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SECTION 1: RISK COMMUNICATIONS PLAN

1.1 General

This annex describes the San Joaquin County Risk Communications System prepared according to statutory requirements.^{1/} Several jurisdictions have specific procedures and authorities in their individual operational plans. This plan does not supersede those plans or policies but instead outlines common ideas and capabilities contained in individual plans.

This annex provides general guidance for the conduct of public information activities during disasters. The County Information Officer and the Office of Emergency Services are responsible for maintaining standard operating procedures for accomplishing their assigned responsibilities.

1.2 Objectives and Information Priorities

Administrative Objective: Meet minimum State statutory requirements for development of area plans, and multi-hazard emergency plans.^{2/} This includes describing of risk communication response system and those procedures and capabilities common to all jurisdictions.

- This annex establishes procedures for the following.
- The rapid dissemination of accurate instructions and information to the public during periods of emergency.
- Responding to media inquiries and calls from the public.
- Establishing a Joint Information Center for use by representatives of the print and electronic media.
- Establishing a public information organization supporting county emergency operations.

Operational Objectives: The overall goal of the risk communication response system developed by the jurisdictions of San Joaquin County is to protect public health, prevent property damage. This response system has four objectives:

1.2.1 Defining the Target Audience

To be developed

¹ §25500, Article 1, Chapter 6.95, Division 20, Health and Safety Code; §852.62.2, Article 2, Chapter 5, Subdivision 4, Division 1, Title 14, Code of Regulations

² §25500, Article 1, Chapter 6.95, Division 20, Health and Safety Code

1.2.2 Pre-Incident

- Informing Businesses and Public of Risks
- Advising of Potential or Impending Risks

1.2.3 During Response and After Incident

- Emergency Alert and Warning
- Joint Information Centers
- Media Releases
- Informing Public

1.2.4 Potential Enhancements to Community Emergency Response

1.2.5 Public Health Objectives – Focus Area F

- **Critical Capacity** – Provide needed health/risk information to the public and key partners during a terrorism event by establishing critical baseline information about the current communication needs and barriers within individual communities, and identifying effective channels of communications for reaching the general public and special populations during public health threats and emergencies.
- **An Interim plan** – Develop an interim plan for risk communication and information dissemination at the local level to educate the public about exposure risks and effective public response.
- **Needs Assessment** – Conduct a needs assessment to evaluate the communication and information needs for health and risk information for public health threats and emergencies at a local level.
- **Strategies and Resources** – Review appropriate risk communication strategies and resources from the private sector, the media, and state and federal emergency management sources, including the CDC Public Health Preparedness and Response Website, other national Websites, state and local Health Alert Networks, online and hard-copy “bulletin boards,” hotlines and clearinghouse, and other tested communications strategies and concepts.

- **Public and Special Populations** – Develop a plan and implement effective channels of communication at the local level to reach the general public and special populations during public health emergencies.
- **Key Risk Personnel** – Identify local key public health spokespersons and ensure their competency, awareness and ongoing training necessary to effectively and accurately deliver public health emergency information especially in times of crisis.

1.3 Concept of Operations:

The California Emergency Public Information System includes city, county, Office of Emergency Services mutual aid region, State, and Federal information officers, as well as public information representatives from private agencies. The scope of the emergency will determine how many levels of the system become actively involved in emergency information release.

The County information officer will release information and instructions locally and will provide status information to public information officers at the next higher level of government. The County IO will coordinate in advance with the public information representatives of local private agencies such as the American Red Cross, Salvation Army, and utility companies so that mutual needs may be fulfilled during emergencies.

When the OES emergency information organization at the state headquarters in Sacramento is activated, public information officers will be assigned to the affected OES mutual aid region to gather status information from local jurisdictions.

Mutual aid region information officers may reply to media calls, and will relay information from the state and federal levels to local public information representatives.

The State OES information officer will summarize the disaster situation for the media and report on state agency response activities. The State OES information office will coordinate news releases pertaining to a particular jurisdiction with that jurisdiction public information officer prior to their dissemination.

The Federal Emergency Management Agency's information office will provide information on federal response efforts and federal assistance programs and may provide staff support to the state on request.

1.4 Policies and Procedures

The County Public Information Office and the Office of Emergency Services will maintain standard operating procedures for accomplishing assigned responsibilities.

1.5 Organization and Responsibilities

The San Joaquin County public information function will be organized as described in this section. Public information organization and activities will be consistent with the Incident Command System.

