law enforcement, fire service, buildings, health unit, etc. - in performance of emergency duties.
- d. Employees with public and private utilities.
- e. Representatives with FAA, NTSB, airport authority and airline company - if aircraft accident.
- f. Other agencies as deemed necessary by the Incident Commander.

- g. All news media personnel should be directed to public information officers and the on-site press briefing area.

5. Vehicles Permitted Through Police Lines

Law enforcement personnel shall admit only the following vehicles through the lines:

- a. City or parish executives' vehicle or their representatives' vehicles.
- b. Police and fire department vehicles.
- c. Ambulances.
- d. Equipment vehicles to be used in connection with the emergency.
- e. Vehicles of public and private utilities.
- f. Public works/highway department vehicles and related equipment.
- g. Private sector response and/or heavy equipment, if requested for the emergency.
- h. Other vehicles/equipment as authorized by the Incident Commander.

B. Crowd Control

At any emergency or disaster scene there is a tendency for large crowds to collect. This creates an additional problem and necessitates the assignment of numerous personnel to control the situation. The danger of additional injuries, hysteria, panic, interference with operations, and possibly looting exist if large crowds are permitted to develop. To prevent this condition from developing, the following activities should be performed:

1. Frozen Area

- a. Establish police lines immediately.
- b. Remove all unauthorized persons from the area.
- c. Allow only authorized personnel to enter area.
- d. Restrict entry into area to one or two points through police lines.
- e. Assign a law enforcement officer(s) at entry point(s) to check identity.
- f. The commanding officer shall keep officer(s) assigned to the check point(s) and keep them informed as to the locations of the various phases of the operation so that they may direct authorized persons intelligently to the various locations and prevent wandering in the area.
- g. If there are any locations within the lines where a large number of persons are gathered, schools, churches, theatres, etc., but where there is no immediate danger, dismissals shall be delayed until arrangements can be made for orderly evacuation.

2. Realignment of Barriers

Persons crowding against barriers constitute an additional problem. A large crowd may become unruly when its movement is restricted and the area becomes too congested. The member of the law enforcement agency in charge at an area where large crowds are beginning to form must realize the necessity of either dispersing or dividing the crowd into smaller groups before the congestion becomes unmanageable. Barriers may be realigned or an

additional police line may be formed far enough away to correct the condition.

If it becomes necessary, because of conditions at the scene, to move the police line further to the rear, a new line of barriers should be set up in the rear prior to moving crowds back. When the new line is established, the existing barriers shall not be moved until the crowd has been relocated behind the new line.

3. Shut-Off Lines

Shut-off lines may also be established in the rear of existing lines to further regulate the formation of crowds. In all cases, at the scene of an emergency or disaster, the public must be kept a sufficient distance from the scene to prevent their interference with operations and also to protect them from any potential dangers such as an explosion, building wall collapse, or drifting gases.

C. Traffic Control

Traffic control should address the establishment of perimeters at disaster scenes. Police lines must be erected immediately for several purposes:

1. To protect the scene from an evidential standpoint.
2. To keep the public out of the way of emergency vehicles.
3. To maintain access for response vehicles.

IV. SUMMARY

Local law enforcement agencies will maintain more detailed standard operating guidelines (SOGs) for response to civil disturbances than are included in this appendix. Law enforcement SOGs should use a format that will make it easy to find the information and guidance needed. There should be no confusion about coordinating the initial response. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. Response plans should be kept simple, remembering that immediate concerns are the initial response steps and those elements that should not be overlooked during the response.

Law enforcement agencies should also consider videotaping civil disturbances; videotapes can be used for identification purposes as well as evidence in criminal proceedings. Whether or not videotaping is done, a careful written record should be made of all aspects of the incident.

Appendix 7 – Standard Operating Guidelines (SOGs)

Standard Operating Guidelines (SOGs) for departments/agencies/organizations listed in this annex will be developed by the respective units listed herein and should be submitted to Caddo OHSEP for reference at the Caddo Emergency Operations Center (EOC). Updates should be forwarded to Caddo OHSEP on a routine basis.

ANNEX N

ESF 14: LONG-TERM COMMUNITY RECOVERY AND MITIGATION

PROMULGATION STATEMENT

Transmitted herewith is the ESF –14: Long-Term Community Recovery and Mitigation Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-14: Long-Term Community Recovery and Mitigation

I. PURPOSE AND SCOPE

ESF 14 is concerned with long-term policies and programs for community recovery, mitigation and economic stabilization. This ESF provides for the recovery of the parish from the long-term impacts and consequences of emergencies and disasters. The ESF addresses the stabilization of the parish and local economies and measures taken to reduce or eliminate risk from future emergencies and disasters, wherever possible. It follows procedures outlined in the Disaster Recovery Manual as recommended by the Louisiana Governor's Office of Homeland Security and Emergency Preparedness - Disaster Recovery Division.

II. SITUATIONS AND ASSUMPTIONS

This section of the annex identifies broad considerations that planning team members must address and agree upon before developing any specific details of long-term recovery and mitigation planning for the community. These issues must be addressed first because they form a foundation for the long-term recovery and mitigation planning effort. The situations section identifies the disaster circumstances that the community might expect to experience. The assumptions are related to the situations and define the scope of the resource base that a community must be prepared to provide to meet its anticipated long-term recovery and mitigation responsibilities.

A. Situation

1. Most hazardous events have the potential for causing extensive property damage. In the event that such damage occurs, a planned damage assessment procedure is essential for response and recovery operations. Damage assessment operations will be integrated with recovery operations
2. During the recovery phase of a disaster, the affected jurisdiction will conduct a systematic analysis of the nature of the damage to public and private property, which estimates the extent of such damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage and set the stage for short-term stabilization and long-term recovery.
3. When a disaster occurs of such magnitude that it could result in a Presidential Declaration, a damage assessment of public and private property is required for the parish and all of its political subdivisions to determine the extent of damage. This information will provide a basis for the determination of actions needed, the establishment of priorities, the allocation of local government resources in the disaster area during the early stages of the recovery effort, and what, if any, outside assistance will be required.

B. Assumptions

1. The timely and accurate assessment of damage to public and private property will be of vital concern to local officials following a disaster. This will have great bearing upon the manner in which recovery is affected in the community.
2. Pre-arranged teams of local resource personnel will assess damage.
3. If promptly implemented, this plan can expedite relief and assistance for those adversely affected.
4. The specific actions that need to be taken for long-term recovery and mitigation will be based on damage assessment.
5. Assistance from the State and Federal agencies will be available when requested.

III. CONCEPT OF OPERATIONS

A. General

1. The ultimate responsibility for long-term recovery and mitigation lies with local government.
2. Extensive damage assessment is a necessary part of most recovery grant and aid programs at the state and federal levels.
3. Local government will have to identify and train long-term recovery and mitigation personnel.
4. Qualified, trained local teams will conduct damage assessment.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Develop and enforce adequate building codes.
- b. Develop and enforce adequate land-use regulations.
- c. Participate in hazard mitigation survey and identify potential hazard zones.
- d. Discourage development in hazard zones.
- e. Develop a public information program to alert citizens to the need for flood insurance.
- f. Develop post-disaster zoning and land use ordinances and regulations as required.
- g. Develop post disaster mitigation plans as needed.

2. Preparedness

- a. Select and train personnel on long-term recovery and mitigation plans, procedures and activities.
- b. Determine the types of available assistance from higher levels of government and procedures for obtaining them.
- c. Maintain pre-disaster maps, photos, and other documents.
- d. Conduct long-term recovery and mitigation exercises.
- e. List critical facilities requiring priority of restoration and mitigation.
- f. Review procedures and forms for requesting long-term recovery

- and mitigation assistance from higher levels of government.
- g. Identify nonprofit organizations, trade organizations, and professional people who can provide assistance.
- h. Maintain the Caddo Hazard Mitigation Plan.

3. Response

- a. Coordinate long-term recovery process with damage assessment activities.
- b. Designate a local disaster recovery coordinator.
- c. Maintain awareness of all damage information and reports.
- d. Begin the long-term recovery and post disaster mitigation planning processes.

4. Recovery

- a. Monitor damage assessment activities including the submission of the Preliminary Damage Assessments (PDA) to GOHSEP.
- b. Establishing priorities for emergency repairs to buildings, roads and/or bridges.
- c. Evaluate the need for post-disaster zoning and land use ordinances and regulations.
- d. Coordinate recovery operations with state and Federal agencies by performing the following:
 - i. Attend public assistance briefing.
 - ii. Submit Request for Public Assistance (FEMA Form 90-49) – available on the GOHSEP Web site: <http://199.188.3.91>
 - iii. Designate applicant’s authorized agent.
 - iv. Read FEMA handbooks distributed at briefing.
 - v. Prepare maps showing disaster damage locations and document with photographs (and video tapes, if possible).
 - vi. Sign and forward Project Worksheet, FEMA Form 90-91 and retain a copy. NOTE: Applicant should keep ALL original paperwork.
 - vii. Follow up with governor’s authorized representative to obtain DSR copy after FEMA action.
 - viii. Submit Insurance Commitment (FEMA 90-44), if required.
 - ix. Review FEMA Handbook for Applicants (DR&R-1).
 - x. Select funding options if other than small project grants.
 - xi. Submit Preliminary Damage Assessment (PDA) information, as requested.
 - xii. Submit affected jurisdiction’s budget information.
 - xiii. Review FEMA Documenting Disaster Damage Handbook (DR&R-7).
 - xiv. Submit project listing if small project grant.
 - xv. Follow eligibility regarding categorical or flexibly funded grant.
 - xvi. Maintain adequate documentation for costs on each project.

