LAKE COUNTY
FLORIDA

Comprehensive Emergency Management Plan

Emergency Support Functions (ESFs)

TRANSPORTATION
EMERGENCY SUPPORT FUNCTION 1
(ESF 1)

PRIMARY AGENCY: Lake County Community Services Department,
                             Public Transportation Division

SUPPORT AGENCIES: Lake County Schools
                             Lake Emergency Medical Services
                             Lake County Fire Rescue Division
                             Lake County Sheriff's Office
                             Lake County Public Works Department
                             Lake County Fleet Management Division

I.   PURPOSE

The purpose of this function is to provide overall coordination of transportation assistance to municipal/county departments, other governmental and private agencies, and voluntary organizations requiring transportation capacity to perform disaster missions. A primary priority of this ESF will be the coordination of evacuation transportation.

II.   GENERAL INFORMATION

Supplemental transportation resources may be needed following a disaster as a result of both increased transportation needs and disruption of normal transportation systems. Transportation may be required for transporting of emergency equipment and supplies into the disaster area. Further emergency transportation may be required to provide access to assistance centers for disaster victims and access to places essential to the resumption of normal community life: such as stores, schools, government offices, and major employment centers. The provision of emergency transportation may involve establishment of trip priorities, as well as the provision of additional resources while normal systems are being restored.

Each of the providers listed below have agreed, either verbally, by contract, or by law, to provide the services as listed.

III.   TYPES OF TRANSPORTATION AVAILABLE AND PROVIDERS

A.   The following types of transportation area available for:

1.   Emergency Equipment and Supplies

   Provider: Lake EMS
               Lake County Fire Rescue Division

2.   Transportation to shelters, disaster assistance centers, food stamp distribution sites, etc.

   Provider: Lake County Community Services Department, Public Transportation Division
               Lake County Schools

B.   An impending or actual incident that requires the transportation function be activated will in turn require the activation of the EOC. Evacuation procedures, will be followed where movement of persons from their homes is required.

Requests for transportation will be coordinated through the transportation support agencies and the Logistics Chief in the EOC.

Special needs persons are usually the first to be evacuated, due to the nature of their need and the time involved in relocating them to special needs facilities. Pre-determined routes have been designated based on the geographic area of persons that need to be moved to special needs facilities. Lake County Connection and Lake EMS are the primary providers of special needs transportation and transportation of the disabled and elderly. They provide the following:

   Persons with Special Needs/Handicapped Persons/Elderly

   Provider: Lake County Connection
               Lake County Special Transport (This is part of Waterman's service and normally are focused on the hospital's needs.

               60 Wheelchair Lift equipped buses
               9 Wheelchair Lift vans
               9 Sedans

   Provider: Lake EMS

IV.   CONCEPT OF OPERATIONS

A.   Alerting of all drivers is the responsibility of the respective agencies and is in the form of a pyramid call-out system.

B.   Over 50 % of all school buses, which include all with lifts, plus all ambulances and Lake County vehicles, are equipped with radios.

C.   Special needs routes are pre-determined by geographic area (see Appendix 1).

D.   Assignment of routes needing other types of transportation will be coordinated by agencies involved and the Logistics Chief based on information relayed via telephone in the EOC. Drivers will be instructed to pick up only at designated areas. Any deviations will need to be cleared by the specified method of communication.

E.   In discussion with the School Board representative, it was agreed that already established school bus stops would be used as designated pickup points for transportation to public shelters and routes taken would be those used on a day-to-day basis for school pickups.

F.   Respective agencies are responsible for placing signs on vehicles designating them as Disaster Transportation Vehicles.

G.   All emergency transportation will be fueled prior to the onset of the emergency, if practical. If a power outage during an emergency prevents the pumping of fuel into emergency transportation vehicles, the Executive Policy Group can approve the use of the Lake County gas pumps at the Astatula landfill for non-county owned vehicles. The Lake County Fleet Management Division will be responsible for ensuring proper tracking of fuel dispensing to non-county owned vehicles for reimbursement.

H.   Public fuel suppliers as listed in the ESF 12, Fuel Annex, have agreed to provide emergency vehicle fuel, as necessary and until supplies become limited. At the time that local supplies are expended, contact will be made with the State EOC to request assistance.

V.   STAGING OF TRANSPORTATION UNITS

All providers will coordinate transportation activities with ESF 1. All units that will be used in the emergency response and recovery effort are located in the following areas when Lake County is threatened or has experienced a disaster event.

A.   Lake EMS units are located in geographically strategic areas. Those units that are housed at mobile homes relocate to the nearest fire station for safety purposes.

B.   The School Board has buses located at lots located throughout the County.

Due to the locations of these units on a day-to-day basis, they are already strategically staged. There are no plans to establish a staging area other than their normal operating areas.

VI.   STAFFING

Each transportation support agency is responsible for staffing of their units. The logistics involved in a 24-hour transportation operation would be coordinated through the Logistics Section of the EOC.

VII.   TRAFFIC PATTERNS

The Lake County Traffic Control Plan outlines emergency traffic regulations.

VIII.   ACTIONS

A.   Response Initial Actions

1.   Staff ESF 1 as needed in EOC. Inventories of available vehicular resources will be verified and provided to ESF 5.

2.   Each ESF 1 agency will establish communications with appropriate field personnel and ensure that they are ready to respond.

3.   Coordinate with support agencies to prioritize and develop strategies for the initial response. Resources will be repositioned when it becomes apparent that county transportation resources will be required.

4.   Any transportation resources that may be needed in recovery should be removed from the potential disaster area to the nearest staging area. Equipment accessible to ESF 1 agencies will be committed when evacuation or re-entry of a designated area is authorized.

5. Coordinate with ESF 6 and ESF 8 for ground transportation of citizens to evacuation shelters and return home after the event. Coordinate with ESF 16 for all road closures or traffic problems with all ESFs.

6. Coordinate with ESF 10 for identification of any hazardous materials transports that could be affected by the disaster.

B. Response Continuing Actions

1. ESF 1 will coordinate transportation resources with requests for transport of personnel, goods and services.

2. Priorities will continually be reassessed to address the most critical transportation needs and develop strategies.

3. Resources that are committed to specific missions will be tracked for redeployment if necessary. Updated information will be provided to ESF 5.

C. Recovery Initial Actions

1. When requested, transportation resources will be provided to assist recovery activities for personnel and equipment.

2. Develop recovery actions and strategies.

D. Recovery Continuing Actions

1. Transportation will continue to be provided for related activities.

COMMUNICATIONS
EMERGENCY SUPPORT FUNCTION 2
(ESF 2)

RIMARY AGENCY: Lake County Public Safety Department,
                                              Communication Technologies Division

SUPPORT AGENCIES: Lake County Information Technology Department
                                              Lake County Sheriff's Office
                                            Lake Emergency Medical Services

I.   INTRODUCTION

A.   Purpose

The purpose of ESF 2 is to assure the provision of required communications support to state, county and municipal response efforts before, during and immediately following an emergency declaration. ESF 2 plans, coordinates and assists in all actions taken to provide communications support to state, county and municipal response elements and at a minimum:

1.   Identify communications facilities available for use within the affected area(s).

2.   Identify actual and planned actions of commercial telecommunications companies to restore services.

3.   Identify communications facilities, equipment and personnel located locally that could be used to support recovery efforts.

4.   Coordinate the acquisition and deployment of additional communications equipment, personnel and resources necessary to establish temporary communications capabilities within the stricken area.

5.   Identify actual and planned actions of commercial cable television companies to restore services.

B.   Scope

The Lake County Communications Technologies Division will serve as the Primary Agency for ESF 2 and will integrate and coordinate the communications assets available from all state agencies, county agencies, volunteer groups, local industry, federal government agencies and the

U.S. Military. ESF 2 will prepare recommendations for the local EOC during an emergency, and other agencies as required. Additionally, ESF 2 will be the focal point of all response communications activity at the local level prior to, during and immediately after an emergency has been declared at the local level. This includes performing necessary actions to assist with recovery operations.

C.   Planning Assumptions

1.   Normal day-to-day communications may be interrupted as a result of a natural or man-made emergency.

2.   These emergencies would overload surviving communications channels.

3.   Trained communication personnel shortages will occur; however, a sufficient number to handle emergency traffic will be available. Emergency radio nets will be utilized to back up and augment common carrier facilities to give all systems some redundancy.

4.   ESF 2 will prepare and submit a Communications Plan for the operational period Incident Action Plan (IAP).

II.   SYSTEM SUMMARY:

Lake County has a type 4 E911 system consisting of five (5) primary and one (1) secondary Public Safety Answering Point (PSAP) as follows.

A.   Lake County Sheriff's Office Primary PSAP

The sheriff's office primary PSAP is located at the newly constructed Emergency Communications and Operations Center (ECOC). This PSAP direct dispatches all law enforcement calls for the unincorporated areas and the municipal law enforcement agencies in Astatula, Clermont, Fruitland Park, Howey-in-the-Hills, Lady Lake, Mascotte, Minneola, Montverde, Tavares and Umatilla. Fire and medical calls are transferred to the secondary PSAP, Lake EMS. Lake EMS is housed with the sheriff's office primary PSAP at the ECOC.

B.   Eustis Police Department Primary PSAP

The Eustis Police Department primary PSAP direct dispatches calls for law enforcement in the city of Eustis. Fire and medical calls are transferred to Lake EMS at the ECOC.

C.   Groveland Police Department Primary PSAP

The Groveland Police Department Primary PSAP direct dispatches calls for law enforcement in Groveland and Mascotte. Fire and medical calls are transferred to Lake EMS at the ECOC.

D.   Leesburg Police Department Primary PSAP

The Leesburg Police Department primary PSAP direct dispatches calls for law enforcement. Fire and medical calls are transferred to Lake EMS at the ECOC.

E.   Mount Dora Police Department Primary PSAP

The Mount Dora Police Department Primary PSAP direct dispatches law enforcement calls. Fire and medical calls are transferred to Lake EMS at the ECOC.

F.   Lake EMS Secondary PSAP

The Lake EMS secondary PSAP direct dispatches Emergency Medical calls for all primary PSAPs in the County. It also direct dispatches Fire calls for the unincorporated areas plus all municipalities in Lake County.

III.   SYSTEM MANAGEMENT

The Lake County E911 system is managed by a 911 Coordinator.   The responsible fiscal agent is the Board of County Commissioners.

IV.   ACTIONS

A.   Response Initial Actions

1.   Staff ESF 2 as needed in the EOC.   Communications will alert/contact all ESF 2 support agencies and direct them to activate their staff and assume their particular assignments.   A roll call check of all potential responders should be conducted.

2.   As soon as conditions allow following the disaster, ESF 2 will secure transportation to deploy local Impact Assessment Teams to

evaluate damage to critical communications facilities. Survey teams should be organized with expertise capable of assessing both the private and public communications infrastructure. Survey teams should ensure that they have communications back to the ESF 2 staff at all times.

The initial focus of these teams will be to identify:

a. Operational radio communications facilities available for use within the affected area.

b. Operational telephone facilities available for use within the affected area.

c. Damage to emergency communications facilities. (Primary and secondary PSAPS, tower sites, etc.)

d. Operational cable television service available for use within the affected area.

3. Coordinate with support agencies to prioritize and develop a Communications Plan for the initial response.

B.   Response Continuing Actions

1. ESF 2 will provide operational support as well as planning for and coordination of communications resources, including submission of a Communications Plan for each operational period.

2. Priorities will continually be reassessed to address the most critical communications needs and develop strategies.

C.   Recovery Initial Actions

ESF 2 Coordinator shall begin planning the recovery process according to the following:

1. Accumulate damage information obtained from all the assessment teams. Additionally, these teams may make initial estimates of the amount of communications support required. This information should be provided to the ESF 2 staff as soon as possible.

2. Review, categorize and compare damage information to ensure that specific problems are clearly understood and agreed upon.

3. Assemble a listing of all communications assets available to

support recovery mission(s). Other volunteer and local agencies with communications assets may also be asked to contribute these assets to the response effort. Industry resources must also be considered for availability and effectiveness. Furthermore, availability, operational condition and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.

4.   Select the resource alternative most applicable and coordinate its deployment.

D.   Recovery Continuing Actions

1.   The ESF 2 staff should maintain coordination of all EOC communications as long as the EOC is activated.

2.   Monitor the National Weather Service for the latest weather report for the county, including present conditions, the 24-hour forecast and the long-range forecast.

3.   Obtain information from ESF 1 (Transportation) regarding road, rail and air transportation conditions, and whether ESF 1 can move mobile communications systems into the area.

4.   Determine from the local county/municipal authorities the location of possible secondary response locations in the disaster area, e.g. staging areas, food sites, tent cities, medical stations, satellite DFOs, etc.

5.   Assess the need to request assistance (mobile or transportable equipment) from SEOC.

6.   Assess the need for and obtain other support as needed/required from local industry.

7.   Deploy mobile communications vehicles to coordinate response agencies in the stricken areas. County departments, sheriff's office, Fire, EMS and other key agencies utilize the countywide 800 MHz public safety radio system.

8.   Maintain an activity log and prepare reports using established procedures. Focus specific attention to the production of "After-Action Reports." These will be critical for future review of ESF activities and procedures.