1.5.1 Operational Area Information Officer (IO)

A County Information Officer will operate from the Operational Area EOC and will be supported by a staff as described in the MACS EOC Procedures. He/She will be the focal point for risk communications activities and will direct rumor control and on-scene public information activities. He/She will coordinate with the Information Officers of other jurisdictions.

1.5.2 Rumor Control

The Operational Area (OA) Rumor Control Function will be conducted from the OA EOC. The Rumor Control Officer, along with staff from the Probation and Mental Health Departments, will operate under the direction of the Information Officer and in accordance with procedures.

1.5.3 Incident Information Officers

Incident information officers will be designated from the jurisdiction assigned Incident Commander. These officers will handle media arriving on an emergency scene. The Operational Area IO does not have authority over each incident information officer.

Incident information officer should coordinate their warnings, releases, and briefings with the OA IO in the EOC to assure accuracy and avoid overlap or conflicting timelines of releases. Most important is Emergency Alert System (EAS) activations. They will operate in accordance with jurisdictional or OA procedures.

1.6 **Special Procedures**

1.6.1 Briefings

The Information Officer and staff will conduct periodic media briefings as appropriate. The County IO will be responsible for scheduling briefings, determining participants, and notifying the media. EOC briefings will be conducted in the Grand Jury office of the Courthouse.

On-scene briefings will be conducted after coordination with the County IO. These briefings will take place at an appropriate field site and will only cover information available to the on-scene agencies.

1.6.2 Media Releases

During multiple jurisdiction operations, such as a major flood emergency, the County IO will follow plan procedures for coordinating press releases with other jurisdictions. The County IO will determine the need and timing of all county written press releases.

Written media releases will be prepared by the IO and approved by the Incident Commander prior to release. Releases will be used to disseminate complex information, widely requested information, and to clarify rumors.

1.7 **Emergency Information Staff:**

The County maintains lists of trained information officers and support staff. For staff names refer to the San Joaquin County Emergency Staffing and Telephone Directory maintained by the Office of Emergency Services and the Human Resources Department.

1.8 **Response Agency Coordination Roles**

1.8.1 Local Agency Response

At the local level the San Joaquin Operational Area will involve public agencies and a network of businesses from the private sector for emergency response.^{3/} Incident management and mitigation will depend on the size of the incident and the capabilities of the local responders.

1.8.2 Operational Area

Multi-Agency Coordination System: The Office of Emergency Services implements the Operational Area Multi-Agency Coordination System (MACS) to assist in risk communications coordination. The OA emergency operations center is equipped with various radio, telephone, and intra/internet systems to ensure communications with incident commands, departmental or jurisdictional operations centers.

Disaster Welfare Inquiries: The OA EOC can operate a center for collecting information on victims and distributing this to involved emergency medical agencies, the Incident Command staff, and the relatives of victims. The local Red Cross staffs the Disaster Welfare Inquiry Team that provides this function.^{4/} Additional personnel from Mental

³ Public agencies can include fire, law, emergency medical service, public works, special districts, utilities, and environmental health services. Some may be locally based state and federal agencies.

⁴ Details of this are in the Memorandum of Understanding between the American Red Cross and San Joaquin County and the County Multi-Casualty Incident Plan

Health, Coroner's Office, or bilingual services may also be involved. Cities may elect to do this function themselves.

1.8.3 Regional and Statewide Response

In some cases a locally based State agency could be Incident Commander for a local incident. This would still be looked as a "local response." If, instead, an incident overwhelms local capabilities, or is forecasted to deplete available local resources, the operational area may request a "State" response to look to the 11-county region (OES Region IV), or statewide for assistance. A Multi-Agency Coordination (MAC) Group could help to obtain resources.^{5/}

1.8.4 Federal Agency Response

Within the San Joaquin Operational Area there are federal jurisdictions involving water conveyance systems (canals and San Joaquin Delta) military bases and other institutions. Responses to non-staffed federal facilities such as the Delta-Mendota Canal will involve an initial response by the local agencies with subsequent notification to the Federal Authority.

Response to military bases and other federal fixed facilities will be dictated by the potential threat to the public and/or environment. Federal resources at the site will make initial response with local responders notified to help manage the incident. In a stable incident, mitigation and cleanup will be left to the federal agency with responsibility for that site.

⁵ A MAC Group includes Management, Planning/Intelligence, and Logistics functions of SEMS. In San Joaquin Operational Area, these tasks are normally done at the EOC.