- xvii. Observe FEMA time limitations for project completions.
- xviii. Review final inspection of completed work or provide appropriate certificates.
- xix. Submit final claim for reimbursement.
- xx. Assist in required state audit.
- xxi. Consult with governor's authorized representative for assistance.
- xxii. Adjust the activities and process outlined above as required to meet current state and Federal rules, regulations and guidelines.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section of the long-term recovery and mitigation annex takes the operational considerations detailed above and recasts them as specific duties and responsibilities for designated local government departments and supporting agencies.

The task assignments detailed below are extensive but certainly not exhaustive. Items may be added or deleted depending on the nature of the emergency.

A. Caddo Parish OHSEP

Caddo OHSEP is responsible for the development of a long-term recovery and mitigation annex and should receive support from city and parish governmental units, non-profit organizations and disaster support services (i.e., American Red Cross). Caddo OHSEP has overall direction and control of long-term recovery and mitigation for Caddo Parish and its municipalities, to include:

1. Discourage development in hazard zones.
2. Develop public information and education programs.
3. Train personnel in long-term recovery and mitigation techniques.
4. Maintain pre-disaster maps, blueprints, photos and other documents.
5. Make a list of critical locations requiring priority repairs, if damaged.
6. Perform long-term recovery and mitigation activities, as necessary, during emergency conditions.
7. Identify non-governmental groups that could assist.

B. Disaster Recovery Coordinator

The Disaster Recovery Coordinator will locate in an EOC and direct disaster recovery operations. He will be responsible to the Caddo OHSEP Director for the recovery operations. He will also:

1. Assist the OHSEP Director and those from other agencies that are involved in recovery operations in establishing a sequence of repairs and priorities for restoration of affected area.
2. Monitor the disaster assessment process.
3. Collect, report, and maintain estimates of expenditures and obligations as required.

4. Correlate and consolidate all expenditures for submission to GOHSEP.
5. Solicit cooperation from local companies (appraisers, contractors, utilities, etc.), and local representatives of support agencies such as Red Cross, fire departments, etc. to assist in the recovery process.
6. Conduct long-term recovery and mitigation training programs.
7. Maintain a list of critical facilities (public buildings, streets, bridges, etc.) requiring priority repairs, if damaged.

C. Parishes and Municipalities

1. Maintain accurate records of funds, materials, and man-hours expended as a direct result of the disaster.
2. Evaluate the need for post-disaster zoning and land use ordinances and regulations.

D. City/Parish Engineer's Office

1. Provide maps, blueprints, etc., as requested.
2. Provide technical assistance in planning and operations, as required.

E. Tax Assessor's Office

1. Maintain pre-disaster maps, blueprints, photos and other documents for structural damage.
2. Make a list of critical structures requiring priority repairs, if damaged.
3. Collect information about structural damage.
4. Use damage information to revise property records.

F. Code Enforcement Offices

1. Analyze hazardous zones.
2. Develop and enforce building codes and land-use regulations.
3. Determine unsafe structures.
4. Review building codes and land-use regulations for possible improvements.

G. Public Works/Utilities

1. Maintain maps and other documents relating to water and sewerage lines and other utilities.
2. Make a list of critical facilities under the jurisdiction of this department requiring priority repair(s), if damaged.
3. Assist in long-term recovery and mitigation operations, as directed.
4. Post unsafe and/or unusable buildings, road or bridges.

H. Community Nonprofit Agencies

1. Advise and assist in recovery operations as needed.
2. Advise about shelter, housing and meeting other human needs.

I. Private Utilities

1. Provide information about locations of power, natural gas, telephone

- facilities and lines.
2. Evaluate how damage to facilities and lines impact recovery operations.

J. Other Agencies

The Louisiana Governor’s Office of Homeland Security and Emergency Preparedness can assist in preparing disaster assistance requests and in coordinating outside assistance.

V. DIRECTION AND CONTROL

This section provides guidance to Caddo Parish OHSEP for the overall management of the plan. The direction and control section should be viewed as the source of command responsibilities within specific levels of government, detailing use of the Emergency Operations Center (EOC), and the communication and coordination of decisions with all concerned elements of operation.

1. Caddo OHSEP is responsible for developing long-term recovery and mitigation programs.
2. The Disaster Recovery Coordinator is a member of the EOC team and is responsible for overseeing the training of personnel and maintenance of corresponding equipment.
3. The direction and control of the entire recovery effort will originate in the EOC.
4. All departments will provide resources and personnel to support recovery operations, as requested.
5. Personnel from operating departments assigned recovery operation responsibilities will remain under the control of their own departments but will function under the technical supervision of the Disaster Recovery Coordinator under disaster conditions.

VI. CONTINUITY OF GOVERNMENT

In the event that an official charged with participating in recovery operations is unable to perform, the lines of succession to each department or agency will be followed in accordance with the standard operating guideline (SOG) of same.

VII. ADMINISTRATION AND LOGISTICS

This section specifically addresses management of resources, general support requirements, and availability of services and support. Statements made establish policy for obtaining and using facilities, material, services and other requirements for recovery operations. Specific areas addressed are described below:

A. Forms and Record Retention

Field reporting forms and all necessary federal disaster reporting forms and guidance are located in the Caddo EOC and distributed when necessary. Copies of all documentation must be retained for record keeping purposes.

B. Communication Needs and Systems

The communications coordinator in the EOC will provide mobile communications equipment for recovery operations, if possible. All local government units with mobile communications capabilities will provide backup communications for recovery operations.

C. Agreements and Understandings between Local Government and Private Organizations

Records will be kept of all arrangements to use non-government personnel to perform damage assessment functions.

D. Release of Information

All damage reports and assessments are public documents. Copies should be made available to citizens who request them. Procedures should be specified for enabling review of these documents by private citizens.

E. Preservation of Historical Documents

Recovery operations in and around designated historical sites must conform to existing FEMA guidelines.

F. Environmental Protection

Recovery operations will conform to all existing state and federal laws and regulations concerning environmental impact.

VIII. AUTHORITIES AND REFERENCES

A. Authorities

See Basic Plan.

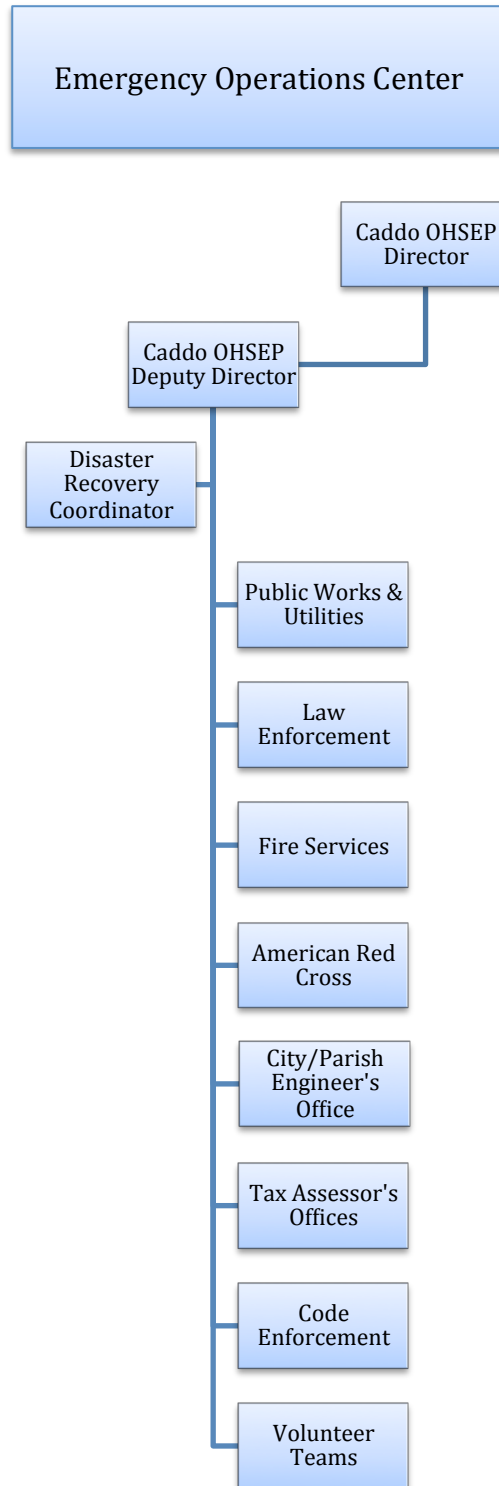
B. References

1. Caddo Parish Hazard Mitigation Plan
2. Federal Emergency Management Agency. Community Disaster Loan Handbook Pursuant to P.L. 93-288. DR & R-5, Washington: FEMA, January 1981.
3. Federal Emergency Management Agency. Digest of Federal Disaster Assistance Programs. DR & R-9, Washington: FEMA, June 1980.
4. Federal Emergency Management Agency. Eligibility Handbook Pursuant to P.L. 93-288. DR & R-2, Washington: FEMA, July 1981.
5. Louisiana Office of Homeland Security and Emergency Preparedness. Disaster Recovery Manual. Disaster Recovery Division, Baton Rouge: LOEP, June 3, 1992. Revised January 1, 1999.