9.   Coordinate communications support to all responders and volunteer agencies as required and prioritize the deployment of services, based upon available resources and critical needs.

10.   Coordinate ESF 2's needs and time frames with SEOC and all others as required.   Work to resolve all conflicts regarding communications resource allocation requests.

11.   Develop and disseminate information collection guidelines and procedures to enhance assessment, allocation, and/or re-allocation of telecommunications industry assets.

V.   INTERLOCAL AGREEMENTS

First Party	Second Party	Subject
Lake County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lake County citizens at the Marion County Primary PSAP located at the Sheriff's Department in Ocala.
Lake County	Orange County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Lake County E911 systems originating outside each County respectively.
Lake County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Sumter County E911 systems originating outside each County respectively.
Lake County	Lake County Municipal Jurisdictions	An interlocal agreement is required to define the call handling method and subsequent transfer/relay means of the Lake County E911 system. It is also required to meet standards of system operation.

VI.   LAKE COUNTY CALL HANDLING AT 9-1-1 CENTERS

Agency	**Method**	**Device**

A. Lake County Sheriff's Office Primary PSAP

Lake County Sheriff's Office	Direct Dispatch	Radio

Provides Dispatching Services For:

Astatula Police Dept.	Howey-in-the-Hills Police Dept.	Tavares Police Dept.
Mascotte Police Dept.	Umatilla Police Dept.	Clermont Police Dept.
Fruitland Park Police Dept.		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

B. Eustis Police Department Primary PSAP

Eustis Police Dept.	Direct Dispatch	Radio

Provides Dispatching Services For:

Eustis Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

C. Groveland Police Department Primary PSAP

Groveland Police Department	Direct Dispatch	Radio

Provides Dispatching Services For:

Groveland Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

D. Leesburg Police Department Primary PSAP

Leesburg Police Department	Direct Dispatch	Radio

Provides Dispatching Services For:

Leesburg Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

E. Mount Dora Police Department Primary PSAP

Mount Dora Police Department	Direct Dispatch	Radio

Provides Dispatching Services For:

Mount Dora Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

F. Lake EMS Secondary PSAP

Lake EMS Secondary PSAP	Direct Dispatch	Radio

Provides Dispatching Services For:

All County/Municipal Fire Services	Direct Dispatch	Radio

VII.   PUBLIC SAFETY ANSWERING POINT (PSAP) CAPABILITIES

A. Lake County Sheriff's Office Primary PSAP

Location	ECOC, Tavares
Number of Answering Positions	10
Type of Answering Position	Call Taker
Total Staff	56
Number of Logging Recorders	(2) Nice 120ch and Stancil 80ch
Number of Instant Playback Recorders	10
Call Answering Equipment	Intrado Positron Viper
911 Trunks	11
Transfer Lines	16
TDD	10

B. Eustis Police Department Primary PSAP

Location	Eustis Police Dept., Eustis
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	(1) 1 – 16 Channel Stancil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

C. Groveland Police Department Primary PSAP

Location	Groveland Police Dept., Groveland
Number of Answering Positions	2
Type of Answering Position	Call Taker/1 Dispatcher
Total Staff	4
Number of Logging Recorders	(1) 1 – 16 Channel Stancil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

D. Leesburg Police Department Primary PSAP

Location	Leesburg Police Dept., Leesburg
Number of Answering Positions	4
Type of Answering Position	Call Taker/Dispatcher
Total Staff	16
Number of Logging Recorders	(1) 1 – 16 Channel Stancil
Number of Instant Playback Recorders	4
Call Answering Equipment	Intrado Positron Viper
911 Trunks	4
Transfer Lines	4
TDD	4

E. Mount Dora Police Department Primary PSAP

Location	Mount Dora Police Dept., Mount Dora
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	10
Number of Logging Recorders	(1) 1 – 16 Channel Stancil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

F. Lake EMS Secondary PSAP

Location	ECOC
Number of Answering Positions	8
Type of Answering Position	(8) Call Takers / (4) Dispatchers
Total Staff	30
Number of Logging Recorders	(2) Nice 120ch and Stancil 80ch
Number of Instant Playback Recorders	8
Call Answering Equipment	Intrado Positron Viper
911 Trunks	6
Transfer Lines	6
TDD	8

PUBLIC WORKS AND ENGINEERING
EMERGENCY SUPPORT FUNCTION 3
(ESF 3)

PRIMARY AGENCY: Lake County Public Works Department

SUPPORT AGENCIES: Lake County Engineering Division
                       Lake County Road Operations Division
                       Florida Department of Transportation
                       Lake-Sumter Metropolitan Planning Organization
                       Lake County Sheriff's Office
                       Lake County Public Safety Department
                       Florida Highway Patrol
                       Town of Lady Lake Department of Public Works
                       City of Fruitland Park Department of Public Works
                       City of Leesburg Department of Public Works
                       City of Tavares Department of Public Works
                       City of Mt. Dora Department of Public Works
                       City of Eustis Department of Public Works
                       City of Umatilla Department of Public Works
                       Town of Howey-In-The-Hills Department of Public Works
                       Town of Montverde Department of Public Works
                       Town of Astatula Department of Public Works
                       City of Minneola Department of Public Works
                       City of Clermont Department of Public Works
                       City of Groveland Department of Public Works
                       City of Mascotte Department of Public Works
                       St. Johns River Water Management
                       Lake County Water Authority

I. INTRODUCTION

A. Purpose

The purpose of this ESF (Emergency Support Function) is to provide Public Works and Engineering (ESF 3) support. To assist all other ESF agencies in needs related to protection of life and property prior to, during and immediately following an emergency and a non-emergency operation. The support provided will be engineering services, technical evaluation, inspection, damage assessment evaluation, debris removal and disposal, restoration of transportation facilities and flood control.

B. Scope

1. ESF 3, Public Works and Engineering support includes technical advice and evaluations, engineering services, construction management and inspection, emergency contracting, resolution of stormwater and flooding issues.

2. ESF 3 support activities include:

   a) Emergency clearance of debris for reconnaissance of the damaged areas and passage of emergency personnel, supplies and equipment for lifesaving, life protecting, and health and safety purposes during the immediate response phase.

   b) Temporary clearing, repair or construction of damaged emergency access routes necessary for the transportation of rescue personnel and supplies. These routes include roads, traffic signals, bridges and any other vital transportation facilities.

   c) Emergency demolition of damaged structures and facilities designated by the state or local government as immediate hazard to public health and safety, or as necessary to facilitate the accomplishment of lifesaving operations.

   d) Technical assistance and damage assessment.

II.   CONCEPT OF OPERATIONS

A.   General

ESF 3 is under the leadership of the Lake County Public Works Department. The Director of the Public Works Department will coordinate with the Executive Policy Group in the determination and declaration of a state of emergency. Following such a declaration, the Director will initially serve as the Public Works Department Operation Center (DOC) contact, identify which support agencies for ESF 3 are needed, and take the necessary steps to assure that the needed agencies are notified, or placed on alert. ESF 3 will respond to request for Public Works and Engineering assistance. These requests will concern emergency access routes, reinforcement or demolishing destroyed or damaged structures and flooding concerns to ensure safety.

When Lake County Public Works and local government resources and personnel are inadequate to handle an emergency, ESF 3 will notify the Lake County EOC Manager and advise him/her of the situation. The EOC will then request assistance from the State through the State Emergency Operation Center (SEOC) or other ESF support agencies.

B.   Organization

1.   **Non-Emergency**

The Board of County Commissioners (LCBCC) governs Lake County. The County Manager reports directly to the County Commissioners. The Director of the Public Works Department reports directly to the County Manager. The Division Managers of Engineering, and Road Operations, report to the Public Works Director.

2.   **Emergency Operations**

The Lake County Board of County Commissioners is ultimately responsible for the safety of residents and property during emergency and non-emergency operations. Pursuant to Lake County Ordinance 1992-178, in the event of an emergency, the following line of succession of authority is established:

a)   Chairman of the Board of County Commissioners

b)   Vice-Chairman of the Board of County Commissioners

c)   The other County Commissioners in descending numerical order by the (3) remaining districts

d)   County Manager

Using the above line of authority, a declaration of emergency may be made. The Director of the Public Works Department (the Emergency Support Function for Public Works) will coordinate with the Executive Policy Group in the determination and declaration of a state of emergency. Following such declaration, the Director of the Public Works Department, through ESF 3, will serve as the Public Works Emergency Operations Center contact.

C.   Direction and Control: Agency Coordination

At some point following declaration of the State of Emergency, the Manager of the Engineering Division may represent the Director (and ESF 3) in the EOC. This person will relay information to, and take direction from, the Director. The Division Manager will also relay to the ESF 3 County-Wide Coordinator (the Division Director of Road Operations).

1.   **Public Works Director**

Following a declaration of the Local State of Emergency, the Director or designee will continue to provide final EOC decisions to the Executive Policy Group. Circumstances and the necessity for damage assessment and/or communication will determine his location, following the initial EOC opening. The Director will coordinate with the EOC and the County Manager's office, the Board office and the other Department Directors.

2.   **County-Wide Director**

The Road Operations Division Manager will serve in this capacity, assisted by the Roads Superintendent, who will coordinate with field contractors in the event it becomes necessary. This base of operation will be at the Public Works Department, Road Operations Division main office, located at 12901 County Landfill Rd., Tavares, Florida 32778. The Roads Superintendent may also be called upon to act as an area coordinator in the field, if it becomes necessary.

3.   **Area Coordinators**

The Construction Inspection Section will assist as Area Coordinators. The Construction Inspectors will coordinate with their respective contractors and with the Road Superintendent in matters pertaining to equipment placement, etc. Each Area Coordinator will be assigned as needed in the event that disaster results become more focused in a particular area of the County.

4.   **Governmental Coordinator**

The Administrative Assistant will serve as the governmental coordinator, acting as the Public Works interface with The Lake County Sheriff's Office, Lake County Fire Rescue Division, Lake EMS, Florida Department of Transportation (FDOT) and counterparts in adjacent counties. The Administrative Assistant will coordinate the activities of volunteer forces that are requested for service.

5.   **Maintenance Area Supervisors**

Each Maintenance Area Supervisor will maintain an office watch at his/her respective maintenance barn (Leesburg, Umatilla and Minneola). Personnel in each maintenance area will assemble at their respective barns begin their "first push" routes as directed by the emergency. The Sign, Signals, & Striping Supervisor will maintain an office watch at the Traffic Operations facility located in Astatula and will begin "first push" routes.

6.   **Stormwater Management Section**

The Stormwater Project Manager and Stormwater Inspectors as well as the GIS Analyst and the Stormwater Technician may be called on to assist the County-Wide Coordinator, with stormwater and flooding issues. The Stormwater Project Manager may be required to coordinate activities requiring interaction with the Federal Emergency Management Agency (FEMA) in the event that FEMA emergency relief is required.

7.   **Survey Crews**

The survey crew will report to the Surveying Manager at the Public Works Building until given further notice by the Field Coordinator. Contingent duties may include working with the Stormwater Section in flooding areas by installing hubs at edges of standing water to enable visual monitoring of receding water levels of assisting with staffing for other functional areas. The Survey Crew may be required to provide maps of Lake County to assist Public Works and their support agencies personnel.

8.   **Office Assistance**

The Public Works Command Center schedule will be followed. Phones will be monitored to assist the Field Coordinator. They will relay messages from the Emergency Operations Coordinator. The main office number, 483-9000 can be used for all incoming calls since it will roll over to other phone lines if it is busy.

D.   **Notification and Warning**

1.   **Primary Agency and Employees**

In the event of a potential threat, Lake County's Public Safety Department, Emergency Management Division is designated as the official warning point for Lake County. The Manager of Emergency Management is designated as the warning officer for Lake County. The 24-hour warning point will be the Emergency Communications and Operations Center and managed by Lake EMS. The primary and support agencies will be notified through their staff by the Emergency Management Division.

2.   **Support Agencies**

The Director of ESF 3 (Public Works Department) will notify ESF 3 support agencies on an as needed basis. All departments will alert their personnel to ensure equipment and materials are available, secured and on standby. Support agencies and other contractors will be contacted to confirm available resources for possible use and activation, as necessary.

3.   **General Preparation**

Mobilization preparation will be made to ensure rapid deployment of resources. A full and comprehensive briefing of all personnel in each of the areas of responsibility will be conducted as to individual tasks to be performed by assigned personnel. This briefing is to take place at the earliest possible opportunity after the emergency has been declared and response is directed by the Director of the Public Works Department through ESF 3. It is the ESF 3 responsibility to ensure that the emergency and associated response plan details are clearly communicated to all employees within their area of supervision. Equipment and materials inventories will be secured.

a)   All vehicles will be fueled to full capacity. Under direct orders of the Director of ESF 3, vehicles may be taken home by designated personnel. Fueling facilities should be "topped off."

b)   All water coolers will be filled with fresh water.

c)   First aid kits will be checked for availability, content and condition.

d)   All chain saws will be fueled and made ready. In the event of a category 3 or worse storm event, these chain saws will be distributed to specific individuals and stored in vehicles taken home of designated personnel.

e)   All personnel working in the field have been issued hard hats and safety vests to wear. Define length of work shifts and provide for relief, meals, etc., for work crews.

f)   Construction inspectors will determine what equipment is readily available from private contractors that would be useful in the tasks at hand. Plot where this equipment is located throughout the County and itemize and prioritize work task for field crews.

g)   Debris will be pushed to the side of roadways to open the roads to traffic. In the event of an event of longer duration, we will employee the services of a debris removal contactor (see ESF 20 for more details).

h) All radio traffic will be strictly limited to disaster related issues.

i) Prepare an emergency personnel roster with assignments, and provide training.

j) Ensure resource inventories are current and confirm agreements with support agencies and contractors.