SECTION 2: PROCEDURES AND PROTOCOL

Jurisdictions in San Joaquin Operational Area should use this document to incorporate into local emergency plans. Primary sections to utilize are:

- Section 4 - Notification and Coordination
- Section 5 – Vehicles for Risk Communications
- Section 10 – Appendix 10.2 Emergency Alert System (EAS)

2.1 References to Follow During Incidents

The following documents constitute the actual authority for initial activation through the demobilization and clean up activities. Specific procedures for each jurisdiction are listed since agencies will need to follow local procedures.

2.1.1 Emergency Operations Plans

1. San Joaquin County Emergency Operations Plan
2. San Joaquin Operational Area Emergency Operations Center Procedures

2.1.2 Hazardous Material Procedures

1. San Joaquin Operational Area – Area Plan
2. State of California Hazardous Materials Incident Contingency Plan
3. San Francisco Oil Spill Prevention and Response Plan

2.1.3 Communications Centers

1. San Joaquin Operational Area Multi-Agency Coordination System Procedures
2. County of San Joaquin Sheriff's Communications Center Procedures
3. City of Stockton Fire Department Communications Center Procedures

2.1.4 Development Guides

1. Risk Communications Guide for State and Local Agencies – California OES
3. Annex G, Media and Public Information Functions for Hazardous Materials in California – California OES

SECTION 3: PRE-EMERGENCY PLANNING

3.1 General

Ongoing preplanning occurs to address the diverse capabilities needed for effective response if an incident does occur. Cities, special districts, and private company information officers participate in this effort through the organizations identified below. These efforts attempt to develop a method to coordinate risk communication through procedures, websites, or printed documents. The County Office of Emergency Services conducts countywide programs for enhancing business preparedness, training, and review of threats.

3.2 Pre-Emergency Planning and Coordination

Coordination with countywide information officers help develop and revise procedures for Operational Area warning, informing, and recovery operations. These procedures are incorporated into documents listed in Section 2.

3.3 Industry Coordination

An emergency plan is required to be developed by an employer as defined. This plan addresses emergency response at uncontrolled hazardous waste site by employees.^{6/} An employer response plan is also required under the Federal Resource Conservation and Recovery Act of 1976 (RCRA).^{7/} These statutes encompass the employers' responsibilities for the response plan, elements for the plan and procedures for handling emergency incidents. The plan is also to address how the private business employer will interact with the public sector emergency responder.

Though the above are focused on hazardous materials releases, risk communications is a major concern. Several utility businesses have participated in risk communication planning with countywide agencies.

3.4 Coordination Between Agencies

Risk Communication planning is a continued aspect of a planning process. Several methods have been attempted to include this aspect into planning and preparedness efforts.

3.4.1 Information Officer Network

The County of San Joaquin has established a countywide information officer network, an unofficial association, made up of public and private information officers.

⁶ 29 CFR 1910.120 (l)(1)(i)

⁷ 29 CFR 1910.120 (p)(8)(i)

This group meets several times a year, and reviews current procedures, Internet use, and threat assessments to consider modifications. They have a major voice in how Operational Area procedures will assist them in events. Special meetings are announced if a major threat arises, or a major change in procedures is best handled in person, rather than through mail, phone conversions, or e-mail.

Special training sessions have been held, or added to scheduled meetings. These may be targeted for selected persons, such as Emergency Alert System (EAS) activation process, or general topics such as how a warning or information system works (e.g. EAS, EDIS, and City Watch).

3.4.2 Emergency Services Council

General emergency response coordination of jurisdictions within the County occurs through the San Joaquin County Emergency Services Council. This Council meets periodically for review and approval of disaster and emergency plans. The Council establishes working groups to address specific issues such as hazardous materials. A copy of the description and membership of the Emergency Services Council is available in the County Office of Emergency Services.

3.5 **Mutual Aid Agreements**

3.5.1 California Master Mutual Aid Agreement

Public safety agencies provide mutual aid to other jurisdictions under the provisions of the California Master Mutual Aid Agreement. Personnel to fill Information Officer assignments between special districts, cities, or other operational areas fall within the context of the Master Mutual Aid Agreement.

3.5.2 San Joaquin Operational Area Agreement

A separate mutual aid agreement exists between the County fire districts. A copy of existing mutual aid agreements can be found in the San Joaquin County Emergency Operations Plan. These agreements, along with other response agreements, ensure that any jurisdiction can obtain personnel to fill all positions of the pre-established County Incident Command System structure. See Appendix #1 for details.

3.6 **Activation/Deactivation of Emergency Response Agencies**

Activation and deactivation of emergency responders are conducted under the standard protocol for ICS management. Activation and deactivation procedures for hazardous materials or medical/health emergencies have specific procedures. Disasters such as floods, earthquakes, and wild land fires will be conducted under SEMS guidance documents and mutual aid agreements.