IX. APPENDICES TO ANNEX N

1. Organization Chart
2. Disaster Recovery Process for Public Assistance
3. Glossary of Terms

Appendix 1 – Organizational Chart



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Appendix 2 – Disaster Recovery Process for Public Assistance

I. **GENERAL**

This handbook (appendix) was developed to provide easy to follow instructions on how to apply for Public Assistance (Government Response & Recovery) grants. Numerous applicants, state emergency managers and federal public assistance staff requested a handbook to help walk applicants through the procedures and forms necessary to receive money for damages sustained as a result of a Presidential declared disaster. The intent of this handbook (appendix) is to do just that.

The applicant must play an active role throughout the disaster recovery process. It is the federal government's belief that local governments are in the best position to identify and prioritize local needs and that the federal government, in concert with state partners, can better serve local governments by providing technical and financial assistance to meet those needs.

To participate fully, local governments must be able to develop accurate and complete scopes of work and cost estimates. This handbook (appendix) is a tool to help accomplish this task. It will also help applicants understand what technical assistance is available and how it may be obtained.

Applicants are responsible for maintaining their project records according to the program requirements. Only minimal documentation is required to be collected and retained by FEMA. Guidelines for organizing and maintaining documentation are provided in this appendix.

Recovering from disaster can be a long and arduous road for any community. It is hoped that this handbook (appendix) will help make the path a little easier and the recovery effort a little faster.

II. **STATE AND FEDERAL INVOLVEMENT**

Once a disaster has occurred, and the state has declared a state of emergency, the state will evaluate the recovery capabilities of the state and local governments. If it is determined that the damage is beyond their recovery capability, the Governor will send a request letter to the President, directed through the Federal Emergency Management Agency (FEMA) Regional Director (Denton, Texas for our region). The President then makes the decision whether or not to declare a major disaster or emergency.

After a presidential declaration has been made, FEMA will designate the area eligible for assistance and announce the types of assistance available. FEMA provides supplemental assistance for state and local government recovery expenses, with the Federal share always being at least 75 percent of the eligible costs.

A. Preliminary Damage Assessment

A Preliminary Damage Assessment (PDA) is the process used to determine the magnitude and impact of the state's damage. A FEMA/State team will usually visit local applicants and view their damage first hand to assess the scope of damage and estimate repair costs. The results of this survey are used to help determine the need for Federal involvement in the recovery process.

a. PDA Checklist

- i. Besides showing the FEMA/State team the damaged sites, be sure and bring to their attention any environmental or historical issues that may be present.
- ii. Also explain what immediate costs might be associated with any emergency work that has been identified. This information may be used at a later date to provide local governments expedited funding.

B. Immediate Needs Funding (INF)

Immediate Needs Funding (INF) is money earmarked for the most urgent work in the initial aftermath of a disaster. The funds are provided for work that must be performed immediately and paid for within the first 60 days following the declaration. Eligible work typically includes debris removal, emergency protective measures, and removal of health and safety hazards. Immediate needs funds can be used for such expenses as temporary labor costs, overtime, payroll, equipment and material fees.

1. INF Process

During the PDA immediate needs are noted for each area surveyed. If a disaster is declared, and the state thinks damage costs warrant the need for immediate cash flow, the state may request INF funding on behalf of the applicant. Up to 50% of the federal share of emergency monies will then be placed in the state's account. Because this money can be made available in advance of normal procedures, paperwork and processing times are reduced and local applicants can receive emergency funds sooner.

2. INF Checklist

- a. If the damaged sites have been surveyed in the PDA, local applicants may be eligible for INF. If eligible, the choice of whether to apply for these funds is up to the local applicant.
- b. INF funding is based on a percentage of the emergency work identified during the PDA. Local applicants can assist the PDA team by alerting them to emergency work needs and helping to estimate the costs.
- c. The state (LOHSEP) will notify local applicants on how to apply for INF; typically they will have local applicants send a letter of request to a designated state official.
- d. A completed request for public assistance form must be submitted before the state will release any INF monies.

- e. Local applicants may use INF money for any eligible work that requires payment within the first 60 days. No INF will be allocated for work with environmental or historic considerations or for hazard mitigation projects.
- f. Any up-front INF money received will be offset against actual emergency work projects as they are received.
- g. If the damages are not identified during the PDA or if no immediate needs are noted, local applicants will have the opportunity to request expedited handling of emergency work when the Request of Public Assistance is officially filed.

C. Request for Public Assistance

The Request for Public Assistance (Request) is FEMA’s official application form. It is simple, short form with self-contained instructions. The request asks for general information which identifies the applicant, starts the PA process and opens a Case Management File.

1. Request Procedure

Local applicants have 30 days from the date of declaration or designation of disaster in which to submit the Request form to the State Public Assistance Officer. The form may be delivered in person at the Applicant’s Briefing or by mail, fax or eventually, the Internet. The sooner the request is submitted, the faster the system will begin to work for the applicant.

2. Request Checklist

- a. Review the request form so as to be familiar with the information needed.
- b. Fill out the form completely providing accurate phone numbers and contact information.
- c. Submit the form to the GOHSEP representative at the Applicant’s Briefing. The form may also be faxed or mailed in.
- d. The Request Form establishes you as an applicant and initiates the PA process on your behalf. Even if you requested INF monies, you must submit a Request before the actual funds are released by the state.
- e. Do not delay in submitting the request form because of an incomplete assessment of damages. As soon as FEMA receives the Request, you can receive assistance in assessing damages and help in completing additional paperwork.

3. Deadline

The request must be submitted within 30 days of the declaration/area designation date.

D. Public Assistance Coordinator (PAC)

The Public Assistance Coordinator (PAC) is a customer service representative assigned to work with local applicants from declaration to funding approval. The PAC is trained in public assistance policies and procedures and will guide you through the steps necessary to receive funding. This individual is the manager of the Case Management File (CMF) that contains local applicant's general claim information as well as records of meetings, conversations, phone messages and any special issues or concerns that may affect your funding.

1. PAC Responsibilities

Working in partnership with local applicants, a PAC is assigned to manage case files from beginning to end, providing comprehensive information, explanation and technical assistance. As needed, the PAC can help local applicant's document damage, determine eligible work, estimate costs, develop work projects, and identify issues such as insurance coverage, environmental hazards, and historic buildings, which require special attention. The earlier these considerations are identified, the sooner they can be resolved and public assistance funding made available.

2. Local Applicant/PAC Coordination

- a. You should expect to meet with your PAC in person and talk to him or her by phone as often as needed.
- b. Local applicants can expect to be contacted by the PAC within one week from the time the request form is submitted. If you have not heard back from your PAC by the end of (2) weeks then notify your State Public Assistance Officer.
- c. The first meeting with your PAC is called the Kickoff Meeting, at which time, comprehensive information and assistance tailored to your damage claims will be reviewed.
- d. If at all possible, attend the Applicant's Briefing for your area, obtain a Disaster Fact Sheet, create a list of all your damages and review the Applicant Handbook before meeting with the PAC.

E. Applicant's Briefing

The Applicant's Briefing is a meeting conducted by the state to inform prospective applicants of available assistance and eligibility requirements for obtaining federal assistance under the declared event. These meetings are conducted within a few days after the declaration and the Request for Public Assistance forms are usually distributed and collected at this time.

Applicant's Briefing Checklist:

1. Ensure that your Agent's Authorized Representative, or an appointee who will actually be using the information, attends the meeting.
2. Complete and submit the Request form at the meeting to avoid delay in getting the process started. Once the Request form is turned in, a PAC will be assigned to each applicant.

3. If there is an Immediate Needs Funding (INF) request, be sure and bring it to the attention of the state representative.

F. “Kickoff” Meeting

The first meeting with the Public Assistance Coordinator (PAC) is called the “Kickoff” meeting. It is at this meeting that damages will be discussed, needs assessed, and a plan of action put in place.

The PAC will go over what will be expected of the applicant and will provide detailed instructions on what to do and how to do it. The PAC will contact the applicants to set up this meeting. The PAC will go over the list of damages with the applicant and determine what technical assistance may be needed to develop the projects. This meeting is also the place to discuss any questions or concerns you may have about how the public assistance process works and what is expected of each applicant.

1. Who Should Attend the “Kickoff” Meeting?

- a. When the PAC contacts the applicant to schedule a “Kickoff” meeting, make sure to discuss who else should attend.
- b. It may be helpful to have the authorized agent, record keeper, insurance adjuster, public works officials, and/or others with working knowledge of the repairs needed, in attendance.

2. “Kickoff” Meeting Checklist

- a. You can expect to be contacted by the PAC within one week after submission of your Request for Public Assistance. If you have not heard from you PAC within two weeks, contact your state representative.
- b. Compile a list of all damages. Take this list with you to the “Kickoff” meeting.