III. EMERGENCY SUPPORT FUNCTIONS

A. Response Action

1. Levels of Preparedness

a) Preparatory - Year Round Elements

(1) Public information ("When an emergency comes…")

(2) Detailed planning

(3) Emergency personnel rosters and assignments

(4) Training of emergency personnel

(5) Ensure resource inventories are current

(6) Confirm agreements with agencies, contractors, etc.

(7) Prepare to escalate to next stage of alert

b) Phase I - Watch Phase Elements

(1) Fueling facilities should be "topped off"

(2) Notify personnel to assigned duties and locations

(3) Prepare to activate Emergency Operation Center

(4) Test communications

(5) Set up public information

(6) Fuel vehicles

(7) Review plans

(8)   Prepare to escalate to next stage of alert

c)   <u>Phase II - Warning Phase Elements</u>

(1)   Mobilize personnel

(2)   Activate Emergency Operation Center

(3)   Establish emergency communications

(4)   Secure facilities and equipment

(5)   Pre-position equipment for emergency operations and rescue

(6)   Conduct only necessary emergency operations

(7)   Provide public instructions

(8)   If needed, activate evacuation plans

(9)   Notify the Facilities Management Division if assistance is needed to secure Public Works building or other equipment

(10)   Prepare to escalate to next stage of alert

d)   <u>Phase III - Impact Phase Element</u>

1)   Conduct emergency operations with due regard for safety of personnel

2)   Begin situational and damage assessments

3)   Determine need for additional resources

4)   Alert support agencies for possible stage departure

5)   Prepare to lower activity to recovery phase

e)   <u>Phase IV - Recovery Phase Element</u>

(1)   Focus emergency operations on rescue

(2)   Repair vital facilities

(3)   Emphasize public's safety

(4)   Provide assistance to disaster victims

(5)   Begin clearing debris

(6)   Open or repair major roadways or any other vital transportation structures for emergency operations

(7)   Address stormwater and flooding issues

2.   Initial Actions

a)   Commit identified and available resources to pre-planned, established priorities related to the responsibilities of ESF 3.

b)   Commit necessary resources to specific, identified emergency of life-threatening areas coordinated through the EOC and other support agencies. Road Operation Crews begin clearing roadways of debris to allow for the passage of equipment, personnel and supplies into affected areas.

c)   Damage assessment will be conducted.

d)   ESF 3 agencies will establish communications with their field personnel and ensure that they are ready for a timely response.

e)   ESF 3 will coordinate with their support agencies to establish priorities and develop strategies for initial response.

f)   Pre-positioning of resources will be established when it becomes apparent what materials, equipment and personnel will be needed.

g)   Priorities will be established for roadway and other vital transportation facilities regard to debris removal and repair to allow access to damage areas, allow for emergency life-saving operations and access to vital facilities.

3.   Continuing Actions

a)   ESF 3 will provide personnel for damage assessment.

b)   Coordinate available personnel, equipment, construction materials and resources with request from the EOC.

c)   Debris removal and repairs will begin to allow access into the disaster areas. ESF 3 will coordinate the cooperative efforts of the ESF 3, support agencies, local governments and public utility companies.

d)   Reassess priorities to address the most critical infrastructure needs and develop strategies.

e)   Track resources that are committed to specific missions, for re-deployment if necessary.

f)   Restage resources as appropriate.

g)   Continue to monitor flood and stormwater drainage damage, and reassess priorities to address the most critical needs and develop new strategies if needed.

h)   Stockpiles of debris will be temporarily located in designated locations throughout the County.

B.   Recovery Actions

1.   <u>Initial Actions</u>

a)   Upon request from the EOC, ESF 3 will provide personnel, equipment and materials to assist in recovery.

b)   ESF 3 will reassess damaged areas and develop strategies to restore transportation needs, life-saving emergency situations, damage to infrastructures, and stormwater issues.

c)   Hauling of debris to the landfill will resume when possible.

2.   Continuing Actions

    a.   Support services will continue for personnel and equipment in disaster areas.

    b.   Damage assessments will continue with priorities shifting accordingly.

    c.   The ESF 3 will continue to coordinate with ESF 3 support agencies and the EOC in establishing priorities and support and support the missions with personnel and equipment.

    d.   Coordinate with local governments in the accomplishments of off system work and damage assessments.

IV.   RESPONSIBILITIES

A.   Primary Agency

1.   As the primary agency for ESF 3, the Lake County Public Works Department will coordinate the ESF 3 support agencies in directing resources and prioritizing needs in the areas of debris removal, restoring access, damage assessment and other areas related to Public Works.

2.   The resources of the department will be deployed and utilized in coordination with ESF 3 support agencies and local governments.

3.   The resources of the department will support the other ESF tasks as needed, in accordance with established priorities.

4.   The resources of the department will be responsive to, and support directions from the Emergency Operation Center (EOC).

5.   The resources of the department will maintain accurate records of all expenditures and obligations for all labor, equipment, materials, fuel and other financial resources used throughout the event.

B.   Support Agencies

1.   Lake County

All Lake County Departments assigned with support responsibilities under this annex will coordinate with Public Works (ESF 3 Primary Agency) in determining priorities and allocating equipment and personnel.

2. Municipalities

All municipalities in Lake County are responsible for conducting operations within their jurisdiction to include debris clearance and removal, damage assessment and emergency restoration of critical public facilities. Municipalities unable to complete ESF 3 activities independently, should pre-identify (to the extent possible) areas in which they will need county and / or state assistance. Request for assistance will be directed to ESF 3 through the municipal liaison at the Lake County EOC during a disaster.

3. State

The Florida Department of Transportation (FDOT) is the primary agency for ESF 3 at the State level. FDOT will be responsible for debris clearance and removal, damage assessment and emergency restoration of State owned and operated facilities in Lake County. FDOT will coordinate priorities and areas of overlapping authority with ESF 3 (Public Works), in the EOC.

4. Additional Support Agencies

Additional support from agencies in the private sector may be called upon by ESF 3 to assist in stabilizing an area such as repairing power lines, removal of debris from railroad tracks, or restoring communications.

The purpose of this document is to establish uniform procedures for the effective coordination of emergency response and personnel assignments upon implementation of the Emergency Operations Plan (EOP) during a disaster or other catastrophic event that may drastically impact available units and personnel.

FIREFIGHTING
EMERGENCY SUPPORT FUNCTION 4
(ESF 4)

PRIMARY AGENCY: Lake County Public Safety Department,
                             Fire Rescue Division

SUPPORT AGENCIES: Municipal Fire Departments
                             Florida Forest Service

I.   INTRODUCTION

A.   Purpose

The purpose of this document is to establish uniform procedures for the effective coordination of emergency response and personnel assignments upon implementation of the Emergency Operations Plan (EOP) during a disaster or other catastrophic event that may drastically impact available units and personnel.

B.   Responsibility

It is the responsibility of all personnel to be familiar with this plan and to adhere to the parameters contained herein. It is the responsibility of Chief Officers to provide for the safety and accountability of all personnel.

Provided in the body of the EOP is:

1.	**Staff Assignments:**	Chief Officers Field Personnel Administrative Personnel
2.	**Station Activation:**	High Wind Emergencies All Other Emergencies
3.	**Station Staffing Assignments:**	High Wind Emergencies All Other Emergencies
4.	**Station Coverage Areas:**	High Wind Emergencies All Other Emergencies

Under the best of circumstances the management and coordination of a large response operation is complex and may involve multiple agencies. Emergency or hazardous conditions will place excessive requirements

upon local fire service agencies. A catastrophic event or disaster may severely damage the fire service infrastructure causing response activities to be hampered by insufficient resources, damaged equipment, and disrupted communications. This may require that a significant amount of resources be provided from remote areas.

II.   TERMS

A.   Disaster

Any natural, technological, or civil emergency that causes damage of sufficient severity and magnitude to result in declaration of a state of emergency by local government, the Governor, or the President of the United States. Disasters shall be identified by the severity of the resulting damage as follows:

1.   Catastrophic disaster – disaster that will require massive state and federal assistance, including immediate military involvement.

2.   Major disaster – disaster that will likely exceed local capabilities and require a broad range of state and federal assistance.

3.   Minor disaster – disaster that is likely to be within the response capabilities of local government and to result in only minimal need for state or federal assistance.

B.   Emergency

Any occurrence or threat, whether accidental, natural, technological, or man-made, in war or in peace, that results or may result in substantial injury or harm to the population, or substantial damage to, or loss of, property.

III.   PLANNING ASSUMPTIONS

A.   In disaster conditions, the Director of Public Safety, in cooperation with the Emergency Management Division Manager and Staff Officers will make the decision to activate the EOP and notify personnel.

B.   Upon Level I activation of the EOP, the department will go to an Alpha/Bravo method of operating (12 hours on/12 hours off). All previously approved leave (i.e. annual, school, etc) is immediately cancelled and all personnel on leave will be recalled.

C.   Personnel will report to their assigned station as they are notified. Personnel will not trade stations or shifts. Personnel will be assigned at

their stations to Alpha or Brave shift. They will be on call for 12 hours and rest in place for 12 hours alternately. All personnel will remain at their assigned station until released by a Battalion Chief or other Staff Officer. This is for the protection and accountability of all personnel.

D.   Station officers will be responsible for assigning personnel to units and continual accountability of those personnel. The station officer shall report directly to their Battalion Chief.

E.   All personnel will be self-sustaining for the period they are on duty. Personnel must bring enough food and water for a period of 48-72 hours, a sleeping bag, change of clothes, and additional "comfort" items that may be needed. Stores may not be open for business, depending on the event.

F.   All personnel need to understand that they may or may not have water, working bathrooms, showers, etc. provisions shall be made for these items as soon as possible.

G.   Most personnel will be assigned to stations closest to their homes wherever possible. All personnel shall follow the procedures listed in this plan. No personnel are exempt from working during emergency conditions.

H.   Apparatus may be relocated based on the emergency. Some stations may be evacuated and apparatus will be relocated to surrounding stations when ordered by the Director of Public Safety/Fire Chief. Not all apparatus will fit in the stations and may need to be stored in the yards.

I.   In the event of a hurricane or high wind activation, personnel being called back for duty should report to their assigned station to confirm the activation. Prior to reporting for duty, they should take a minimal amount of time to secure their families and homes. Personnel who are on duty at the time of activation will be given the opportunity to secure their homes and families, time permitting.

IV.   ACTIVATION LEVELS

Level III: Preparation and Monitoring

Level II: Notification of EOC Staff Only and Selected Activation

Level I: Full Activation of EOC and Field Personnel

A.   Level III Functions

    1.   Preparation and Monitoring of the situation.

    2.   Some preparations should be performed throughout the year.

    3.   Vulnerability analysis to determine threat and risk potential.

    4.   Contact staff, briefings and notify personnel of emergency conditions.

    5.   Maintain adequate staffing levels.

    6.   Maintain adequate operating vehicle levels.

    7.   Maintain adequate stock levels.

    8.   Check fuel tank levels.

    9.   Secure loose items on station grounds.

    10.   Report any discrepancies or repairs that need immediate attention.

B.   Level II Functions

    1.   Assure essential supplies are at appropriate levels.

    2.   Inspect back-up power for readiness.

    3.   Inspect and prepare "reserve" vehicles.

    4.   Secure fuel sources and supplies.

    5.   Secure personnel families and homes.

    6.   Notify personnel for standby of pending activation.

    7.   Minimal staffing of EOC.

    8.   Establish citizen phone lines.

C.   Level I Functions

    1.   Full activation of EOC and field personnel.

    2.   Coordinate with other county departments and municipal services.

3.   All personnel called in and switched to 12/12 shifts.

4.   Response to calls (shelter in station with sustained winds > 45 mph).

5.   Coordination of evacuation routes and alternate travel ways.

6.   Maintain equipment readiness.

7.   Restock equipment and supplies.

8.   Debris removal.

9.   Intra-agency coordination.

10.   Damage assessment.

11.   County declarations as necessary.

V.   STORM WIND CATEGORIES

Tropical Storm   39 – 73 mph

A.   Category 1   74 – 95 mph

B.   Category 2   96 – 110 mph

C.   Category 3   111 – 129 mph

D.   Category 4   130 – 156 mph

E.   Category 5   157 + mph

VI.   STAFF ASSIGNMENTS

A.   Chief Staff

1.   Countywide Incident Commander (EOC)
County Manager

Countywide EOC Manager   Fire Chief
Emergency Manager

2.   Countywide Operations   Assistant Chief of Operations

3.   Department Operations   Assistant Chief of Administration

4.   Planning   Fire Captain

5.   Public Information   Assigned by IC

6.   Dispatch Liaison   Assigned by Operations

B.   Field Commanders

1.   North end   Battalion Chiefs

2.   South end   Battalion Chiefs

C.   Support Staff

1.   Maintenance   EOC Logistics

2.   Radio Maintenance

3.   EOC Support

D.   Stations to be Staffed

1.   Station 10   Astor

2.   Station 11   Shockley Heights

3.   Station 13   Paisley

4.   Station 14   Altoona

5.   Station 15   Pine Lakes

6.	Station 20	Dona Vista
7.	Station 21	Lake Norris/Black Bear, Eustis
8.	Station 27	Eustis Airport
9.	Station 39	Sorrento
10.	Station 52	Lady Lake
11.	Station 53	Fruitland Park
12.	Station 54	Harbor Hills, Lady Lake
13.	Station 59	Pennbrooke, Leesburg
14.	Station 71	Bassville Park
15.	Station 72	Grand Island
16.	Station 76	Yalaha
17.	Station 77	Astatula
18.	Station 78	Lake Jem
19.	Station 82	Plantation, Leesburg
20.	Station 83	Ferndale
21.	Station 90	East Clermont
22.	Station 109	South Clermont
23.	Station 110	South Clermont
24.	Station 111	South Groveland
25.	Station 112	Four Corners

VI.   FIRE STATION STAFFING ASSIGNMENTS

Alpha Shift   **Bravo Shift**

VII.   ACTIONS

A.   Response Initial Actions

1.   The primary and supporting agencies will be committed to reducing the possible threat to life or property in Lake County.