3.7 **Incident Management Organization**

The San Joaquin County response system is based on the Incident Command System models as approved by SEMS, FIRESCOPE, and National Wildfire Coordinating group (Attachment 1).

3.8 Phases - Sequence of Information

3.8.1 Pre-Incident – Preparedness Phase

Determining the level of understanding about risk of the community or surrounding areas.

Information disseminated throughout this stage will consist primarily of instructions to individuals, families, and other organizations to lessen or mitigate the effects of the pending disaster. Such information might include a specific definition of the threat, its unique characteristics, identification of evacuation routes if appropriate, location of and access routes to pre-designated shelters or disaster assistance facilities, and similar information.

As the onset of the emergency or disaster approaches, more refined estimates of the probable impact the pending disaster poses to the threatened communities will be issued and emergency information instructions will become more precise.

3.8.2 Response Phase

This stage begins when conditions certain to result in an emergency are present. Should a catastrophe strike with little or no warning, activities appropriate to the previous stage will be initiated as rapidly as possible.

First response agencies (e.g., fire, law enforcement, medical) initiate mitigation efforts. Their responsibility includes taking initial steps to protect the public through rescue, area isolation, or evacuations.

Information disseminated during this stage will focus on actions essential to the survival, health, and safety of the population within the disaster area. Examples of this type of information are: delineation of areas expected to be affected by secondary hazards and locations of surviving medical, health, and congregate care facilities.

3.8.3 Control and Stabilization Phase

First responders will mobilize appropriate resources that can undertake specialized activities such as public health protection and monitoring, hazard identification and containment, and investigation. The Operational Area is able to support on-scene risk communication activities, if warranted, with resource and coordination.

If local information officer resources are inadequate, the San Joaquin County Office of Emergency Services, serving as the Operational Area Multi-Agency Coordination (MAC)

Group, and the local mutual aid coordinators will access additional resources through mutual aid agreements.

3.8.3.1 Command Structure and Responsibilities

Information officer position descriptions (Appendix #1) are intended to ensure proper role definition, prevent duplication or failure to undertake needed actions, and to improve coordination among multiple responding agencies.

Local agencies and locally based state agencies with legal or procedural responsibilities will fill the appropriate information officer positions of the standard ICS structure. Duties and responsibilities for each position are clearly identified with references to specific policies and/or procedures.

3.8.3.2 Incident Command

An Incident Commander, or Unified Incident Command, will be established at all incidents. Incident management authority is established by regulation, ordinance, jurisdictional establishment, financial, policy, or written agreement. See the “Incident Command Authority” Table in this document's references for a complete analysis of San Joaquin Operational Area incident command authorities.

Where Incident Command is unclear, or where the incident command agency is not present, first response agencies will identify an Incident Commander or will establish a unified command.

3.8.4 Clean up and Recovery Phase

This stage commences with the termination of emergency response operations and continues until the needs for recovery and rehabilitation information are satisfied.

Information disseminated during this stage will consist of announcements concerning designation of unsafe structures, location of one-stop local assistance centers; and availability of disaster relief programs such as temporary housing, employment opportunities, and financial assistance.

3.8.5 Response Termination Phase

Once the incident is controlled, the response system is prepared to shift to long-term mitigation Private Sector Role.

SECTION 4: NOTIFICATION AND COORDINATION

4.1 Notification of Jurisdictions

Public Safety Answering Points (PSAP): PSAPs are responsible for notifying first response public safety agencies of incidents reported by the public or a business. An agency information officer should assure their PSAP is informed how to activate that position.

San Joaquin County Sheriff's Communications Center: This dispatch center has direct responsibility for notification of the on-call duty officer for the Office of Emergency Services, the Environmental Health Division, and the District Attorney's Office. Any public safety agency can use this center for contacting those resources.

San Joaquin County Office of Emergency Services: This agency serves as the County "Administering Agency" for hazardous materials release notifications. This agency will help, upon request, with notifications of local agencies. OES staff will also notify the members of the Emergency Services Council, the State Warning Center, and local, state and federal agencies with information officer responsibilities or capabilities needed by the Incident Commander.

4.2 Notification of Public

Incidents involving a threat to life or health of the community may involve many disciplines in emergency response and command actions. Incident Command System assigns the Incident Commander final authority in approving information to be released.

Once cleared, the Information Officer (IO), and possibly several IO Assistants, is tasked to appropriately handle the task of distribution of safety information to the public and to responders.