III. SUMMARY

It is essential to accurately document the expenses incurred in disaster response and recovery. Accurate documentation will help to:

1. Recover all eligible costs.
2. Have the information necessary to develop the disaster projects.
3. Have the information available, which the state and FEMA will need to see, to validate the accuracy of small projects.
4. Be ready for any state or federal audits or other program or financial reviews.

There are many ways to maintain documentation of records. What is important is that the information be readily available and that all information is in a useable format. All records must be compiled under the Project Number as shown on FEMA’s Project Worksheet. The PAC will give the Project Number to you.

A set of five summary records has been developed to assist and organize the project documentation. If an applicant already has a system they want to use, they may do so, as long as it shows the information indicated above.

The summary records are as follows:

1. Force Account Labor Summary Record – Used to record personnel costs.
2. Forced Account Equipment Summary Record – Used to record equipment use costs.
3. Material Summary Record – Used to record the supplies and materials that you take out of stock or purchase.
4. Rented Equipment Summary Record – Used to record the costs of rented or leased equipment.
5. Contract Work Summary Record – Used to record the costs or work that has already been done by contract.

FEMA and the State work together as partners to deliver the Public Assistance Program. The applicant (local government) is accountable for the use of funds provided by FEMA. The applicant should attend the Applicant's Briefing to learn about the necessary paperwork to apply for Federal assistance and documentation required for the damage assessment process. In addition, the applicant is responsible for providing documentation and personnel to work with FEMA and the State in the damage assessment and project applicant processes. Local government is responsible for completing its recovery actions. Assistance from the Federal government, following a presidential declared (PA) disaster, will provide local governments the means to offset short and long-term recovery financial burdens.

NOTE: All the necessary PA applicant forms, supplemental documentation and technical assistance is available at Caddo OHSEP, 1144 Texas Avenue in Shreveport. Telephone 675-2255 for more information.

Disaster Recovery Division Chief, LA HLS/EP
(225) 925-7555
LDEQ
(225) 219-3708

The following guidelines are made available by the Permits Division of the Louisiana Department of Environmental Quality (LDEQ) to provide viable, environmentally sound options for the staging, processing and disposal of debris from hurricanes, tornadoes, ice storms or other natural disasters:

- Each individual government entity should have a site selected prior to a storm event. This predetermined site should be used by the parish as a staging area for construction/demolition debris (C&D waste), appliances (white goods) and yard

trash or other woodwaste until such time as proper disposal can take place. Woodwaste, household furnishings and white goods must be separated from C&D waste at this site. Location of wetlands, historic sites, endangered species, and other environmentally sensitive issues must be taken into consideration.

- Separate approval must be obtained from the Enforcement Division to burn yard trash or to bury the woodwaste. However, white goods, furniture, and other household contents must be managed properly or disposed of in a landfill permitted to receive such waster.
- After the disaster has occurred, if an emergency storm debris site is required, approval for this site must be obtained from the Department prior to disposal. Construction/demolition debris should be disposed of either in an emergency disposal site or in a permitted Type III Landfill. If the decision is made to dispose in a permitted landfill, care should be taken to ensure that the annual permitted disposal rate and total capacity for the landfill is not exceeded. Disposal of storm debris in permitted sites frequently leads to a crisis situation for the landfill in that sufficient capacity is not available for disposal of such materials once the storm cleanup is completed.
- An **Emergency Disaster Cleanup Site Request** must be completed for each site that a parish or other government entity may wish to use to temporarily store storm debris. This form should be completed and returned to the Permits Division as soon as suitable sites are selected. These forms may be faxed to (225) 219- 3708 so that potential sites can be reviewed.
- Once a disaster has occurred and the GOHSEP EOC has been activated, the affected government entities within the parishes that have been declared disaster areas, must submit a written request for authorization to operate any emergency storm debris processing or disposal site from the Enforcement Division. A single point of contact will be provided for this in order to facilitate the timely approval of these plans.

Appendix 3: Glossary of Terms

Applicant

A state agency, local government, or eligible private nonprofit organization that submits a request to the Grantee (federal government) for disaster assistance under the state's grant.

Case Management

A systems approach to provision of equitable and fast service to applicants for disaster assistance. Organized around the needs of the applicant, the system consists of a single point of coordination, a team of on-site specialists and a centralized, automated filing system.

Cost Estimating Format (CEF)

A forward pricing methodology for estimating the total cost of repair for large permanent projects by use of construction industry standards. The format uses a base cost estimate and design and construction contingency factor, applied as a percentage of the base cost.

Declaration

The President's decision that a major disaster qualifies for federal assistance under the Stafford Act.

Emergency Work

That work which must be done immediately to save lives and to protect improved property, public health and safety, or to avert or lessen the threat of a major disaster. Emergency work frequently includes clearance and removal of debris and temporary restoration of essential public facilities and services (Category A-B).

Facility

Any public or privately owned building, works, system, or equipment, built or manufactured, or an improved and maintained natural feature. Land used for agricultural purposes is not a facility.

Force Account

An applicant's own labor forces and equipment.

Hazard Mitigation

Any cost-effective measures that will reduce the potential for damage to a facility from a disaster event.

Immediate Needs Funding (INF)

An advance of grant funds to assist with payment of emergency work within the first 60 days after a disaster strikes. The amount of funding is normally 50% of the federal share of emergency costs as identified during the preliminary damage assessment.

Improved Property

A structure, facility, or item of equipment that was built, constructed, or manufactured. Land used for agricultural purposes is not improved property.

Kickoff Meeting

The initial meeting between an applicant and the Public Assistance Coordinator. At this working session, the applicant turns in a list of damages and receives comprehensive information about the Public Assistance program and detailed guidance for their specific circumstances.

Large Project

Eligible project, either emergency or permanent work, with a damage dollar value of \$52,000 or greater (according to the Consumer Price Index of 10/1/01).

Permanent Work

That work that must be performed through repairs or replacement to restore an eligible facility on the basis of its pre-disaster design, use and current applicable standards. (Category C)

Preliminary Damage Assessment (PDA)

A survey to determine the impact and magnitude of damage caused by the disaster and the resulting unmet needs of the public sector and community at large. The PDA is the basis for estimating total disaster-related damage and evaluating the need to request a Presidential Declaration of disaster.

Project Formulation

A technique for determining small projects by consolidating like work items into one project to expedite approval and funding and to facilitate project management.

Project Worksheet (PW)

The form used to document the damage and develop the scope of work for repair of a damage site.

Project Officer (PO)

An emergency management employee with demonstrated experience and training in the management of large and complex repair projects.

Private Nonprofit Organization (PNP)

Any non-governmental agency or entity that currently has either an effective ruling letter from the U.S. Internal Revenue Service granting tax exemption or

satisfactory evidence from the state that the non-revenue producing organization or entity is a nonprofit one organized or operating under state law.

Public Assistance (PA)

Supplementary federal assistance provided under the Stafford Act to state and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.

Public Assistance Coordinator (PAC)

An emergency management employee who is responsible for providing continuity of service to an applicant in the Public Assistance program.

Request For Public Assistance (Request)

The official notification of intent to apply for public assistance monies following declaration of disaster. It is a short form that asks for general identifying information about an applicant.

Small Project

Eligible project, either emergency or permanent work, with a damage dollar value of less than \$52,000 (according to the Consumer Price Index of 10/1/01).

Special Considerations

Factors that must be addressed before federal grant money can be obligated to repair or restore damaged facilities. These factors include, but are not limited to, general and flood insurance, historic preservation, environmental protection, and hazard mitigation.

Stafford Act

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.

Specialist

An emergency management employee with demonstrated technical expertise in a defined specialty.

Validation

The pre-funding verification that proposed or completed work projects meet statutory and regulatory compliance.

ANNEX O

ESF 15: EXTERNAL AFFAIRS

PROMULGATION STATEMENT

Transmitted herewith is the ESF –15: External Affairs Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor’s Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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ESF-15: External Affairs

I. PURPOSE AND SCOPE

Emergency Support Function (ESF) 15 ensures that Caddo Parish will have a coordinated effort in providing information to the public before, during and after a disaster. The purpose of this annex is to provide policies and procedures for the proper collection, control, and dissemination of information in order to save lives and minimize property loss.

II. SITUATIONS AND ASSUMPTIONS

This section of the External Affairs Annex identifies broad considerations that public information and education planning team members must consider and agree upon before they develop a specific emergency public information and education plan for the community. The situation projections identify the disasters that could occur and would require contingency plans. Assumptions, in turn, complement a situational analysis by addressing the unknowns of the disaster projections.

A. Situation

It is the general public's perception that the news media collectively are the principal source of their emergency information. Therefore, it is essential that procedures be clearly established to serve this purpose.

The need to inform the public in a timely and efficient manner must be agreed upon by all agencies responsible for informing the public during times of emergency. Written agreements spelling out the scope in detail of such an arrangement should be published, disseminated, and reviewed on a regular basis.

It should also be recognized that educating the public or citizens as to all of the possible hazards that they could be confronted with should be an on-going project between the emergency service delivery system and the media.

Emergencies and disasters of all types will subject citizens to undo hardships. It is vital to keep the public informed with information from every department responding to the incident.

B. Assumptions

Public Information is vital for the public to make sound decisions before, during and after a disaster.

Caddo Parish will coordinate public information through the Emergency Operations Center.