2.   All departments will be committed to coordinating the response in the affected disaster area by of the Florida Field Operations Guide (FOG) and NIMS. All responding municipal fire departments shall work under the FOG and/or NIMS while at any disaster or emergency.

3.   The Public Safety Director/Fire Chief or designee shall designate a Safety Officer to account for all personnel on the initial response, the times of response, the time spent on tactical objectives, the locations of emergency responders and any other information to ensure accountability and a safe operation while working at the scene.

4.   Through the Operations Section, ESF4 will participate in preparing Incident Action Plans for each operational period.

B.   Response Continuing Actions

1.   The Fire Chief shall keep a record of any maintenance required on any of their vehicles or equipment or damage because of the disaster.

2.   All municipal fire departments that will respond to assist in the emergency or disaster shall maintain control of their own personnel by having communication and coordination with the appropriate chain of command - through the Incident Commander in the field and ESF 4 or the Operations Section Chief in the EOC.

3.   Once a field unit has completed an assignment, including all necessary paperwork, the unit leader shall notify the EOC, through proper chain of command, that they are available for their next assignment.

4.   When units are no longer needed, they will report to the Staging Area. All units released from the Staging Area when all paperwork, etc., has been completed and they are released in coordination with the ESF 4 liaison at the EOC.

5.   All field units will be processed through rehab at recommended intervals to see to their personal needs and safety.

6.   Upon a request from another ESF through the EOC, Lake County Fire Rescue may assist other ESFs in the disaster.

C.   Recovery Initial and Continuing Actions

1.   The Incident Commander or Safety Officer will turn the accountability information over to the ESF 4 liaison at the EOC once the disaster or situation has been stabilized. This information will be used for FEMA reimbursement in a declared disaster.

2.   A department Chaplain or Critical Incident Stress Management Team member may be called to debrief personnel as needed.

3.   All applicable initial and continuing response actions will continue as needed.

INFORMATION AND PLANNING
EMERGENCY SUPPORT FUNCTION 5
(ESF 5)

Primary Agency: Lake County Growth Management Department

Support Agencies: All Lake County Departments
                                   Lake County Health Department
                                   Lake EMS
                                   American Red Cross
                                   United Way
                                   The Salvation Army
                                   County and Municipal Law Enforcement Agencies
                                   County and Municipal Fire Department Agencies
                                   Florida National Guard

I.   Introduction

Responsible for collecting, processing, and disseminating information to facilitate emergency response efforts and the preparation of action plans to communicate strategic objectives for each operational period.

A.   Purpose

To identify procedures and functions required of the Information and Planning Section by the Lake County Emergency Operations Center (EOC) and the designated agencies responsible to accomplish those requirements of preparation, operation and mitigation as required by a major event.

ESF 5 mission is to function as a collector, organizer, facilitator and communicator of information between the incident functions and incident directors.

B.   Scope

The scope of the Information and Planning Section is the coordination, evaluation and dissemination of information that influences the decision process for strategic and tactical action.

1.   Receives current information from available resources and processes it into reports, briefs, displays and plan outlines for the EOC and responding agencies.

2.   Establishes the time schedule for the creation of the Incident Action Plan (IAP) by collecting goals and directives established by the Executive Policy Group in concert with EOC Staff and ESFs.

3.   Electronically distributes Incident Action Plan to participating agencies.

4.   Establishes EOC Security and Identification of participants.

5.   Message center call operators receive calls.

C.   Policies

1.   Planning and Information Section will activate during "out of ordinary" events that require a central point of communication and interaction of multiple agencies or as assigned by the Manager of the Emergency Management Division.

2.   ESF 5 EOC representative will be the primary intersection for receiving information from the State EOC and will maintain real time status of activities, conditions and progress as reported to by the ESFs.

3.   ESF 5 will process information that is common to more than one agency and contributes to the overall perspective of the incident.

4.   ESF 5 will maintain check-in, passes and security for the EOC.

5.   Each ESF will be responsible to:

a)   Communicate current response actions, status and changes to the ESF 5 Situation Unit.

b)   Receive, track and maintain information that is particular to their ESF.

c)   Forward information received to the appropriate ESF for tracking and action.

d)   Maintain a master list on status, resources, activities, locations and personnel for their ESF.

e)   Maintain a record of activities for each operational period of:

(1)   Assignments / Accomplishments

(2)   Staff Hours

(3)   Name, Position, Assignment

(4)   Equipment (NIMS Resource Typing):

(a)   Type

(b)   Repair / Service Expenditures

(c)   Mileage / Hours

6.   ESF 5 Information and Planning, Documentation Specialist will make continuous activity updates to the Public Information Officer for release to the public sector.

7.   Outside resources and assistance:

a)   Each ESF may communicate with their State counterparts for sharing of information and status.

b)   Requests for assistance will be initiated by ESF in written format in the following order:

Written request generated by the ESF

(1)   Request given to the Planning Section Chief

(2)   Approval by the EOC Manager

(3)   Request given back to the Planning Section Chief

(4)   Order accomplished through ESF 7, Resources

D.   Planning Assumptions

1.   ESFs will be the best available source of current information as to damage, conditions and initial unmet need assessments.

2.   There will be an immediate and continuous demand for information on which decisions will be made to conduct response and recovery actions.

3.   There will be delays in establishing full information processing capabilities.

II.   Concept of Operations

A.   General

1.   In response to an incident, emergency responders at all levels of government will initially assess the situation to identify the need for response operations. A situation assessment will be undertaken in order to:

   a)   Provide an initial assessment of disaster impacts including the identification of boundaries of the damaged areas and distribution, type and severity of damages, including the status of critical facilities.

   b)   Provide a general assessment of the status of local government operations.

   c)   Select or validate the status of operating facilities, e.g. Airfields, Disaster Recovery Centers, Critical Facilities, Recovery and Volunteer Centers, Staging Areas, etc.

2.   In the initial period of an incident, the main source for the collection of disaster information will be local, primarily first responder and other government elements, who will report information by radio, telephone, or other means to the EOC. At the EOC, information will be directed from local sources to the appropriate agency needing information.

3.   Agencies will provide validated information to ESF 5 for processing and for use in the overall operational and planning activities. Information released by ESF 5 for public use will be forwarded to the Public Information Officer who will receive approval from the EOC Manager to release the information.

4.   ESF 5 will gather and display certain critical information that may be needed to facilitate response activities. As response operations get under way, most of the information will be provided by local sources reporting to ESFs/agencies within the EOC. Not all of the information needs to be reported, however, critical information will
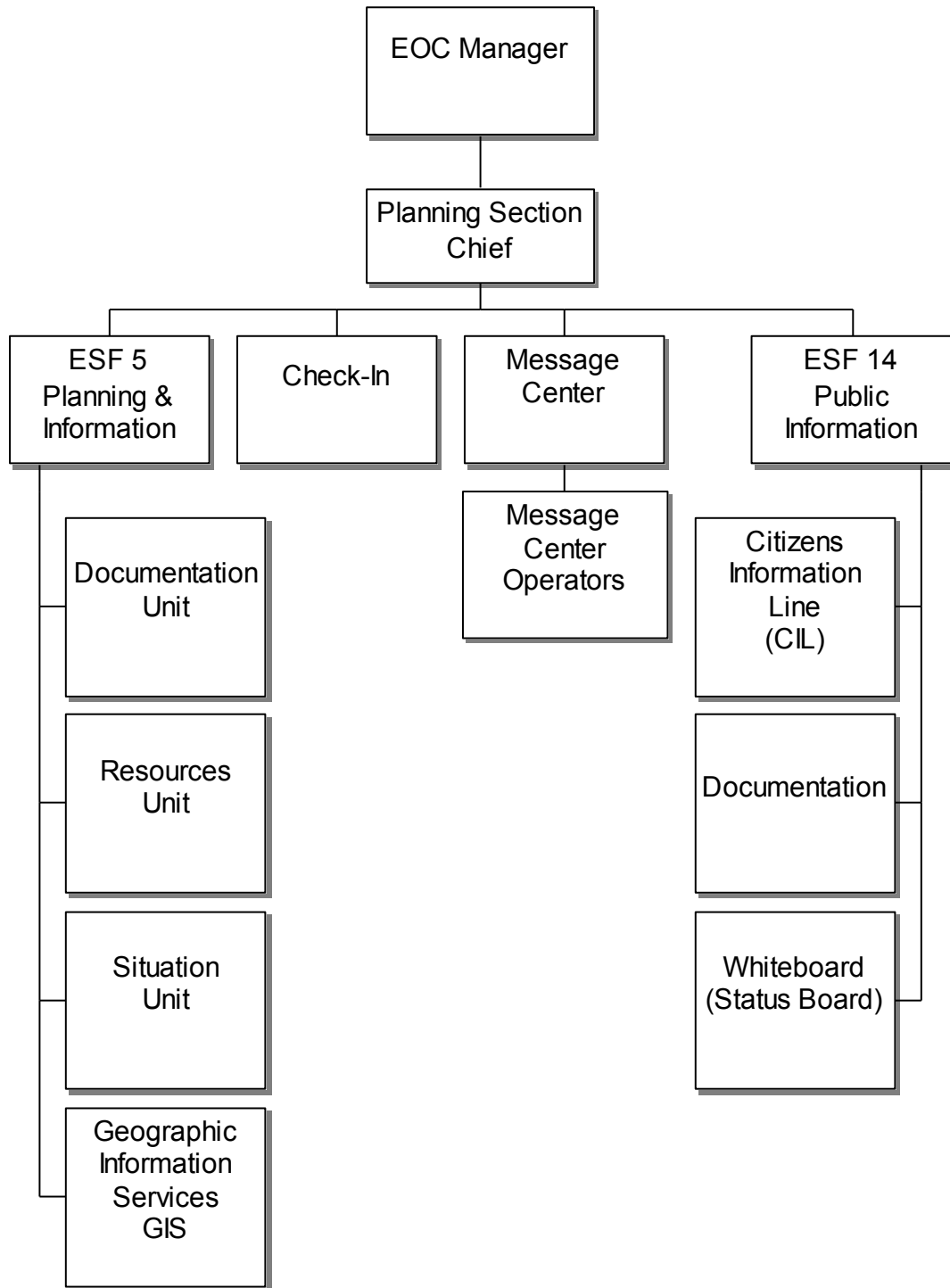
be reported as it develops, and information for situation reports will be provided as required. Critical information includes, but may not be limited to:

a)   Severity and Boundaries of the Disaster Area.

b)   Status of EOC activation.

c)   Key Personnel Directory.

d)   Status of Critical Facilities.

e)   Weather Data Affecting Disaster Operations.

f)   Security Information.

g)   Resource Shortfalls.

h)   Status and Damage to Transportation Systems.

i)   Reported Access Point to Disaster Areas.

j)   Status and Damage to Communications Systems.

k)   Status of Shelters and Mass Care Provisions.

l)   Disaster Casualty Information.

m)   Status and Damage to Utility Systems.

n)   Disaster Declaration Information.

5.   Information of common interest and use to the overall emergency, and which provides the most complete picture of the situation will be disseminated or displayed.

6.   ESF 5 will develop Situation Reports (SITREPs) using statistical, narrative and graphical information from response operations that describes the situation and response activities undertaken to assist the affected area. SITREPs shall be forwarded to the State EOC to provide for the establishment of joint information processing capabilities. SITREP's will include at least the following information:

a)   Statistical, narrative and graphical data.

b)   Major response actions taken.

      c)   Unmet needs and recommended actions.

      d)   Priority issues and requirements.