4.2.1 Central Information Clearing House

It may be necessary to involve an Emergency Operations Center (EOC) or Department Operations Center (DOC), or establish a Joint Information Center (JIC) to assist with the dissemination of safety information

The Operational Area and most cities have specific guidance for activating, staffing, and maintaining an Emergency Operations Center.^{8/} An incident commander could disseminate messages by various local warning methods and could request an Information Officer at the appropriate Emergency Operations Center to coordinate and distribute public safety information through the EAS or other system. A city or Operational Area EOC should be

⁸ San Joaquin Operational Area MACS Procedures manual

activated to assist if the incident becomes large or resource needs extend to a regional or multi-regional level.^{9/}

The Planning/Intelligence Section Chief, Information Officer, and Communications Manager within an Emergency Operations Center or Department Operations Center will coordinate with the EOC Director to issue public safety statements. The EOC will also establish a public information-clearing house for responding to concerns from the community, families of affected individuals, and media inquiries.

4.2.2 Timely Notification

Incident Information Officer develops procedures of time frames, addresses, formats, and content of messages. The Incident Commander retains final authority of content approval. The intensity, complexity, and pace of the incident dictates time frame of message delivery.

Emergency Alert System messages can be processed from the incident site and are preset from 15 to 3hours/30 minute event durations. When expired, the Incident Commander may need to extend the message. A time delay could occur if incident commander agency is not an authorized EAS activator.

For all other notification systems there will be delays. The Sheriff City Watch phone system also will have a delay for agencies to contact and relay information. EDIS requires the information to be processed from an Internet accessible computer, and by an authorized user.

4.3 **Activation of Information Officers**

4.3.1 County Staff

4.3.2 Countywide Information Officers

4.3.3 Centralized Coordination of Agency Information

The Operational Area Emergency Operations Center may coordinate the release of safety information to the public for individual or multiple jurisdictions. The San Joaquin Operational Area Information Officer (IO) works with all other information officers on

⁹ Emergency Alert System (EAS), Emergency Voice Mail System (EVMS), and Emergency Digital Information System (EDIS) are key public information methods. Response Information Management System (RIMS) is a computerized database system maintained by State OES for local, Operational Area, selected state and federal agencies to share information and resource needs.

developing public information content and distribution methodology. Telephone operators in the Emergency Operations Center can serve as a "central clearinghouse" to help in the handling of public and media calls for information.

The San Joaquin Operational Area Information Officer and the Information Officer of the Incident Command will conduct periodic conference calls to coordinate information and media releases. If the Incident Command does not want this type of assistance, then the Operational Area will refer requests for information to the designated Incident Command Information Officer.

4.4 Coordination Checklist

SEMS ICS has standardized checklists for all positions within the generic system. This includes Hazardous Materials positions. This Area Plan Appendix #1, additional tasks have been developed for ICS positions to consider that are specific to this Operational Area.

Weapons of Mass Destruction also required additional position checklists to deal with special concerns for biological and non-biological incidents.

Checklists have also been developed for Operational Area EOC positions to assist in coordination of area events. If more than one jurisdiction is involved, Area Command procedures have been developed to resolve conflicting incident command objectives.

4.5 Sharing Properties of Hazardous Material

First responders will make an initial site assessment. Once the Joint Hazardous Materials Team arrives, a Technical Reference is assigned to work with the Assistant Safety Officer and team members to identify hazards. Where a representative of the responsible party is available and is knowledgeable of the chemicals present, the Technical Reference will work closely with that person to identify risks. An attempt will be made to obtain a Material Safety Data Sheet (MSDS) or other technical documents to aid in deciding properties.

4.5.1 Informing Public of HAZMAT Properties

Once assessment of the material is completed, the Information Officer will work with the HAZMAT Group and Environmental Group to develop information releases to agencies, media, and public. Training and exercises for San Joaquin based Information Officers will incorporate State guidance for media relations at Hazardous Materials scenes.^{10/}

4.6 Evacuations and Shelter-in-Place Actions

¹⁰ Annex G: Media and Public Information Functions for Hazardous Materials in California, State of California, March 1995

Large-scale incidents that pose a threat to facility employees or the community may require an evacuation or rescue plan. In cases involving mobile contaminants such as a toxic plume, protective actions may involve “shelter-in-place” recommendations in place of evacuation. These actions will require a decision by the incident commander with the assistance of the operations and planning/intelligence sections.

Peace officers and local health officers have the authority to close the scene so they should be considered for the evacuation group supervisor position.^{11/} Incident Commander or Unified Command will have the responsibility for deciding protective actions (e.g., evacuation immediate, shelter-in-place) with the business Incident Commander.