Reviewing of procedures will be conducted on a regular basis with the working media, in that the working media personnel are constantly relocating. Making

the media an integral part of the Emergency Operating Plan and procedures is also an on-going project. Provisions for other than local media will be arranged for and space provided for them at the Emergency Operations Center. Coordinating the need for the public to be truly and accurately informed will be the basic guideline of all efforts in the area of emergency public information.

III. CONCEPT OF OPERATIONS

A. General

Emergency information efforts before, during, and after a specific event will focus on the particular situation and not deviate from it or include information that is not pertinent. Where possible, emergency information will begin with as much educational background as time and the event will permit. Otherwise, the information given will be of an instructional and operational nature on such things as warnings, evacuation, and shelter precautions and/or locations. During crisis periods members of the public need and want to know detailed information and every effort will be made to keep them informed of the general progress of events. Rumor control will be addressed in this plan and every possible effort to report positive information regarding emergency response will be made in order to maintain confidence in government and reassure citizens that the situation is under control. Along with this will be the use of public feedback, where possible, to measure the effectiveness of the program. All educational programs are aimed at increasing the public's awareness of potential hazards they can or will one-day encounter and the possible means of dealing with them. Dissemination of this vital information, of course, relies heavily on the cooperation of commercial media and local efforts of Caddo OHSEP.

B. Phases of Emergency Management

1. Mitigation (Prevention)

- a. Survey and analyze the geographical area of responsibility to determine appropriate precautionary activities necessary to mitigate prior to the event (emergency levees, evacuation, etc.).
- b. Utilize trained staff personnel for the development and production of hazard awareness programs within the community with schools, civic groups, and others.
- c. Utilize trained staff personnel for the development and production of hazard awareness programs within the community with schools, civic groups and others.
- d. Maintain an active program with the media in all phases of emergency management in education, instructions and action plans.
- e. Maintain a well equipped and supplied media room within the EOC, including broadcasting capabilities.
- f. Develop the Emergency Alert System (EAS) and exercise it regularly. Have written agreements for the activation of EAS as well as procedures.

- g. Identify a resource person(s) to assist in communicating with non-English speakers who may be in Caddo Parish during an emergency.

2. Preparedness

- a. Develop and conduct public educational programs for consideration of all hazards, with particular emphasis on seasonal hazards such as tornadoes or flooding.
- b. Prepare and distribute on a regular basis all pertinent operational and procedural changes as they are developed in the various ongoing programs, and distribute to the media.
- c. Test Emergency Alert System (EAS).

3. Response

- a. Distribute news releases and emergency information packets.
- b. Coordinate rumor control through aggressive public relations activities.
- c. Schedule news conference on a regular basis.
- d. Coordinate all news/public information through the EOC, Caddo OHSEP Director and PIO(s).
- e. Activate the Emergency Alert System (EAS).

4. Recovery

- a. Continue emergency public information programs.
- b. Assess effectiveness of information and education programs.
- c. Compile a chronological record of events.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General Organization

The Caddo OHSEP Director will establish a public information office and appoint a Public Information Officer who will be the official representative to the media in an emergency. This PIO will be chosen from the qualified personnel that are already on staff from one of the two parish governments. He will locate at the Caddo Emergency Operations Center that is the point of contact for the media.

The Public Information Officer will function as a member of the EOC staff under the direction and guidance of the Caddo OHSEP Director.

Other responding agencies should designate a spokesperson to represent that agency to the media. These spokespersons should coordinate with the PIO and clear press releases with the Caddo OHSEP Director to the maximum extent possible before releasing information to the public during disaster conditions. (Note: Caddo OHSEP does not exercise editorial or policy control over other agencies' release of information about their own policies,

procedures, or programs.)

B. Assignment of Responsibilities

1. Caddo OHSEP Director

- a. Appoints a Public Information Officer for OHSEP.
- b. Develops and maintains Caddo Parish public information and education programs.
- c. Maintains a close working relationship with all media sources and maintains current list of same for news releases.
- d. Enters into agreements with the media for the proper dissemination of news releases provided them.
- e. Provides official public information essential to the public.
- f. Provides a media room in the EOC for media briefings and possible on-site broadcasting capabilities.
- g. Provides a rumor control reporting and check network.
- h. Provides price-gouging control reporting system.
- i. Develops procedures for the proper use of an operational plan.
- j. Coordinates the use of mobile public address equipment for dissemination of disaster information and instructions through law enforcement and fire departments.

2. Caddo OHSEP PIO (with assistance from local government PIOs)

- a. Advises the Caddo OHSEP Director on all matters pertaining to public information and education during the emergency.
- b. Provides news releases to the media.
- c. Establishes procedures for the flow of public information and distribution of educational materials using all media sources available (newspaper, radio, and television) and the use of Emergency Alert System (EAS).
- d. Disseminates appropriate all-hazard preplanned emergency education packet materials, as lead-time permits, that can be printed in the newspapers and used by radio and television as preparatory guidance for the public.
- e. Receives and compiles for dissemination to the media authoritative information that has been:
 - i. Authenticated through all possible sources.
 - ii. Reviewed and cleared for release by Caddo OHSEP.
- f. Coordinates rumor control network that will include field personnel, the National Weather Service, support agencies such as law enforcement, fire services, the media, etc. Monitors news releases for accuracy, or appoints an individual to do same.
- g. Coordinate disaster information with other local/state agencies and all Caddo Parish and city departments.
- h. Keep the Louisiana Office of Homeland Security and Emergency

- Preparedness informed on local news releases.
- i. Coordinates the activities of the media room within the EOC as well as access to public officials in the EOC and/or at disaster sites.
- j. Has telephone numbers periodically publicized for ready use for the public to obtain emergency information.
- k. Addresses the needs of handicapped citizens such as the blind, deaf, and non-institutionalized elderly and disabled through the media, specialized telephone and/or door-to-door public address, or through bilingual outlets.
- l. Maintain a chronological record of the disaster events.
- m. Provides for the continued dissemination of information after the emergency for such situations as restricted areas and services, contacting relatives, and relief services of State and Federal governments, American Red Cross, Salvation Army, etc.

3. Media

- a. Designates a representative(s) to work with the Caddo OHSEP Director to review and become familiar with the emergency operations plan for Caddo Parish.
- b. Cooperates in coverage of public education programs including the use of preplanned emergency educational packets that address all types of hazards.
- c. Assist Caddo Parish and city officials and departmental spokespersons in verifying field reports for accuracy and become a part of the rumor control network.
- d. Radio/TV stations should train staff about the Emergency Alert System (EAS).

4. Caddo OHSEP Communications Officer

Work with the Public Information Officer to provide communications facilities for media at EOC.

5. Law Enforcement

- a. Works with public information coordinator to provide security at media center in EOC.
- b. Coordinates use of mobile public address equipment to disseminate disaster related information to the public.

6. Emergency Services Public Information Officers (PIOs) –

Shreveport Fire, Shreveport Police and Caddo Sheriff's Office:
 Coordinate all emergency related press releases with Caddo OHSEP Director and EOC Staff.

V. DIRECTION AND CONTROL

This section of the annex outlines management of the plan. The authority to initiate

actions is discussed. The public information officer is a member of the EOC staff. All information released to the media should first be cleared by the PIO and OHSEP Director.

A. General

The Caddo OHSEP Director is responsible for the development and implementation of all emergency type educational and informational programs for Caddo Parish. He will appoint the PIO, with the consent of the Caddo Parish Director, to be responsible for the actual implementation and use of this plan and procedures when a given situation arises. All releases to the media will be cleared through the Caddo OHSEP Director.

B. Educational Programs

The educational program for Caddo Parish is multifaceted. It includes, but is not limited to:

1. Informing the media, thus informing the public of newly developed techniques and approaches to emergency management.
2. Use of lectures and presentations to interested organizations, schools and other service agencies to explain hazard mitigation, preparedness, and response and recovery programs.
3. Distribution of education materials.

C. Public Information Programs

1. Emergency Public Information (EPI) packets will be maintained at the Caddo EOC. Informational activities will complement the educational activities, where possible, and will warn the public of the given situation(s), instruct and give possible action plans.
2. Included in the EPI packets at the Caddo EOC are materials that address the threat of nuclear attack and the contingency plans for Caddo Parish. All information is based on the promise that a well-informed public is less likely to panic and will have a much better chance of surviving and recovering from a nuclear attack. Public information materials help the residents and evacuees to understand the dangers they might face in an attack, make their own preparations for such an attack and learn what actions should be taken.
3. For example, materials in the EPI packet contain announcements that urge residents in the host area to share their homes with evacuees. Although these announcements are designed for use during enemy attack, they can easily be adapted for use in other types of emergencies. Since there may be more than one option for shelter, all families or individuals need to give special attention to a shelter plan and to decide, in advance of any emergency, whether they will seek private shelter at home (and what must be done to provide adequate shelter against fallout), public shelter in their own community, or evacuate their community to seek shelter in a less dangerous area. The public needs to be informed of their area, their

options, and given guidance for their preparations.

VI. CONTINUITY OF GOVERNMENT

See Basic Plan.

VII. ADMINISTRATION AND LOGISTICS

This section of the annex addresses management and administrative needs, general support requirements and service availability.

A. Media

Appendix 2 – List of media involved in the dissemination of information.

B. Films and Publications

Films and publications dealing with various aspects of emergency management are available from the EOC, the LA Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency.