B.   Organization (inclusive of charts, diagrams, matrixes, etc.)

     1.   Lake County EOC, Information and Planning will operate under the Plans Section.

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                          ┌──────────────────┐
                          │   EOC Manager    │
                          └──────────────────┘
                                   │
                          ┌──────────────────┐
                          │ Planning Section │
                          │      Chief       │
                          └──────────────────┘
                                   │
        ┌──────────────┬───────────┴───────────┬──────────────┐
        │              │                       │              │
┌───────────────┐ ┌──────────┐         ┌──────────────┐ ┌───────────────┐
│     ESF 5     │ │ Check-In │         │   Message    │ │    ESF 14     │
│  Planning &   │ │          │         │    Center    │ │    Public     │
│  Information  │ │          │         │              │ │  Information  │
└───────────────┘ └──────────┘         └──────────────┘ └───────────────┘
        │                                      │                │
┌───────────────┐                     ┌──────────────┐ ┌───────────────┐
│ Documentation │                     │   Message    │ │   Citizens    │
│     Unit      │                     │    Center    │ │  Information  │
│               │                     │  Operators   │ │  Line (CIL)   │
└───────────────┘                     └──────────────┘ └───────────────┘
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┌───────────────┐                                      ┌───────────────┐
│  Resources    │                                      │ Documentation │
│     Unit      │                                      │               │
└───────────────┘                                      └───────────────┘
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┌───────────────┐                                      ┌───────────────┐
│   Situation   │                                      │  Whiteboard   │
│     Unit      │                                      │ (Status Board)│
└───────────────┘                                      └───────────────┘
        │
┌───────────────┐
│  Geographic   │
│  Information  │
│   Services    │
│     GIS       │
└───────────────┘
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2. Planning Section Chief

a) Obtain briefing from EOC Manager.

b) Establish information requirements and reporting schedules for all Incident Command System (ICS) organizational elements for use in preparing the IAP.

c) Conduct planning meetings.

d) Supervise preparation of the IAP and ensure sufficient copies are available for distribution.

e) Assemble information on alternative strategies.

f) Perform operational planning for Planning Section.

g) Advise General Staff of any significant changes in incident status.

h) Prepare and distribute EOC Manager's objectives.

i) Ensure that normal agency information collection and reporting requirements are met.

j) Ensures operation of all Planning Section functions at the EOC.

3. Planning Section Chief

a) Ensure the flow of Planning Section duties.

b) Coordinates information and actions for IAP.

c) Works on priority projects as identified.

d) Attends meetings and investigates areas to ensure accuracy of communicated needs to the EOC.

e) Establishes security for the EOC as needed in consultation with ESF 16.

f) Ensures scheduling of security slots(s).

4.　　**Plans Branch**

a)　　Obtain briefing from Planning Section Chief.

b)　　Collects and creates IAP for the next Operations period.

c)　　Gathers information for Briefs.

d)　　Maintains resource status information.

e)　　Obtains available pre-plans, mobilization plans, maps and photographs.

f)　　Prepare estimates at periodic intervals or upon request of the Planning Section Chief.

5.　　**Security**

a)　　Normally will be an ESF 16 – Law Enforcement task.

b)　　Responsible for security and safety of the EOC and personnel.

c)　　Establishes a control perimeter as needed.

d)　　Restricts entry to authorized personnel only.

e)　　Assists Check-In for control on entry.

6.　　**Situation Unit Leader**

a)　　Obtain briefing from Planning Section Chief.

b)　　Collects original copy of Action Requests for compilation for status reports.

c)　　Assigns Action Request Priority and Routing.

d)　　Monitors "EM Constellation" or state information system.

e)　　Sends requests and information messages to the state.

f)　　Obtain and analyze data as applicable.

g)　　Prepare the Incident Status Summary.

h)   Provide situation status information on request.

i)   Receives closed Action Requests and forward to Documentation

(1)   Scheduling of coverage for Documentation and Status Board slots.

7.   Documentation – EOC Status Board/Slides

a)   Works with the Situation Unit to provide current information

to EOC.

b)   Gather, post, and maintain current incident status on display board.

c)   Creates and posts EOC display maps as needed.

d)   Projects current Action Request on display boards.

e)   Works in preparation of maps and displays for IAP.

f)   Point of contact for Reprographics.

8.   Documentation – Data Entry

a)   Assists the Situation Unit in maintaining order of Action Requests.

b)   Assists in collection of information for Shift briefings.

c)   Prepare incident documentation when requested.

d)   Checks accuracy and completeness or records.

e)   Maintain, retain, and stores incident files.

9.   Message Center Lead

a)   Lead/Supervisor of Message Center and Check-In functions.

b)   Schedules shift coverage of slots for Center and Check-In.

c)   Ensures operation of sequentially numbered log system.

    d)   Point of contact for incoming Action Requests.

    e)   Ensures Life related requests are first priority and channeled to Sections for immediate action.

    f)   Generates copies and delivers to appropriate sections.

10.   **Message Center Call Taker**

    a)   Receives calls and initiates Action Requests.

    b)   Transfers calls to proper ESF.

    c)   Delivers Action Request to Message Center Supervisor.

    d)   Ensures Supervisor is notified of Life related requests.

11.   **Check-In**

    a)   Stationed at entrance to the EOC.

    b)   Sign In and Out of all EOC participants.

    c)   Issues and Collects EOC passes.

    d)   Limits entrance to authorized personnel only.

12.   **GIS Information**

    a)   Works in conjunction with EOC Manager for EOC displays and GIS data research.

    b)   Creates and data displays.

    c)   Provides data for IAP.

    d)   Assists RESTAT in formulation of next shift IAP.

    e)   Assists the Situation Unit as needed.

13.   **Runner**

    a)   Takes specific directions for tasks as assigned.

    b)   Responsible to the position assigned.

C.   Staffing Requirements

Staffing requirements are for full EOC activation in a worst case scenario. Operational requirements will dictate the actual number of staff needed for this section.

1.	Plans Section Chief	2
2.	ESF-5	2
3.	ESF-14 (PIO)	2
4.	GIS	2
5.	Situation Unit	2
6.	Security	2
7.	Info Doc Entry	2
8.	Message Center	6
9.	Citizen Information Line	24

(Needed to sustain a 24 operation with 12-hour work shifts.)

D.   Notification

1.   In the event of an emergency or disaster, the Lake County Emergency Management Division will notify EOC staff of the pending activation, time frame for response and estimated length of activation.

2.   It will be the responsibility of each section, as emergency escalates, to contact additional unit leaders to respond to the EOC.

E.   Response Actions

ESF 5 will:

1.   Initial Actions

a)   Anticipate types of response information.

b)   Establish EOC roster and phone lists; set up status boards, establish message flow and tracking.

c)   Begin preparation for initial briefing with Incident Commander, Command Staff and Section Chiefs.

2.   Continuing Actions

a)   Coordinate with key personnel at the EOC for information.

b)   Manage message flow in the EOC, including logging all actions taken.

c)   Provide information in support of EOC operations.

d)   Coordinate development and ongoing provision of actions plans as required.

F.   Recovery Actions

1.   Initial Actions

a)   Collect and process information concerning recovery activities while the response phase of the disaster is still on going.

b)   Identify resource requirements.

c)   Establish contact with State Coordinating Officer and Federal Coordinating Officer.

d)   Anticipate types of recovery information EOC sections will require.

2.   Continuing Actions

a)   Manage message flow in the EOC by logging all actions taken.

b)   Provide information support of recovery activities.

c)   Coordinate the development of action plans as required.

G.   Mitigation, if applicable – Collect information from staff on mitigation.

III.   **Responsibilities**

A.   **Primary Agency**

Lake County Growth Management Department will assist the Emergency Management Division in selecting personnel to fill the position of Planning Section Chief.   This section is responsible for:

1.   Coordinating the message flow within the EOC.

2.   Coordinating the overall efforts to collect, process, report and display essential elements of information and to facilitate support for planning efforts in response operations.

3.   Integrate findings into action plans (IAP) for consideration by the Incident Commander and Staff.

4.   Distributes IAP and reports to Sections.

B.   **Support Agencies**

All agencies within the EOC and agencies responding to the emergency act as support by providing disaster damage and agency operations information that relates to the incident.

1.   **GIS**

a)   Maintains and posts maps for the EOC.

b)   Topography, flood maps, roadways, photo intelligence.

c)   Maintains and updates status board on related conditions.

d)   Map designs as required.

2.   **Reprographics**

a)   Works with GIS as needed.

b)   Copies as needed for distribution.

3.   **Lake County Growth Management Department, Building Services Division** - Residential Damage Assessment.

4. **Lake County Public Works Department** - Road Right of Ways Status.

5. **Call Taker**

   a) What do they take?

   b) Who decides where the call goes?

   c) Priority?

6. **Sheriff's Office – Fire Rescue – EMS**

   a) Take calls normal to their respective jobs

   b) Report activities

   c) Forward calls that affect another ESF

   d) Dispatch to dispatch

7. **Shelter Info**

   a) Status

   b) Available – how many, who, where?

   c) When which one opens?

   d) Is this part of planning or separate?

   e) Status Board

MASS CARE
EMERGENCY SUPPORT FUNCTION 6
(ESF 6)

PRIMARY AGENCY: Lake County Public Safety Department, Emergency
                         Management Division

SUPPORT AGENCIES: The American Red Cross
                         Lake County Sheriff's Office, Animal Services
                         Lake County ARES
                         Florida Department of Health, Lake County
                         Lake County Schools
                         Lake County Sheriff
                         Lake EMS
                         The Salvation Army

I.   INTRODUCTION

A.   Purpose

The purpose of ESF 6 is to coordinate activities involved with the emergency provision of temporary shelters, emergency mass care feeding, bulk distribution of coordinated relief supplies for survivors of disaster, and disaster welfare information. In some instances, services may be provided to disaster workers as described below.

B.   Scope

ESF 6 has a broad scope of critical responsibilities that encompass the following:

1.   Coordinate the tasking of all shelter activities during a disaster.

2.   Coordinate the establishment and operation of mass feeding facilities in the areas affected by disasters in coordination with ESF 11.

3.   Coordinate with the relief efforts provided by volunteer organization performing mass care functions. Coordinate with ESF 15 for support of mass care operations.

4.   Coordinate the establishment of a system to provide shelter registration data to appropriate authorities.

5.   Coordinate the provision of emergency first aid in shelters, fixed feeding sites, and emergency first aid stations.

6.   Coordinate with ESF 8 for the provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to sheltering and feeding disaster survivors.

7.   Provide quantitative mass care services data to ESF 5, ESF 11, and others who require accurate data for response planning.

8.   Coordinate with ESF 16 for additional ESF 6 facility security resources.

9.   Coordinate with ESF 2 to ensure each shelter has a working system of communication.

10. Coordinate with ESF 12 to ensure each active shelter location has priority for restoration of power and other utility service.

11. Coordinate with ESF 7 for additional resources to support the mass care and feeding operation.

II.   POLICIES

A.   Authorities

1.   American Red Cross Legal Authorities Title 36, Section 2 of the United States Code, January 5, 1905.

2.   Title 26, Section 1 of the United States Code Annotated; May 8, 1947.

3.   Public Law 93-288, Robert T. Stafford Disaster Relief and Emergency Assistance Act.

4.   Public Law 100-707, Robert T. Stafford Disaster Relief and Emergency Assistance Act as amended.

5.   Chapter 252, Florida Statues; Emergency Management.

6.   Lake County Comprehensive Emergency Management Plan.

B.   Priorities

The operations of ESF 6 will be directed toward the performance of sheltering functions in conjunction with the conduct of county emergency operations and protective actions. The primary focus of this effort will be to provide refuge for evacuees displaced from their residences because of the threat or occurrence of an emergency.

C.   Assignment of Responsibilities

1.   Lead Agency

The Lake County Emergency Management Division is designated as the Lead Agency for this Emergency Support Function and will coordinate all activities of ESF 6. As the Lead Agency they are responsible for the following:

a)   Notification, activation, and mobilization of all agencies assigned to the ESF.

b)   Organization, assignment and staffing of all facilities at which this ESF will be located.

c)   Coordination of all support agency actions in performance of missions assigned to this ESF.

d)   Coordinating requests for assistance and additional resources in performance of the missions of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.

e)   The Lake County Emergency Management Division is the primary agency for ESF 6. For sheltering guidance, the American Red Cross Sheltering Handbook will be used. The sheltering handbook includes provisions for emergency mass care and assistance to individuals with urgent and verified disaster caused needs.

f)   ESF 6 activities will be coordinated through the county EOC. The primary agency and support agencies as required will provide staff at the EOC on a 24-hour basis, for the duration of ESF 6 activation.

g.   ESF 6 activities will support local governments. Additional mass cares resources required, which are beyond local

capability, will be coordinated through this ESF. All state and federal mass care responses to an event must be requested by, and are subordinate to, the county ESF 6 operations.

2. **Support Agencies**

All support agencies of this Emergency Support Function are responsible for the following:

a) Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Basic Plan of this document or the response actions of this annex.

b) The designation and assignment of personnel for staffing of all facilities at which this ESF is required. The primary agency shall be responsible for making the determination that such representation is necessary.

c) Coordination of all actions of the support agency with the primary agency in performing assigned missions of the ESF.

d) Identifying all personnel and resource requirements to perform assigned missions that are in excess of the support agencies capabilities.

e) Authorities and responsibilities will remain within each support agency for their own direction and control under the mission or tasks assigned by the lead agency.