Various terms have been used for evacuations (e.g. recommended, voluntary, required, advisory, precautionary). Because of different jurisdictions using different terms, this can be confusing for the public. San Joaquin Operational Area only recognizes the EAS nationwide term that EAS encoders send to broadcast media stations:

EVI - Evacuation Immediate (Evacuations)
CEM – Civil Emergency Message (Shelter-In-Place)

4.7 Mass Care Shelter

Some cities have identified facilities to be used for a shelter. Any school district shall grant the use of school buildings, grounds, and equipment to public agencies, including the American Red Cross, for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare.^{12/}

4.7.1 Shelter Operations Agency

The Incident Commander’s jurisdiction is responsible for activating Care and Shelter within their emergency organization.^{13/} Costs are the responsibility of the Command since jurisdictions receiving evacuees are considered a “cooperating agency” under the Incident Command System. The incident Information Officer will work with all receiving jurisdictions to establish some type of information center or process, which will allow evacuees to track the status of the evacuation.

If multiple jurisdictions need care and shelter assistance, requests for shelters and disaster relief may be forwarded to the County Operational Area Care and Shelter Manager. The Operational Area Care and Shelter Manager and Information Officer will coordinate relief requests and may develop an overall shelter plan.

¹¹ §409.5, Title 11, Part 1, California Penal Code

¹² §38132, Article 2, Chapter 4, Part 23, Division 3, Title 2, Education Code

¹³ This is similar to the Logistics Section “Camp Manager” position. The position should be under Logistics. If an EOC is open, then the position could operate from there. Most jurisdictions have appointed the local Red Cross chapter to run shelters and this position; some use their Parks & Recreation to coordinate shelter locations and ARC to run them.

4.7.2 Animal Sheltering

Several animal rescue and assistance agencies offer to care and shelter pets and livestock during an evacuation. Red Cross, Salvation Army, and most shelter agencies do not care for animals. The county animal control agencies have developed an animal control mutual aid plan for coordinating needs.

4.7.3 Disaster Welfare Inquiries

The San Joaquin Operational Area may activate a disaster welfare inquiry function to collect and distribute information on victims who were transported to medical facilities. Information is collected from hospitals and other medical facilities and provided to persons seeking information on individuals as well as to emergency responders with a need to know.

The local American Red Cross, along with Mental Health Services, staffs the Disaster Welfare Inquiry Team, operating in the Operational Area Emergency Operations Center. Disaster Welfare Inquiries for individuals who may be in shelters, or who are otherwise unaccounted for, will be directed to the American Red Cross, San Joaquin Chapter, for processing under their standard procedures.

SECTION 5: VEHICLES FOR RISK COMMUNICATION

5.1 Responsibility for Informing Businesses and Public

Incident Commander position has the responsibility for informing businesses and general public of threats.^{14/} It will be necessary to coordinate with outside agencies for notifying individuals or populations that may be affected by incidents involving transportation vehicles, railroads, or ships in the Delta waterways.

Interagency notification will be conducted by using radio frequencies or telephone to contact the appropriate Public Service Answering Point (PSAP).

5.1.1 Procedures for Notifying Businesses and Public

The San Joaquin Operational Area Emergency Alert System (EAS) attachment contains the process and choices for notifying the businesses and public. This document covers notifying and informing both public agencies and businesses and public. The EAS procedure was developed to cover all emergencies, including AMBER ALERT that the San Joaquin County Emergency Operations Plan has identified in its Section 2 Hazard Analysis.

5.2 Notification Systems

Operational Area agencies have attempted to standardize notification systems so that authorized personnel can assist other jurisdictions. An added benefit is ease of combining duplicated or similar notifications.

5.2.1 Emergency Alert System (EAS)

This system is activated in accordance with the Emergency Alert System Area procedures (see Attachments). The Incident Commander is responsible for requesting activation and for approving message content. Message coordination may take place at the operational area level to ensure coordinated communications with the system participants and a consistent message to the public. An authorized activator must be contacted before the system is used.

5.2.1.1 Generic Information Format

An EAS message form is included with an annual distribution of MACS Procedure to all signature agencies to the Operational Area Agreement. In addition, designated Information Officers receive training in the EAS Plan. Generic EAS messages continue to be developed for several hazards such as earthquake and floods.