C. Records and Reports

Records of all activities will be maintained at the Caddo EOC by the PIO. The PIO will also provide reports to the news media as required.

D. Needs and Deficiencies

Necessary equipment, supplies, services and needed communications systems to support the public information response will be reviewed and included in budget preparations.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

The Caddo OHSEP Public Information Officer will be responsible for the development and implementation of this plan. He will maintain the plan through periodic review, testing and updating. He will also designate a staff person under his direction to maintain the inventory of essential emergency public information and educational materials.

IX. AUTHORITIES AND REFERENCES

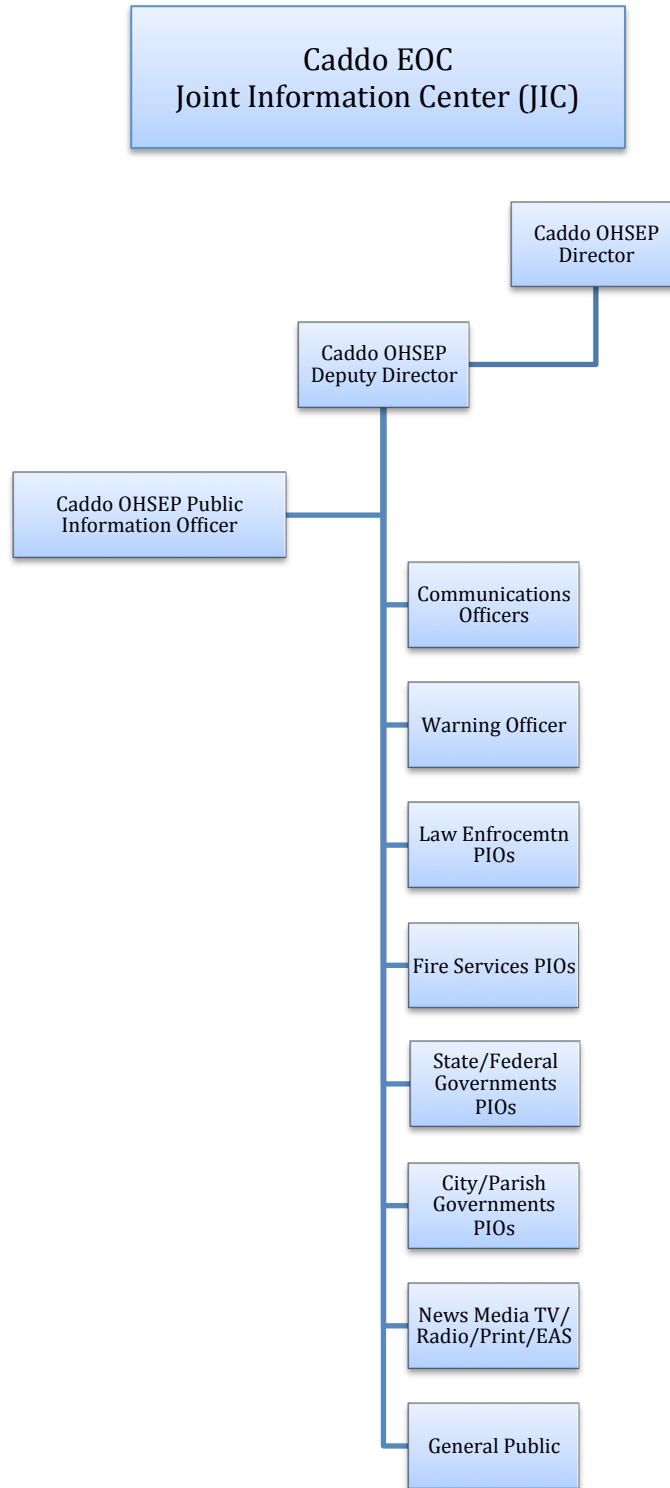
1. American Red Cross. Public Relations-Public Information. ARC 3057. Washington: ARC, 1979.
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4. Federal Emergency Management Agency. In Time of Emergency – A Citizen's Handbook on Emergency Management. Washington: FEMA, 1980.
5. Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-8. Washington: FEMA, 1982.
6. Federal Emergency Management Agency. Standards for Local Civil

- Preparedness. CPG 1-5. Washington: FEMA, 1980.
7. Federal Emergency Management Agency. When You Return to a Storm-Damaged Home. DR&R-10. Washington: FEMA, 1981.

X. APPENDICES TO ANNEX N

1. Organizational Chart
2. List of Media
3. List of Emergency Services Public Information Officers (PIOs)
4. Media Access Standard Operating Guideline (SOG)
5. Sample Radio/TV Messages
6. Joint Public Information Center (JIC) Guidelines

Appendix 1 – Organizational Chart



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Appendix 2 – List of Media

THE FOLLOWING IS A LIST OF MAJOR NEWS MEDIA IN CADDO PARISH:

A. Television Stations

KMSS TV33 (FOX)
3519 Jewella Avenue
Shreveport, LA
631-5677 (Office)
631-4195 (Fax)

KTAL TV6 (NBC)
3150 N. Market
Shreveport, LA
425-2422 (Office)
424-0698 (24 Hour)
629-7171 (Fax)

KSLA TV12 (CBS)
1812 Fairfield Avenue
Shreveport, LA
222-1212 (Office)
677-6713 (24 Hour)
677-6705 (Fax)

KTBS TV3 (ABC)
312 E. Kings Hwy.
Shreveport, LA
861-5800 (Office)
861-5880 (24 Hour)
862-9431 (Fax)

B. Cable Television Companies

Belcher, LA
Comcast
6529 Quilen Road
Shreveport, LA 71108
213-4100

Blanchard, LA
Macco Cable
Communications
4647 Roy Road Extension
Blanchard, LA
929-3551

Ida, LA
Friendship Cable
1421 S. Second Street
Cabot, AR
1-800-825-6211

Mooringsport, LA
Macco Cable
Communications
4647 Roy Road Extension

Blanchard, LA
929-3551
Oil City, LA
Macco Cable
Communications
4647 Roy Road Extension
Blanchard, LA
929-3551

Gilliam, LA
Comcast
6529 Quilen Road
Shreveport, LA 71108
213-4100

Greenwood, LA
Comcast
6529 Quilen Road
Shreveport, LA 71108
213-4100

Hosston, LA
Comcast

6529 Quilen Road
Shreveport, LA 71108
213-4100

Rodessa, LA
Friendship Cable
1421 S. Second Street
Cabot, AR
1-800-825-6211

Shreveport, LA
Comcast
6529 Quilen Road
Shreveport, LA 71108

213-4100

Stonewall, LA
Comcast
6529 Quilen Road
Shreveport, LA 71108
213-4130

Vivian, LA
Cablevision of Louisiana
4647 Roy Road Extension
Blanchard, LA
375-4566

C. Radio Stations

KBCL
316 Gregg Street
861-1070
Frequency: 1070 AM
Format: Christian and Talk

KBTT
1300 Grimmett Drive
222-9988
Frequency: 103.7 FM
Format: HipHop

KDKS
1300 Grimmett Drive
221-5477
Frequency: 102.1 FM
Format: Urban
Contemporary

KITT
6341 Westport Avenue
320-KITT
Frequency: 93.7 FM
Format: Country

KLKL
208 North Thomas Drive
320-9292
Frequency: 92.1 FM

Format: Rock & Roll Oldies

KMJJ
3109 Alexander Avenue
865-5173
Frequency: 99.7 FM
Format: Urban
Contemporary

KRMD AM & FM
3109 Alexander Ave
320-KRMD
Frequency: 101.1 FM &
1340 AM

KRUF
3109 Alexander Avenue
320-9436
Frequency: 94.5 FM
Format: HipHop

KSYR
208 N. Thomas Drive
222-0636
Frequency: 95.7 FM
Format: Rhythm

KEEL
6341 Westport Avenue

688-1130 (Phone) 687-8574
(Fax)
Frequency: 710 AM
Format: All-Talk Radio

KFLO
2097 North Hearne Avenue 2
22-2744
Frequency: 1300 AM
Format: Gospel/Sports/Talk

KIOU
4149 George Road
222-0272
Frequency: 1480 AM
Format: Christian and Oldies

KSCL
2911 Centenary Blvd.
869-5296
Frequency: 91.3 FM
Format: Alternative rock

KTAL
3150 North Market Street
425-2422
Frequency: 98.1 FM

Format: Album Rock
KTUX
5005 W. Monkhouse Drive
635-9999

Frequency: 98.9 FM
Format: Adult Active Rock

KVKI
6341 Westport Avenue
688-1130
Frequency: 96.5 FM
Format: Adult Contemporary

KWKH
6341 Westport Avenue
688-1130 (Phone) 688-8766
(Fax)
Frequency: 1130 AM
Format: AM: Talk FM: Top
40

KYLA
1300 Grimmatt Drive
320-1067
Frequency: 95.7 FM
Format: Classical Country

NOTE: KWKH serves as the primary Emergency Alert System (EAS) for northwest Louisiana. See Annex C (Alerting & Warning).