D. **Response Requirements**

Federal and State assistance to this Emergency Support Function will be provided under Public Law 93-288, Florida State Statute Chapter 252, and the Florida Comprehensive Emergency Management Plan. However, during the emergency response and for the first hours after the occurrence of a catastrophic emergency there may be little, if any, assistance available. The primary and support agencies of this Emergency Support Function must plan to be as self-sufficient as feasibly possible during this period.

E. **Resource Coordination**

This ESF will provide resources using its primary and support agency authorities and capabilities, in coordination with other ESFs to support its

missions. This ESF will allocate available resources based upon priorities identified by the EOC.

All municipalities and all other ESFs will coordinate with this ESF's representative at the EOC when requesting emergency support or disaster relief from this ESF. In the case of conflict of priorities develops, this ESF will work directly with the EOC management team to resolve the situation.

F.   Response and Recovery Coordination

Although this annex addresses response and recovery activities of the agencies associated with this ESF, the EOC is responsible for coordinating all emergency activities. Therefore, emergency operations of this ESF will be initiated commensurate with needs and emergency priorities as determined by the Lake County Comprehensive Emergency Management Plan.

G.   Operating Facilities

In addition to the operating facilities identified in the Basic Plan of this document, the following are locations and descriptions of mass care facilities programmed to be utilized by this ESF:

1.   During Evacuation - For hurricanes, facilities are listed and annually updated. For smaller shelter needs, (i.e., tornadoes or floods), American Red Cross has agreements with municipalities, churches and community buildings for use of these facilities as a shelter/feeding/relief center.

2.   During Recovery – Current shelters will be evaluated and, if possible, combined in larger facilities.

H.   Coordination of Actions

All agencies assigned with this ESF shall coordinate all actions in performance of emergency response and assistance missions with the Lead Agency for this ESF in the EOC.

III.   SITUATION

A.   Disaster Conditions

1.   Sudden Catastrophes: Transportation accidents, airplane crashes, flash floods, tornadoes, fires, or technological events may necessitate immediate identifiable mass care to evacuees, survivors and emergency workers involved in the disaster and its

aftermath.   Shelters and feeding sites may need to be set up quickly, with no advance notice.

2.   Slowly Developing Disasters: Catastrophic disasters such as hurricanes and slowly rising floods provide warning and evacuation time, but may cause extended displacement and damage to the infrastructure. Shelters may be needed statewide to accommodate evacuees, and in some cases may be set up in neighboring states. Damage from catastrophic disasters may cause extended displacement, the needs of which may extend into the Recovery Phase.

3.   In the wake of the disaster, many of the local resources will be unavailable due to the damage or inaccessibility, or the local resources will not be sufficient to handle the demand for assistance. This may require that significant amounts of resources will have to be transported into the area.

B.   Planning Assumptions

1.   The most destructive natural hazard to which Florida is vulnerable is a hurricane. Consequently, advance warning is likely, with an opportunity to order evacuation in vulnerable areas.

2.   Hurricane evacuations studies predict that people outside the surge-prone areas will self-evacuate.

3.   In a catastrophic disaster, it is likely that long-term mass care will be required until rental assistance and temporary housing resources become available.

4.   A significant influx of disaster workers will strain the resources of the impacted area(s).

5.   Mobile feeding operations may not be possible in major operations.

6.   Smooth transitions from ESF 6 response to Individual Assistance Recovery Operations will help ensure survivor's needs are met.

7.   All available local resources may be committed and additional help may be needed from the state, federal government, or mutual aid agreements.

8.   Coordination with municipalities, critical facilities, and other ESF's efforts, and other government agencies will be required.

9.   Damaged areas will be restricted and not readily accessible, except in some cases by air or water.

IV.   CONCEPT OF OPERATIONS

A.   General

1.   At EOC Activation, Level II, the Lead Agency of this ESF is responsible for implementing its functions. A representative of the Lead Agency will be available in the EOC activation to respond to requests for support submitted to this ESF.

2.   ESF 6 will coordinate and monitor all mass care activities. It is anticipated that immediately after a major or catastrophic emergency has occurred, an assessment of priority resources will be conducted by this ESF to assist in the relief operations and provide aid to those in need.

3.   ESF 6 will focus primarily on sheltering activities, mass feeding, and the coordination activities involved in mass care. Support agencies will provide support services in times of disaster through a coordinated ESF response.

B.   Emergency Support Function Organization

1.   Federal Level

At this level, this ESF will be headed by the American Red Cross and organized in accordance with the National Response Framework (NRF) fka National Response Plan. This ESF will be directly represented at the Federal Joint Field Office (JFO) in or within proximity to the county.

2.   State/Regional Level

At this level, this ESF will be organized in accordance with the State Comprehensive Emergency Management Plan. This ESF will be present in the State EOC. In addition, when a Regional reception and staging area has been established, representation of this ESF at that location will be identified.

3.   County Level

a)   ESF 6 will establish liaison with other appropriate ESFs and maintain open communications with these ESFs in both the planning and operational phases.

b)   Support agencies will be coordinated by the Primary Agency. However, each agency represented will be expected to maintain its operational capability and direct its response resources in accordance with its agency's operating procedures.

c)   ESF 6 will be organized in a manner that ensures rapid response to the mass care needs of people affected by an emergency. Emphasis will be on each agency assigned to the ESF having through and up-to-date plans.   When activated, agencies in ESF 6 will operate under these plans and their support documents.

d)   The designated team leader for this ESF at the EOC is responsible for all activity of the ESF subject only to the guidance and direction of the EOC Management team and the policies of this plan.

C.   Notification

1.   Initial

Initial notification will be sent by the Emergency Management to the Lead Agency of this ESF advising that a threat situation or an emergency has occurred that warrants, or may warrant, the implementation of this plan.

2.   Lead Agency

The Lead Agency will notify all support agencies to begin mobilization of resources and personnel and prepare to commence operations assigned to this ESF.

3.   Support Agencies

The notification process will be completed by the support agencies according to their Emergency Operating Guide (EOG) or disaster plan.

D.   Mobilization

1.   Lead Agency

Immediately following notification to activate this ESF, the Lead Agency will complete the following:

a) Assure necessary emergency operating facilities and reporting systems are established.

b) Establish communications with the EOC and obtain status reports.

c) Notify the EOC when the ESF is prepared to staff the designated shelters.

d) Provide appropriate representation to the EOC.

2. Support Agencies

Immediately following notification by the Lead Agency to commence response actions of the ESF, each support agency will complete the following:

a) Initiate operations in accordance with established SOPs and responsibilities as outlined in their plan.

E. Response Actions

1. Public Sheltering

a) ESF 6 will coordinate the activities of all public shelters. This includes shelters formed before, during, and after the event. ESF 6 will monitor evacuation activities to ensure shelters are opened as needed.

b) Shelters will be opened and closed in accordance with public need as assessed, in coordination with Lake County Schools.

c) ESF 6 will continuously monitor occupancy levels and ongoing survivors' needs and will provide ESF 5 with a daily listing of "open" and "closed" shelters.

d) All shelters should be managed in accordance with applicable American Red Cross regulations and procedures.

e) ESF 6 will have, procure, and regularly update lists of available shelters.

f) Shelter listing will include staffing and resource information.

g) ESF 6 will coordinate the provision of added and relief staff, and the replenishment of shelter supplies.

h) ESF 6 will coordinate the consolidation of shelters, staff, resources and supplies as sheltering needs diminish.

2. Continuing Actions

a) Lead and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities.

b) Lead and support agencies will have and maintain listings of all resource providers used by the agency in emergencies.

c) All agencies will ensure that all actions taken are recorded and communicated to the ESF representatives in the EOC.

d) At all times, support agencies should be able to make brief and accurate status reports in the EOC.

e) Priorities will continually be reassessed to address the most critical needs and develop strategies.

f) Resources, which are committed to specific missions, will be tracked for redeployment if necessary. Updated information will be provided to the EOC.

g) Resources will be re-staged as appropriate.

V. Recovery Actions

A. Initial Actions

1. ESF 6 will assess and determine extended sheltering needs.

2. ESF 6 will work with both ESF 6 and other appropriate agencies at the State and Federal level for the long-term placement of disaster survivors who cannot move back to their normal living arrangements due to the disaster.

B. Mass Feeding

1. ESF 6 will be liaison with ESFs 5, and 11 to coordinate the mass feeding sites established by the American Red Cross and other

volunteer agencies.   Mass feeding activities will include feeding of disaster survivors and then workers when possible.

2.   ESF 6 will regularly update a list of all agencies who have a mission to provide mass feeding in times of disaster.   The list will provide specific information to include:

   a)   Number of persons each agency can feed two meals a day, and how long this level of feeding can be sustained.

   b)   Number of staff or volunteers available for cooking and or serving.

   c)   Major equipment lists, e.g., mobile feeding units, refrigeration, vehicles, etc.

3.   ESF 6 will coordinate mass feeding locations to ensure optimal logistics for public service. A liaison will be established with ESF 15 to ensure continued coordination during an event.

4.   ESF 6 will coordinate sanitation provisions and inspection and garbage removal from mass care feeding sites in coordination with ESF 8 and ESF 20.

5.   ESF 6 will coordinate the provision and delivery of food and water to mass feeding sites by ESF 11. This will include procuring food from the USDA, donations, and private vendors. Liaisons will be established with ESF 15 and will be ongoing with ESF 11 to ensure continued coordination of mass feeding.

6.   ESF 6 will also coordinate mobile feeding units to the affected area(s) under the direction of the primary agency with assistance from the support agencies.

C.   Individual Feeding

ESF 6 will assist local agencies in providing food for individuals not in shelters and unable to attend mass feeding sites.

D.   Food and Storage

1.   ESF 6 will coordinate with ESFs 11 and 15 regarding the storage of food in warehouse sites.

2.   ESF 11 will coordinate the distribution of food stored in identified warehouses to mass feeding sites identified and coordinated by ESF 6.

3.   ESF 6 will coordinate the transportation of food by ESF 11 from identified warehouses to mass care feeding sites in liaison with ESF 1.

E.   Bulk Distribution of Relief Supplies

1.   In coordination with ESFs 7, 11, and 15, ESF 6 will assist in the identification of bulk supply staging areas and distribution sites in the affected area.

2.   ESF 6 will coordinate with ESFs 5, and 14 to publish information as to where and when bulk human relief supplies will be issued and information as to how these supplies can be accessed.

3.   ESF 6 will receive ongoing information from ESF 5 as to what and how much is available for distribution.

F.   Ongoing Actions

1.   Upon request, mass care resources will be provided to assist recovery activities.

2.   Coordination with ESF 5 for the development of mass care related courses of actions and strategies.

3.   ESF 6 will provide support agencies, and ESFs 5 and 24 with regular updates on which shelters are opened or closed, and census data for open shelters.

4.   ESF 6 will coordinate with ESF 14 to provide information to shelter residents about how to access disaster assistance program information.

VI.   RESPONSIBILITIES

A.   Lead Agency

1.   Coordination with the support agencies in directing mass care and prioritizing the needs for relief services.

2.   Coordination with ESF 8 for the provision of medical services up to advanced first aid and mental health services in shelters; and will

ensure that trained and qualified personnel are present in shelters in sufficient numbers to care for people needing assistance.

3. Coordination to ensure that a sufficient number of first aid trained and qualified personnel are stationed at each mass care site.

4. Coordination with ESF 2 to ensure that each shelter has a working system of communication with the County EOC. This may include radio, telephone, or cellular telephone communications devices.

5. Coordination with ESF 7 for generators and fuel.

6. Coordination with ESF 7 and ESF 15 for supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement local resource needs.

7. Support to ESF 8 to meet the sheltering, staffing, feeding, and other resources needs.

8. In addition to those activities previously stated ESF 6 will coordinate with ESF 15 regarding the activities of volunteers actively engaged in providing mass care assistance.

9. Develop and maintain a roster of personnel that staff the ESF. Sufficient staffing will be available for 24 hours per day.

10. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include the Lead and Support Agencies Disaster Plan. Plan to include a listing of telephone numbers for support agencies and service providers.

11. Maintenance of the shelter listing with names and numbers of each shelter manager, as available.

12. Locations of all mass feeding sites and names of site managers.

13. Recording of incoming requests for assistance, who is assigned to respond and the action taken.

14. Establishing a protocol for prioritizing response activities.

15. Coordination of activities with other ESFs.

16. Providing assistance to other ESFs and support agencies for the long-term placement of disaster survivors who are unable to return to their normal living arrangements as a result of disaster damage.

VII.   ADDITIONAL RESOURCES

ESF 6 will utilize personnel and resources from its lead and support agencies to respond to mission assignments related to emergencies. Additional resources available at other ESFs may be coordinated and mobilized to support ESF 6 missions. When requests begin to exceed the ESF's capability to respond, requests will be forwarded to ESF 6 at the State EOC through ESF 5 to mobilize additional resources. All personnel and resources mobilized by ESF 6 will remain under the control and direction of the ESF, unless otherwise noted.