¹⁴ Refer to attachments 2, 3 and 4 in section 2, ICS Form 207 - Non Biological Threat, ICS Form 207 - Biological Threat, and the Agency Responsibility Matrix, respectively

5.2.2 Emergency Digital Information System (EDIS)

EDIS was created to fill gaps in the state's existing Emergency Public Information system. It is designed to supplement the Emergency Alert System with a means of transmitting detailed information to the news media in text form. This is a priority concern of special populations such as the deaf and hearing-impaired. The system is based on a direct computer link to other agencies, media, and citizens feeding through "internet", radio transmissions, e-mail, paging, and Teletype.

5.2.3 City Watch

The Sheriff's Office has a computerized dialing system used for the Neighborhood Watch Program. This system will telephone all numbers in an identified area. The numbers are both listed and unlisted, provided by various telephone service providers. A geographical area is delineated on a computer map, and then calls will begin.

5.3 **Communications Plan**

On-Scene Communications: The Incident Commander is responsible for coordinating communications during an emergency. A Communications Unit Leader could be assigned to perform this function by developing an incident communications plan to manage radio and telephone operations

The Operational Area Satellite Information System (OASIS): and the State Local Government Radio System is available for communications with the State and surrounding operational areas.

Computer Paging System: Most communication centers are equipped with computers to send computerized messages to a network of key individuals necessary to begin and coordinate response activities from a small single agency response to a large multi-agency response.

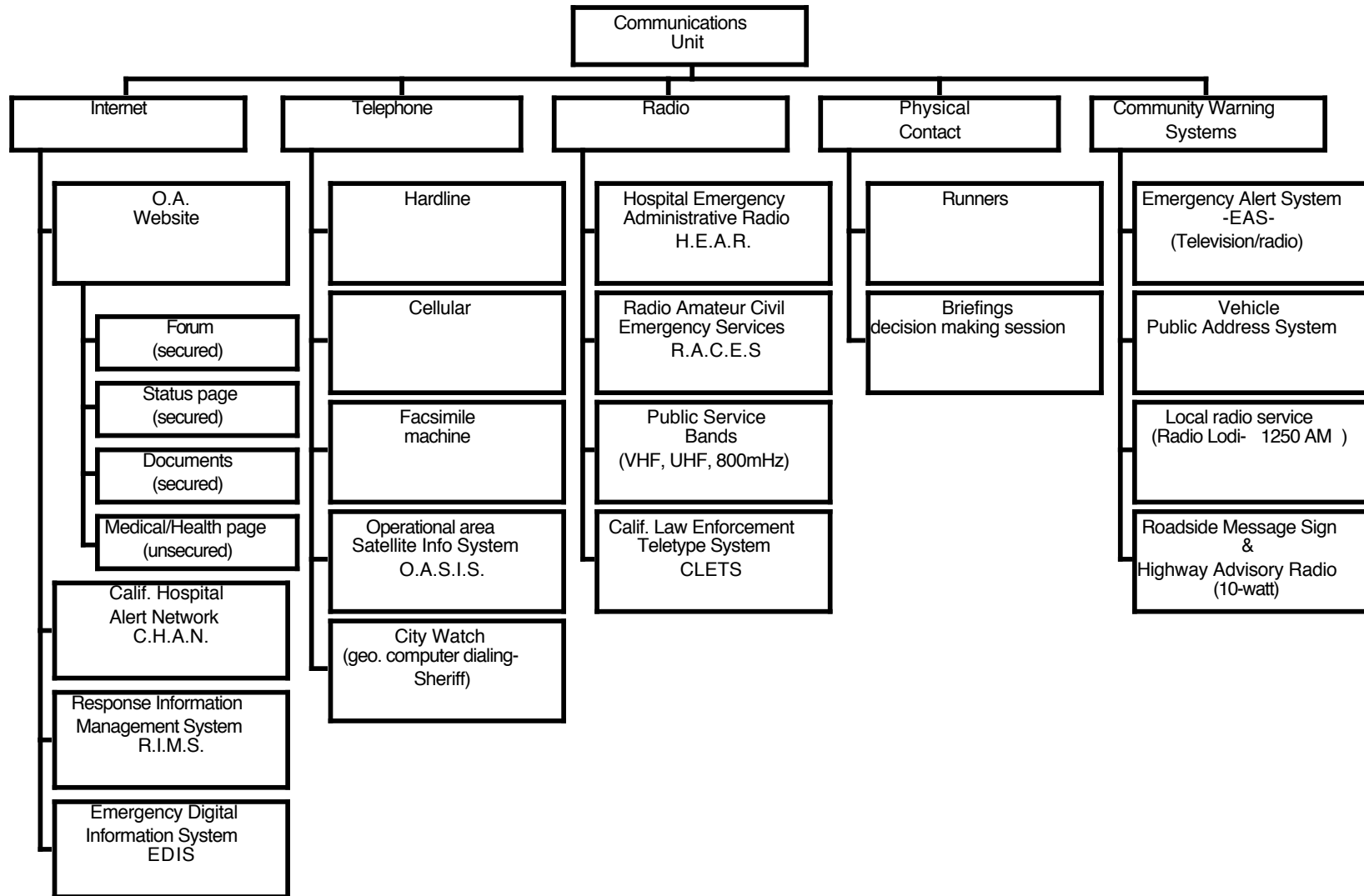
Radio Frequency Capabilities: The Operational Area organization can talk over multiple channels with fire, law, public works, and other agencies within the cities of the Operational Area. In addition, all OES response vehicles have two-way radios with the same frequencies and capabilities.