D. Newspapers

Caddo Citizen
105 W. Louisiana
Vivian, LA 71082
375-3294
Published: Weekly

The Forum News
1158 Texas Avenue
Shreveport, LA 71101
222-0409
Published: Weekly

Shreveport Sun
2224 Jewella
Shreveport, LA 71109
631-6222
Published: Weekly

The Times
222 Lake Street
Shreveport, LA 71101
459-3322
Published: Daily

USA Today, Gannett
1-800-872-0001
Published: Monday–Friday

The Inquisitor

7781 Hwy 1
Blanchard, LA 71009
929-7003
Published: Weekly

E. Other

ASSOCIATED PRESS
P.O. Box 44395
Baton Rouge, LA 70804
(225) 343-1325

Appendix 3 – Public Information Officers

The following is a list of Public Information Officers (PIOs) for local emergency services:

Caddo Parish Sheriff's Office
505 Travis Street
Shreveport, LA 71101
677-0666 or Pager: 864-3952

Shreveport Fire Department
801 Crockett Street
Shreveport, LA 71101
673-6652 or Page through
SFD Comm. 675-2137

Shreveport Police Department
P .O. Drawer "P"
Shreveport, LA 71161
673-6932 or Pager: 866-5194

Louisiana State Police
Troop G - Bossier City
5360 Industrial Blvd.
Bossier City, LA 71110
741-7192

Appendix 4 – Media Access SOP

I. INTRODUCTION

This guideline recognizes that during a disaster it is important to provide people with prompt and accurate information to lessen their anxiety about the involvement of friends and family. The news media are instrumental in reducing inquiries to disaster response agencies. Efforts should be made to cooperate with the media in providing information and access to the response scene, when feasible. The right of the news media to inform the public must be recognized.

II. PURPOSE

The purpose of this guideline is to set policy for providing information to the public and equal access to certified representatives of legitimate news media during emergencies.

III. CONCEPT OF OPERATIONS

1. The following types of information will be provided to the public promptly, in as much detail as possible:
 - a. Nature of disaster
 - b. Location of disaster
 - c. Time of disaster
 - d. Number of casualties
 - e. Identification, age, sex, address of casualties
(pending notification of next of kin)
 - f. Nature and severity of injuries
 - g. Condition of casualties and where treated
 - h. Agencies involved in response
 - i. Scope of agency involvement

2. While it is recognized that response personnel are responsible for protecting life and property and will be under physical and mental stress, it is also recognized that certified news media representatives should have every opportunity for equal access to the disaster response scene and to interview personnel when feasible.

IV. COLLECTION AND DISSEMINATION OF INFORMATION

The types of information outlined above will be collected and disseminated promptly by the appropriate personnel as follows:

1. Forward command post office-in-charge, or representative, will supply the Emergency Operations Center (EOC) Information Officer with a

timely evaluation of the disaster, to be followed by additional details as they become available.

2. Hospital information officers will be responsible for rapidly collecting information concerning casualties, notifying next of kin, disseminating this information first to the EOC and, where appropriate, to news media representatives.
3. EOC Information Officer will be responsible for collecting information from the forward command post, hospitals and other sources and agencies, for disseminating this to the news media, preparing news releases, and, where appropriate, making announcements to the public by radio and/or television hookups.

V. ACCESS FOR NEWS MEDIA REPRESENTATIVES

In recognizing the public's right to know as much information about a disaster as possible, the response agencies will try to cooperate by allowing representatives of legitimate news media equal access to information and response activity scenes, as appropriate. Conversely, media representatives should cooperate with agency personnel as directed for safety and efficiency.

1. Forward Command Post (FCP) officer-in-charge, or a representative, will allow access when consistent with safety and efficiency. Although on-scene access will be limited depending on conditions, the FCP officer-in-charge should use discretion in cooperating with media representatives.
2. Hospital information officer at each hospital will establish access rules for news media representatives. These may vary with individual circumstances. As a minimum during an emergency medical disaster, each hospital should recognize certified press identification cards, designate an entrance for news media representatives, and provide media representatives with a press room or other area with access to telephones.
3. EOC information officer will establish rules for media access at the EOC as appropriate to conditions. Unless otherwise specified, media representatives will be governed by the following rules:
 - a. News media representatives will be considered official news media by all agencies involved in disaster response activities if they possess proper personal identification.
 - b. When the EOC is activated following declaration of a disaster, media representatives will have access only to the lobby or news media briefing area.

- c. Access to restricted areas of the EOC (i.e., operations room and communications room) will be allowed only with the permission of the EOC information officer, OHSEP Director or their designated representative.

NOTE: Media representatives at the disaster scene will promptly follow all requests made by the on-scene commander.

Appendix 5 – Sample Radio/TV Message

SAMPLE RADIO/TV MESSAGE

BLANK FORM

THIS IS AN EMERGENCY MESSAGE FROM: _____

THERE HAS BEEN A: _____

YOU ARE ADVISED/ORDERED TO: _____

-OR-

WE REQUEST _____

FOR FURTHER INFORMATION, CALL _____.

SAMPLE RADIO/TV MESSAGE

FLOOD EVACUATION

THIS IS _____. THE FLOODING SITUATION CONTINUES
IN PARTS OF _____(CITY/PARISH) AND MAY WORSEN.
FOR YOUR SAFETY, YOU ARE REQUESTED TO LEAVE THE
_____ AREA AS SOON AS POSSIBLE (GIVE BOUNDARIES OF
LOCAL AREA, EVACUATION ROUTES).

BE SURE TO TAKE ESSENTIAL ITEMS – MEDICINE, SPECIAL FOODS,
PERSONAL ITEMS, BABY SUPPLIES, CLOTHING, MONEY, AND VALUABLE
PAPERS – BUT DO NOT OVERLOAD YOUR CAR. SECURE YOUR HOME
BEFORE YOU LEAVE. BE SURE TO CHECK ON ANY NEIGHBORS WHO MAY
NEED ASSISTANCE.

IF YOU CANNOT STAY WITH RELATIVES OR FRIENDS OUTSIDE OF THE
EVACUATION AREA, GO TO (ONE OF) THE RED CROSS SHELTER(S) AT
_____. IF YOU HAVE NO MEANS OF TRANSPORTATION
OR IF YOU ARE PHYSICALLY UNABLE TO EVACUATE ON YOUR OWN, ASK
A NEIGHBOR TO ASSIST YOU OR CALL: _____.

PETS WILL NOT BE ALLOWED INSIDE A RED CROSS SHELTER. IF YOU ARE
GOING TO A SHELTER, TRY TO MAKE ARRANGEMENTS FOR SOMEONE
OUTSIDE THE EVACUATION AREA TO TAKE CARE OF YOUR PET. DO NOT
ALLOW YOUR PET TO RUN LOOSE. IF YOU CANNOT MAKE
ARRANGEMENTS FOR YOUR PET, HUMANE SOCIETY VOLUNTEERS WILL BE
AVAILABLE AT THE SHELTER TO ASSIST WITH BOARDING YOUR ANIMAL.

FOR MORE INFORMATION, CALL ____ - _____.

SAMPLE RADIO/TV MESSAGE

**HAZARDOUS MATERIALS INCIDENT
(SHELTER – IN – PLACE)**

THIS IS _____. THERE HAS BEEN A CHEMICAL ACCIDENT NEAR (LOCATION). AS A TEMPORARY PRECAUTION, THE PUBLIC IN THE AREA OF (LOCATION) IS ADVISED TO **SHELTER-IN-PLACE**. STAY INSIDE AND SHUT DOORS AND WINDOWS. TURN OFF ANY AIR CONDITIONING OR HEATING SYSTEMS. TRY TO KEEP AS MUCH OUTSIDE AIR FROM COMING INSIDE AS POSSIBLE.

PLEASE DO NOT USE YOUR TELEPHONE UNLESS THERE IS A PERSONAL EMERGENCY. YOU WILL BE NOTIFIED WHEN THE SITUATION IS BACK TO NORMAL.

AGAIN, THERE HAS BEEN A CHEMICAL ACCIDENT NEAR (LOCATION). RESIDENTS IN THAT AREA SHOULD STAY INDOORS UNTIL NOTIFIED IT IS SAFE TO GO OUTSIDE. TUNE TO LOCAL TV/RADIO STATIONS FOR MORE INFORMATION.

SAMPLE RADIO/TV MESSAGE

**HAZARDOUS MATERIALS INCIDENT
(EVACUATION)**

THIS IS _____ . THERE HAS BEEN A CHEMICAL ACCIDENT NEAR (LOCATION). THERE WILL BE A TEMPORARY EVACUATION UNTIL THE SITUATION IS BACK TO NORMAL. RESIDENTS IN THE AREA OF (LOCATION) SHOULD EVACUATE AS SOON AS POSSIBLE (GIVE BOUNDARIES OF AREA AND EVACUATION ROUTES).

PLEASE TAKE ONLY ESSENTIAL ITEMS WITH YOU AT THIS TIME. POLICE AND FIRE PERSONNEL WILL BE IN YOUR AREA TO ASSIST YOU. IF YOU CANNOT STAY WITH RELATIVES OR FRIENDS OUTSIDE THE EVACUATION AREA, GO TO (ONE OF) THE RED CROSS SHELTER(S) LOCATED AT _____ .

IF YOU HAVE NO MEANS OF TRANSPORTATION OR IF YOU ARE PHYSICALLY UNABLE TO EVACUATE ON YOUR OWN, ASK A NEIGHBOR TO ASSIST YOU OR CALL: _____ .