RESOURCES
EMERGENCY SUPPORT FUNCTION 7
(ESF 7)

PRIMARY AGENCY: Lake County Fiscal and Administrative Services
                          Department, Procurement Services Section

SUPPORT AGENCIES: All Lake County Departments
                          Lake County Attorney's Office
                          Lake County Clerk of the Courts, Finance

I.   **INTRODUCTION**

A.   **Purpose**

1.   A disaster can occur at any time and will require resources – material, human and fiscal - for response and recovery. While this plan is written primarily for catastrophic emergencies such as hurricanes, tornadoes and other natural disasters, it will also apply to all other disasters such as chemical spills, fires, and man-made disasters, etc.

2.   An emergency could be of such severity and magnitude as to be beyond the capability of the County and local municipalities and may require the response and recovery assistance of State and Federal agencies to supplement local efforts to save lives and property. A major disaster will have an immediate impact on local and state resources and the shortages of vitally needed supplies must be procured and provided to the affected areas.

B.   **Planning Assumptions**

1.   Sustained logistics operations will be required to support emergency response and recovery efforts in any major disaster or emergency.

2.   In a major or catastrophic emergency, all pertinent local resources will be committed to emergency operations.

3.   Many of the resources needed by response and recovery operations will need to be acquired from sources other than County and local agencies.

4.   Reception of resources will require strategic in-County reception and staging areas.

5.   Joint coordination of resources with municipalities, critical facilities, County ESF's and other government agencies will be required.

6.   Resources outside the affected area will be directed to fulfill the needs of the County and local governments.

7.   Some resources of the state and local governments may not be available in the impacted area due to the damage caused by the disaster.

8.   Resource support required to save lives will receive a first priority.

9.   The massive demand for resources during a declared state of local emergency in connection with a major or catastrophic emergency will cause the suspension of normal purchasing procedures, and the implementation of emergency procurement actions in accordance with this plan.

II.   MISSION

Emergency Support Function 7, Resource Support is responsible for providing direct and active logistical management and resource support to all emergency support functions in response and recovery operations to include emergency relief supplies, facilities, equipment, office supplies, contracting services, and all other resources that may be required beyond normal department assets. Support includes, but is not limited to:

A.   Maintaining inventories of critical resources available locally.

B.   Locating and identifying necessary logistical support and resources.

C.   Locating and leasing, when necessary, required depot and distribution facilities.

D.   Coordinating State and Federal resource procurement.

E.   Negotiating contracts for support of emergency actions.

F.   Providing requested resources to all other emergency support functions and other agencies active in emergency response.

III.   RESPONSIBILITIES

A.   Lead Agency – Procurement Services Section

1.   Coordinate the overall ESF 7 Resource Support mission to locate and purchase equipment, supplies, and services for disaster response and recovery operations, when these resources are not available from local, county, state, or federal sources in the time necessary to save lives or ease human suffering.

2.   Provide the staff to work the ESF 7 Primary and Secondary positions in the County EOC 24 hours a day during activation.

3.   Provide backup staff from Procurement Services to assist the County EOC ESF 7 staff in their mission.

4.   Coordinate with other County Agencies to maintain "current resource listings" of County equipment and supplies available in their agency.

B.   Support Agencies

1.   County Finance

a)   Establish a cash reserve to pay employees and vendors when warning is received of an imminent disaster impact upon the County, and the action is requested by the ESF 7 Coordinator.

b)   Develop procedures for paying vendors who require cash for their product or services during the disaster recovery phase until such time that normal purchase order and payment activities can be resumed.

2.   County Departments

a)   Provide necessary technical specifications for contracts during the disaster recovery phase.

b)   Provide Inspectors to monitor recovery contracts during the disaster recovery phase.

3.   County Attorney's Office

a)   Prepare contracts for immediate activation during the response phase of a major emergency or disaster.

b) Monitor contracts and contractor performance by performing unannounced site inspections during the disaster recovery period.

IV.   CONCEPT OF OPERATIONS

A.   General

1. The Lead Agency will staff the ESF 7 Resource Support position during any activation as required or directed by the Lake County Emergency Management Division Manager. During a County EOC activation, the primary purpose of ESF 7 is to locate and obtain resources that are needed in an emergency event over and above current county and municipal assets.

2. The location and obtaining of needed emergency resources will be accomplished by the Lead Agency through the use of all resources necessary.

3. The primary source of equipment, supplies, and personnel (beyond current county and local assets) shall be from other counties (outside the impacted area), state and federal resources when possible. Resources that cannot be obtained from these sources will be procured through commercial sources.

B.   Organization

1.   Lead Agency

a) Lake County Procurement Services is designated as the Lead Agency for this Emergency Support Function and will coordinate all the activities of this ESF. Procurement Services will provide the personnel to staff ESF 7 positions in the County EOC (24 hours a day if necessary).

b) The ESF 7 Coordinator will also serve as the liaison with the State and FEMA ESF 7 Coordinators, with other agencies, and with other EOC ESF Coordinators regarding procurement of emergency resource needs.

2.   Support Agencies

Support Agencies (see page 1) will fulfill their responsibilities as identified in Section III. Internal organization of individual Support

Agencies or changes necessary to meet their accepted responsibilities are their determination.

3.   Integration with State Agencies

Lake County's ESF 7 Resource Support activities are integrated with State Agencies through the County ESF 7 Coordinator's liaison with the State ESF 7 Coordinator.

C.   Response Actions

1.   Initial Actions

a)   Lead Agency

(1)   Review and conduct refresher training on the ESF 7, emergency purchasing procedures, and County EOC Standard Operating Procedures.

(2)   Update the Support Agencies on the emergency and check on their readiness to support ESF 7 operations.

(3)   Obtain and verify inventories of critical equipment, personnel, and material resources needed for emergency operations.

(4)   Coordinate with other ESFs to identify immediate or anticipated resource needs.

(5)   Advise the Lake County Emergency Management Division Manager and County EOC staff when the requested ESF 7 functions are operational.

(6)   Contact the State ESF 7 Coordinator and provide information on any current or anticipated resource problems.

b)   Support Agencies

(1)   County Finance

(a)   If requested, obtain the necessary funds for the "Cash Reserve" needed to pay employees and vendors in the immediate aftermath of major emergency or disaster.

(b)   Review procedures for cash payments to employees and vendors with staff personnel and prepare to implement the procedures if required by the emergency or disaster impact.

(2)   County Departments

(a)   Activate established or new contracts to help open County transportation routes for emergency crews.

2.   Continuing Actions

a)   Lead Agency

(1)   Staff the ESF 7 positions in the County EOC 24 hours a day or as requested by the Emergency Management Division Manager.

(2)   Insure that the Support Agencies are staffed as required to support ESF 7 operations.

(3)   Assess priorities as needed to address the most critical resource needs and develop strategies to meet them.

(4)   Track resources and costs for resources obtained by ESF 7 and committed to specific emergency/disaster operations for reimbursement purpose.

b)   Support Agencies

(1)   County Finance

(a)   Maintain security and adequacy of cash reserves.

(b)   Make employee payroll and vendor payments in cash if the emergency event has disrupted normal operations.

(2)   County Departments

(a)   Provide Inspectors to help monitor contracts.

(3)   Contracts Administration

(a)   Coordinate with ESF 7 staff in procuring additional contractors and contracts.

D.   Recovery Actions

1.   Initial Actions

a)   Lead Agency

1)   Staff the ESF 7 positions in the County EOC 24 hours a day or as requested by the Emergency Management Division Manager.

2)   Coordinate resolution of all emergency resource requests from other County ESFs through mutual aid from other Counties, through the State EOC for State and Federal resources, and through commercial procurement (when other sources are not timely or sufficient for the emergency need).

3)   Insure that all ESF 7 personnel are provided with time off to see to personal or family needs generated by the disaster event, and that adequate staff rotation schedules are established to avoid "individual burn out."

4)   Advise ESF 14 and 15 of County resource needs so that the information can be made public for possible receipt through volunteers and/or donations.

b)   Support Agencies

(1)   County Finance

(a)   Continue to maintain security and adequacy of cash reserves to meet the County's emergency needs.

(b)   Continue to make employee payroll and vendor payments in cash until normal payroll and vendor payment procedures can be re-established.

        (2)   Construction Engineering Services

               (a)   Insure that the office facility and staff are prepared to provide technical specifications for repair contracts.

               (b)   Provide Inspectors to help monitor contracts.

        (3)   Contracts Administration

               (a)   Help monitor contract performance implemented in the early recovery phase.

2. **Continuing Actions**

    a)   <u>Lead Agency</u>

        (1)   Continue to staff the ESF 7 positions in the County EOC (or other designated location) 24 hours a day or as requested by the Emergency Management Division Manager.

        (2)   Coordinate procurement of the resources needed to assist in recovery activities.

        (3)   Insure adequate staff rotation to avoid "individual burn out" and provide time to meet essential personal needs.

        (4)   The ESF 7 Coordinator will continue work with the "Recovery Group" and other ESF Leads to evaluate and determine the County's long-term resource needs during the "recovery" period.

        (5)   Ascertain when the County EOC operations will be phased out and what location and hours of operation will be needed to continue the ESF 7 functions.

    b)   Support Agencies

        (1)   County Finance

               (a)   Coordinate with County Banks to re-establish electronic deposit of County employee earnings as soon as possible.

(b)   Re-establish normal purchase and payment procedures for vendors as soon as banking and other disaster related problems permit.

(c)   Continue cash payments for the employee payroll and vendor purchases until normal operations for those areas can be achieved

(2)   Contracts Administration

(a)   Assist in the monitoring of contractor performance on disaster related contracts.

E.   Coordination

1.   EOC

a)   All Support Agencies will coordinate any operational activities relating to their accepted emergency responsibilities with the ESF 7 Coordinator at the EOC.

b)   Other County Emergency Support Functions will coordinate their emergency/disaster resource requirements with the ESF 7 Coordinator when their current operational assets cannot meet mission demands.

2.   Municipalities

Municipal resource support will be coordinated through their County EOC Liaison directly with the responsible County ESF. The responsible County ESF will coordinate with the ESF 7 Coordinator for procurement of resource needs beyond their current assets.

3.   Others

Other Agencies requiring disaster related resource support will coordinate their needs directly with the County ESF responsible for that resource support. The primary ESF will then coordinate with ESF 7 for procurement of resources beyond their assets.

V.   ADMINISTRATION AND LOGISTICS

A.   Staffing Requirements and Responsibilities

1.   Staffing requirements will vary for ESF 7 and Support Agencies, depending on the scope and severity of the disaster event. Staff needs beyond each agency's available personnel will be resolved through hiring temporary emergency personnel, mutual aid personnel assistance from non-affected counties, or referral to the State EOC for resolution.

2.   Each agency providing staff to assigned ESF 7 functions will be responsible for:

   a)   Maintaining current roster with telephone numbers and addresses of all personnel assigned to ESF 7 functions for notification/recall for disaster duty.

   b)   Providing administrative support for the function their staff is operating.

   c)   Insuring that work hours (regular and overtime) and other administrative reports are coordinated and submitted for their personnel who are in field assignments supporting ESF 7 activities.

   d)   Coordinating with the Lead Agency to accomplish required staff training for disaster duties and assisting with the pre-packaging of disaster forms, equipment, and supplies needed to perform their functions.

B.   **Resource Requirements and Responsibilities**

1.   Each agency supporting an ESF 7 function is responsible for providing resource support (supplies and equipment) needed by their personnel to operate that function.

2.   Resource support that an agency is not able to provide for the function they are supporting will be requested from the County EOC through the ESF 7 Coordinator.

C.   **Operational Reports**

1.   Situation Reports (SITREPS) will be submitted daily or as needed and directed by the Lake County Emergency Management Division Manager. All SITREPS will be submitted by the ESF 7 Coordinator to the ESF 5 Coordinator for consolidation and inclusion in the County SITREP to the State EOC.

2. Support Agencies will provide daily "status reports" on their support of their assigned ESF 7 functions to include any anticipated problems or deficiencies in supporting the mission.

D. Financial Management

1. Each Support Agency involved with ESF 7 support will draw upon their own financial resources as needed to support their responsibilities in the disaster operation.

2. Financial deficiencies (like all others) will be reported to the County EOC through the ESF 7 Coordinator.

3. Each agency will keep an exact accounting of all expenditures to include funds and materials consumed as well as personnel, equipment, and facility costs. These disaster expenditures will be reported to the County EOC through the ESF 7 Coordinator. Depending on the expenditure and the phase of disaster operations involved, many of the costs will be reimbursable from federal disaster funds if there is a Presidential Disaster Declaration.

VI. COMMUNICATIONS

A. EOC Staffing

Procurement Services as the lead agency for the ESF 7 Resource Support Annex, will staff the ESF 7 Coordinators position in the County EOC whenever notified/requested by the Lake County Emergency Management Division Manager (or designated staff). The ESF 7 County EOC position will be staffed with a minimum of one (1) person – maximum of two (2), depending on the workload – 24 hours a day or as needed.

B. Primary Communication System

Commercial telephone lines will be the primary communication method between the ESF 7 Coordinator at the County EOC, the ESF 7 Support Agencies activated, and commercial sources for the disaster resources needed.