Cellular Phone Capabilities: All OES vehicles are equipped with cellular telephones. Duty Officers carry cellular telephones as a back up to the vehicle mounted equipment. Equipment in some OES vehicles can also connect to paging and Internet services via cellular telephone.

5.3.1 Alternate Means of Communications

The County and some cities maintain a Radio Amateur Civil Emergency Service (R.A.C.E.S.) program for supplementing normal communications. An Incident Commander can request this service through the Office of Emergency Services. RACES operators are volunteers covered under the State Disaster Service Worker program.

RISK COMMUNICATION PATHWAYS



SECTION 6: Incident Recovery Operations

The Incident Commander should consult with the Incident Safety Officer and the County Health Officer prior to terminating any declarations or proclamations for the incident. Once this is accomplished, the Environmental Health Division and other Public Health officials will work with appropriate agencies on a plan for clearing impacted areas for reoccupation. Incident command will transfer during this phase to the Environmental Health Division and an ICS staff structure will be retained to assist in the planning and implementation process.

6.1.1 Disaster Recovery Plan

An evacuation area pass system was developed to control flow of people and vehicles into an area. This allows initial recovery agencies to prepare area, and critical business activities. Once ready, residents may be allowed in on a limited pass, if area is not ready for normal activities.

A recovery plan should incorporate how to inform public on assistance, permits, passes, and other issues necessary for re-entry or occupation. If multiple jurisdictions, area-wide information plan should be considered.

SECTION 7: INCIDENT CRITIQUE AND FOLLOW-UP
(§2728 H&S, §4570 UCS)

7.1 Post Incident Analysis for Information Officer activities

SECTION 8: TRAINING

8.1 SEMS Training

Standard Emergency Management System (SEMS) training for all emergency response agencies will be encouraged. State agencies must use SEMS. Local agencies are subject to loss of reimbursement of response funds if SEMS is not used.^{15/} This system shall be applicable, but not limited to, those emergencies or disasters referenced in the state emergency plan. SEMS covers emergencies or disasters involving multiple jurisdictions or multiple agency responses in the San Joaquin Operational Area.

8.2 Incident Drills and Exercises

Periodic drills or exercises will be scheduled to enhance training and test procedures. Drills will be aimed at skill learning or testing of an individual or equipment. Exercises will be aimed at evaluating procedures. There are four types of exercises: orientation, tabletop, functional, and full scale.

8.2.1 Table Top Exercises

The Operational Area and its jurisdictions hold periodic table top exercises to review changes or additions to procedures. Such exercises focus on the (field) command post, departmental operations center (DOC) or emergency operations center (EOC).

Pre-established Incident Command Teams may conduct a tabletop exercise to test how a hazardous material incident should be managed, e.g., decision-making, closing an area, evacuation planning, and containment procedures.

¹⁵ §8607, Article 9.5, Chapter 7, Division 2, Title 2, California Government Code

LIST OF AUTHORITIES

Local Ordinance or Policy

California Codes and Regulations

§409.5, Title 11, Part 1, California Penal Code

§8607, Article 9.5, Chapter 7, Division 2, Title 2, California Government Code

Federal Codes and Regulations

SECTION 9: ATTACHMENTS

SECTION 10: APPENDIX

1. Media Release Templates
2. Emergency Alert System (EAS) procedures
3. Joint Information Center Procedures
4. West Nile Virus Procedures
5. Smallpox
6. Weapons of Mass Destruction – Biological Risk Communications

10.1 APPENDIX – MEDIA RELEASE TEMPLATES

10.2 APPENDIX – EMERGENCY ALERT SYSTEM (EAS) PROCEDURES

10.3 APPENDIX – JOINT INFORMATION CENTER PROCEDURES

10.4 APPENDIX - WEST NILE VIRUS PROCEDURES

10.5 APPENDIX – SMALLPOX PROCEDURES