DO NOT USE YOUR TELEPHONE UNLESS YOU HAVE A PERSONAL EMERGENCY. FOR MORE INFORMATION TUNE TO LOCAL TV/RADIO STATIONS.

AGAIN, THERE HAS BEEN A CHEMICAL ACCIDENT NEAR (LOCATION). RESIDENTS IN THAT AREA ARE DIRECTED TO EVACUATE UNTIL THE SITUATION IS BACK TO NORMAL.

SAMPLE RADIO/TV MESSAGE

**HAZARDOUS MATERIALS INCIDENT
(FOLLOW-UP NEWS MEDIA REPORT)**

AT APPROXIMATELY _____ (AM/PM) TODAY, A SPILL/RELEASE OF A POTENTIALLY HAZARDOUS SUBSTANCE WAS REPORTED TO THIS OFFICE BY (PRIVATE CITIZEN/COMPANY/CITY EMPLOYEE/ETC). POLICE AND FIRE UNITS WERE IMMEDIATELY DISPATCHED TO CORDON OFF THE AREA AND DIRECT TRAFFIC. THE MATERIAL WAS LATER DETERMINED TO BE _____, A (HAZARDOUS/HARMFUL) (CHEMICAL/GAS/SUBSTANCE/MATERIAL) WHICH, UPON CONTACT, MAY PRODUCE SYMPTOMS OF _____.

A PRECAUTIONARY EVACUATION OF THE (IMMEDIATE/BLOCK) AREA SURROUNDING THE SPILL WAS (REQUESTED/REQUIRED) BY _____ AGENCY. APPROXIMATELY (NUMBER) WERE EVACUATED.

CLEAN-UP CREWS FROM (AGENCY/COMPANY) WERE DISPATCHED TO THE SCENE AND NORMAL TRAFFIC HAD RESUMED BY (TIME), AT THAT TIME RESIDENTS WERE ALLOWED TO RETURN TO THEIR HOMES.

THERE WERE NO INJURIES REPORTED --OR-- _____ PERSONS, INCLUDING (POLICE/FIRE) PERSONNEL, WERE TREATED AT AREA HOSPITALS FOR _____ AND (ALL/NUMBER) WERE LATER RELEASED. THOSE REMAINING IN THE HOSPITAL ARE IN _____ CONDITION. RESPONSE AGENCIES INVOLVED WERE _____.

SAMPLE RADIO/TV MESSAGE

TORNADO

THIS IS _____ AT
THE _____. A TORNADO OF UNDETERMINED SIZE
HAS JUST STRUCK THE _____ AREA OF (CITY/PARISH). AT
THIS TIME, THERE ARE NO CONFIRMED REPORTS OF INJURIES OR DAMAGE
---OR--- THIS OFFICE HAS RECEIVED REPORTS OF _____ FATALITIES,
_____ INJURIES, AND _____ HOMES DAMAGED. POLICE, FIRE AND
EMS UNITS ARE ON THE SCENE TO ASSIST RESIDENTS. PLEASE AVOID THIS
AREA IN ORDER FOR EMERGENCY SERVICES TO ASSIST VICTIMS.

IF YOUR HOUSE HAS BEEN DAMAGED AND YOU SMELL GAS, SHUT OFF
THE MAIN GAS VALVE. SWITCH OFF ELECTRICAL POWER IF YOU SUSPECT
DAMAGE TO THE WIRING. DO NOT USE YOUR TELEPHONE UNLESS YOU
NEED EMERGENCY HELP.

Appendix 6 – Joint Information Center (JIC)

I. PURPOSE

This appendix provides guidance on carrying out the public information function in support of the local government's response to a major disaster or emergency.

II. SCOPE

The mission of Public Information Officers (PIOs) is to contribute to the well being of the community following a disaster by disseminating accurate, consistent, timely, and easy-to-understand information. Specific objectives are to:

1. Instill confidence that government will conduct response and recovery operations fast, effectively, and efficiently;
2. Provide critical information about how to apply for assistance and the location and status of life-sustaining shelters and resources; and
3. Provide authoritative information to deal with unsubstantiated rumors.

III. POLICIES

1. The Caddo Office of Homeland Security and Emergency Preparedness is responsible for implementing public information activities after a major disaster or emergency. Caddo OHSEP will develop strategic plans and policies, provide liaison with the PIOs for other local, state and federal agencies, and determine the need for a Joint Information Center (JIC).
2. In a major disaster or emergency, a JIC will be established as a central point for coordination of emergency public information, public affairs activities, and media access to information about the latest developments. The JIC is a physical location where Public Information Officers (PIOs) from involved agencies come together to ensure the coordination and release of accurate and consistent information that is disseminated quickly to the media and the public.
 - a. A JIC may be established at either the Caddo or Bossier Emergency Operations Center (EOC) or near the scene of the disaster. The EOC staff will determine the location of the JIC.
 - b. Before its release, federal, state and local disaster information will be coordinated to the maximum extent possible to ensure consistency and accuracy.
 - c. All local agencies may use their own mechanisms for releasing information. No editorial or policy control is exercised by the Caddo OHSEP over other agencies' release of information about their own policies, procedures, or programs.
 - d. Federal, state and local governments, as well as voluntary and private responding organizations, are encouraged to participate in and share the resources of the JIC. If collocating at the JIC is not feasible, all

organizations are encouraged to conduct their information activities in cooperation with the JIC.

IV. SITUATION

1. After a major disaster, normal means of communications in the affected area may be destroyed or severely disrupted; therefore, only limited and incomplete information may be expected from the area until communications can be restored.
2. The period immediately following a major disaster is critical in setting up the large and complex mechanism that will be needed to respond to the emergency public information and news requirements generated by the disaster.

V. CONCEPT OF OPERATIONS

A. Organization

The primary organizational elements of a JIC may vary according on the size of the disaster and the location of the JIC (EOC or on-scene). Generally, these elements include:

1. The chief spokesperson at the EOC JIC will be determined by the EOC Staff. The chief spokesperson in an on-scene JIC is the lead PIO as selected by the departmental PIOs present and involved with the crisis.
2. The JIC serves as the primary point of contact for the media for information regarding all disaster response, recovery and mitigation programs provided by federal, state, local and voluntary agencies. This includes providing the media with accurate and timely information on disaster operations, working with members of the media to encourage accurate and constructive news coverage, monitoring media coverage to ensure that critical messages are being reported and identifying potential issues or problems that could have an impact on public confidence in the response and recovery effort.
3. The PIOs should gather information about response, recovery and mitigation operations and develop and produce information for dissemination by the JIC to the print and broadcast media.
4. Multilingual messages will be developed, as necessary, to ensure that non-English speaking populations receive accurate and timely information about disaster response, recovery, and mitigation programs through appropriate media and in their languages to the extent possible.
5. Use a broad range of resources to disseminate information to disaster victims and the general public, including radio, print, television, fax and the Internet.
6. Maintain contact with and gather information from federal, state, local and voluntary organizations taking part in the disaster response operations.
7. Handle special projects such as news conferences and disaster area tours by the news media and other officials.
8. Provide public information support and advice to the EOC staff.
9. Coordinate with the news media to provide basic facilities, such as

- communications, office space and supplies to assist the news media in disseminating information to the public. (These facilities are provided as long as the EOC staff determines their provision to be in the public interest.)
10. Coordinate the video documentation of the disaster area, response and recovery efforts for future training and record-keeping purposes.

VI. RESPONSE ACTIONS

A. Initial Actions

On notification that a major disaster or emergency has occurred, the Director of the Caddo Parish Office of Homeland Security and Emergency Preparedness and/or EOC Staff will:

1. Contact area PIOs with police, fire and sheriff's offices to determine whether there is to be a unilateral response to news media with a lead PIO serving to articulate the response and recovery efforts.
2. Determine the need for a JIC after consulting local response agencies.
3. Determine where the JIC will be located (EOC or On-Scene).
4. Determine a lead PIO to assume public information responsibilities at the JIC.

B. Continuing Actions

1. Public Information Officers at the EOC will:
 - a. Provide advice and support to the EOC Staff and keep it apprised of all public information activities.
 - b. Serve as the focal point for incoming information from the on- scene PIOs and news media.
 - c. Ensure that public information procedures conform to their respective departmental Standard Operating Guidelines (SOGs).
2. The Lead PIO will:
 - a. Assume the lead PIO role on arrival at the disaster site or EOC. Periodically, the lead PIO may travel to both the disaster site and EOC. In his/her absence from the EOC, the lead PIO will appoint a JIC coordinator who may assume responsibility for the hour-to- hour operations of the EOC JIC.
 - b. Represent the local EOC Staff with the media, public and other agencies.
 - c. Serve as advisor to the EOC Staff.
 - d. Ensure that public information policy and procedures conform to established departmental Standard Operating Guidelines (SOGs).
3. Each person representing a JIC member organization will function in two capacities:
 - a. Represent their agency in carrying out its public information mission.

- b. Provide public information services in support of the various JIC missions.

VII. TERMINATION OF ACTIVITIES

The JIC will continue to operate as long as necessary. The JIC will terminate operations at the conclusion of the response and recovery operations or at deactivation of the EOC.