C. Secondary Communication System

Cellular telephones (if the systems are operational) will be used as the secondary means of communication between the ESF 7 Coordinator, ESF 7 Support Agencies, and commercial sources of disaster resources. The Emergency Satellite Communications System (EMNET), the County's Public Safety radios system will be used to communicate with other

counties and the State EOC when the commercial and cellular telephones are not functional.

D.   Contingency Communications

Couriers will be used to carry "hard copy" communications between the ESF 7 Coordinator at the County EOC and the ESF 7 Support Agencies if all other means of communication have failed. The ESF 7 function may be forced to relocate to another site where commercial or cellular telephone communications are available to commercial sources, and communicate with the County EOC by County radio or by courier "hard copy" documentation.

HEALTH AND MEDICAL
EMERGENCY SUPPORT FUNCTION 8
(ESF 8)

PRIMARY AGENCY: Florida Department of Health, Lake County (LCHD)
                         Lake Emergency Medical Services (EMS)
                         Central Florida Health Alliance – Leesburg Regional
                         Medical Center
                         Florida Hospital Waterman
                         LifeStream Behavioral Center
                         South Lake Hospital

SUPPORT AGENCIES: Amateur Radio Emergency Services (ARES)
                         American Red Cross
                         Central Florida Health Alliance – The Villages
                         Regional Medical Center
                         District 5 Medical Examiner's Office
                         Florida Department of Health
                         Lake County Emergency Management Division
                         Lake County Fire Rescue Division
                         Lake County Sheriff's Office
                         Metropolitan Medical Response System
                         Municipal Fire Departments
                         Municipal Police Departments

I.   INTRODUCTION

A.   Purpose

1.   To provide for the organization, mobilization, coordination and direction of emergency medical, emergency health, and emergency medical examiner services and resources in a disaster.

2.   To provide for the coordination of emergency hospital services.

3.   To provide for the care of the sick, injured and dead resulting from a disaster.

4.   To facilitate the coordinated use of medical personnel and communications.

5. To provide for the coordination of crisis response and mental health services for persons who suffer from reactions to the disaster and stress management services for emergency service workers.

6. To provide for the systems and methods required to prevent or control disease.

7. To provide support to hospitals, nursing homes and assisted living facilities

8. To provide special needs sheltering and care

9. To provide patient transportation between facilities for a higher level of care.

B. Scope

1. ESF 8 functions under the Operations Section of the Lake County Comprehensive Emergency Management Plan (CEMP).

2. The Florida Department of Health, Lake County or LCHD is the lead agency for ESF 8. In the event of a mass casualty incident or MCI, Lake Emergency Medical Services would become lead agency and the Health Department would coordinate support roles.

3. Emergency medical, health, and hospital services are provided to residents of Lake County primarily by the LCHD, one (1) medical examiner, thirteen (13) county/municipal fire departments; one (1) emergency medical services provider, three (3) public hospitals and one (1) mental health facility.

4. The LCHD provides environmental health and public health services which emphasize prevention in order to attain a high quality of life for the population of Lake County. The Administrator for the LCHD, as Health Officer for Lake County, is responsible for organization, supervision and coordination of emergency health and medical service in Lake County and for providing assistance in the coordination of emergency mental health services.

5. Mobile emergency medical aid is provided by Lake Emergency Medical Services, Lake County Fire Rescue, and municipal fire departments. This system calls for an immediate response level that consists of paramedics who provide Advanced Life Support

where acute illness or severe injury requires medical stabilization at the scene prior to and during transport of the patient to the hospital.

6.   Hospitals in Lake County provide 24-hour emergency outpatient services, acute care and some specialized treatment.

7.   Lake County ESF 8 will coordinate with State of Florida ESF 8.

8.   ESF 8 will operate under the Incident Management System (IMS) consistent with the National Incident Management System.

C.   Policies

1.   Internal policies for the LCHD are maintained in the Basic Plan of the LCHD Emergency Operations Plan. These include policies for reporting for work, public information, updating plan requirements, supply requirements and participation of employees in disaster drills.

2.   Lake EMS, the Lake County Fire Rescue Division, municipal fire departments will respond as first response agencies for pre-hospital medical care.

3.   Lake County hospitals will forward requests for assistance directly to ESF 8 at the Lake County Emergency Operations Center (EOC).

4.   The Lake County CEMP outlines ESF 8 emergency health and medical roles and responsibilities.

II.   SITUATION

A.   Emergency Disaster Conditions and Hazards

1.   The Lake County Hazard Identification and Vulnerability Analysis, lists the following natural hazards as potential threats to Lake County: drought, fire, flood, severe local storm, hurricanes, and tornadoes. In addition, technological or other hazards may occur such as civil disorders, energy shortages/utility outages, food/water supply contamination, hazardous materials release, and acts of terrorism.

2.   Hurricanes and tornadoes pose the most serious threat to the health and safety of the population, than any other natural cause.

3.   A pandemic event or other public health threat will have a significant impact on the Lake County population and economy.

4.   The most serious threat for technological hazards would be from an intentional or unintentional hazardous materials or biological agent release.

B.   Coordination of Health and Medical Services

1.   Immediately after emergency conditions subside, impact assessment teams will be deployed in the disaster area including environmental, epidemiology and/or nurse/medical staff. Medical facilities will report assessments directly to ESF 8. Based on the results of these reports ESF 8 will determine specific health and medical needs and priorities.

2.   ESF 8 will coordinate the deployment of clinical health and medical personnel including volunteers to assist in providing care of disaster survivors. ESF 8 will establish alternate treatment sites as needed, and will coordinate with its regional, state and federal counterparts to locate and secure disaster assets and /or State Medical Response Teams (SMRT) if required.

3.   In the event that it becomes necessary to evacuate seriously injured or ill patients out of the affected area(s), ESF 8 will coordinate with ESF 13 to locate and secure medical evacuation aircraft. ESF 8 will work closely with its regional, state or federal counterparts to locate sufficient bed space for evacuated patients.

4.   ESF 8 will be responsible for locating and securing medical equipment and supplies (i.e. pharmaceuticals, biologic products, etc) to support and restock health and medical care facilities within the disaster area(s).

5.   ESF 8 will coordinate the dispatch of environmental health and/or epidemiological strike teams as needed to monitor the general population and special high-risk groups, and carry out field studies to assess health and medical needs; potable water, wastewater and solid waste disposal issues; and the threat of vector-borne diseases. ESF 8 will coordinate the issuing and lifting of "boil water" notices.

6.   ESF 8 will also coordinate the assessments of mental health needs and the provision of mental health services to disaster survivors

and emergency workers. ESF 8 will work with regional, state and federal counterparts to provide mental health counseling for disaster worker stress.

7.   ESF 8 will work with local and regional officials to establish temporary victim identification and mortuary services.

8.   Request for and management of the Strategic National Stockpile materials and equipment will be coordinated through ESF 8 and Emergency Management.

C.   Planning Assumptions

1.   In a large scale disaster or any situation where needs exceed ability to cope, any of the following may occur:

   a)   Multiple physical casualties with a variety and range of urgency and disability;

   b)   Facilities will be over taxed, over utilized, damaged or inaccessible;

   c)   Health related supplies may be over utilized or unavailable;

   d)   Communications via cellular communications, fax, electronic mail, and standard radio may be interrupted;

   e)   Infrastructure support for health facilities may be interrupted so that water, power, gas, food supplies, etc. may be impaired;

   f)   Personnel to provide medical care may be limited due to injury, personal concerns/needs or limited access to facilities where they work;

   g)   Access of casualties to assessment, transport and treatment facilities may be limited.

2.   Planning is directed toward all hazards, naturally occurring or man made including, but not limited to, high wind, flood, aircraft crash, train derailment, terrorist attack, hazardous chemical incidents and other public health threats.

3.   Hospitals and other medical facilities will be taxed to their maximum capacity and ability to receive patients. ESF 8 may need to

coordinate the use of other facilities such as shelters, college's etc., as temporary treatment centers. The LCHD does not maintain sufficient medical supplies, pharmaceuticals, or emergency medical staff to supply a temporary treatment center. Staffing and supply of temporary treatment facilities will be consistent with the ability to mobilize and transport staff, volunteers and supplies and may take up to 24 hours. Lake County Medical Reserve Corps available volunteers will supplement staffing of facilities. Regional and State support will be requested through mutual aid and when resources are exhausted ESF 8 will request State support.

4.   Hospitals, nursing homes and other critical care in-patient facilities will maintain back up supplies stored on site, (including food, water and basic medical supplies) to maintain operations for a minimum of three (3) to five (5) days.

5.   The LCHD operates five (5) health sites. Under normal conditions some of these centers are staffed with physicians and nurses, however, LCHD staff are not trained in triage of patients with serious injuries in a disaster setting. In a disaster these staff may be deployed to shelters or alternate locations to support emergency services. Provision of standard public health will be dependent on available medical and support staff. A stepped-down LCHD essential services plan will be activated as defined in the LCHD Continuity of Operations Plan, Emergency Human Resource Plan.

6.   The LCHD sites maintain a 48 hour supply of food, water and medical supplies for staff and clients who may be in the building at the time of an emergency. Some, but not all, clinics maintain medical supplies for the treatment of minor injuries for citizens who may seek medical aid at these sites. The LCHD sites do not maintain food or water supplies to meet basic shelter needs of the public after the emergency. Citizens who may report to the LCHD sites for shelter will be referred to designated shelter locations as defined by the Lake County Emergency Management Division.

7.   During the first 72 hours after the disaster, the public should not anticipate routine emergency medical services from pre-hospital providers by calling 911.

8.   The public should not anticipate routine LCHD services, such as immunizations, special nutritional programs for children, LCHD nursing services, or routine dental care for at least the first 72 hours after the disaster.

9. Publicly supported emergency medical, health and medical examiner services will be restored to normal during the recovery period as soon as practical and within the limitations and capabilities allowed by Lake County government following the emergency.

III. CONCEPT OF OPERATIONS

A. General

1. Emergency medical, health, mortuary and hospital services are provided to residents of Lake County primarily by the LCHD, Lake EMS, the Lake County Fire Rescue Division, and municipal fire departments and three (3) public hospitals and the District 5 Medical Examiner. Additional medical and mortuary services are provided by some private medical service providers as outlined in this document.

2. Non-municipal or county government, private or non-profit organizations will be requested to support the regional medical, health and mortuary services, and hospitals by providing emergency services consistent with their capabilities.

B. Organization and Assignment of Responsibilities

The relationship between the primary and support functions are identified in the Attachment 1, Responsibility Matrix for Public Health, Public Safety and Other.

C. Procedures

1. The LCHD is lead agency for ESF 8. Emergency operating procedures for LCHD are maintained in the LCHD Emergency Operations Plan. These procedures include:

a)   Base Plan, describing Department and Division responsibilities;

b)   LCHD EOC representative mobilization procedures;

c)   LCHD chain of command lists;

d)   LCHD emergency task checklists;

e)   LCHD resource inventories;

f)   LCHD public Information and risk communications;

g)   LCHD tactical communications.

2.   Procedures for other organizations are outlined in their individual agency or organization disaster plans.

3.   County emergency operating procedures are outlined in the Lake County CEMP.

D.   Alert and Notification

When conditions warrant, either through county, state or federal disaster declaration, or at the discretion of the Lake County Emergency Management Division Manager, the Lake County ESF 8 Annex may be activated. Emergency Management will contact the LCHD Administrator who will initiate a call-down to:

1.   Lake County EOC ESF 8 staff;

2.   ESF 8 primary and support agencies;

3.   State ESF 8 and/or State Watch Office;

4.   Regional Emergency Response Advisor RDSTF 5;

5.   RDSTF Health and Medical Co-chairs.

E.   Mitigation

Lake County ESF 8 primary and secondary health and medical organizations ensure the safety and health of Lake County residents through collaborative emergency response planning and implementation through their:

- Functional emergency operations plans;
- Continuity of operations plans;
- Participation in ESF 8 planning meetings;
- Participation in Domestic Security Task Force, Region 5 planning, funding and resource sharing;
- Participating in agency specific, county, and regional disaster training.

1.   <u>Florida Department of Health, Lake County (ESF 8 Lead Agency) Activities</u>

a)   Directs emergency planning and preparedness activities for ESF 8;

b)   Conducts ESF 8 health and medical partner meetings;

c)   Assures that the Lake County ESF 8 plan is revised according to the requirements of the Lake County Emergency Management Division;

d)   Maintains emergency resource inventories;

e)   Staff the ESF 8 desk at the County EOC;

f)   Coordinates primary and support agencies participation in county drills and exercises.

2.   **Florida Department of Health, Lake County mitigation activities include:**

   a)   Assessing and identifying trends of disease and injury.

   b)   Working with community partners to assure that effective services are provided to meet community needs.

   c)   Develops policies to address public health concerns in the community.

   d)   Provides services to prevent or reduce the impact of potential hazards including communicable disease control programs and environmental health programs to prevent unwanted effects of our environment on public health.

   e)   Participates in drills and exercises to improve plan efficiencies.

3.   **Lake County Hospitals' mitigation activities include:**

   a)   Conducting drills at least two times per year.

   b)   Participation in emergency preparedness activities, including regional Florida Hospital Association Emergency Preparedness Committee meetings.

   c)   Ongoing structural/nonstructural assessment and training.

   d)   Regular internal review of hospital disaster plans.

   e)   Implementation of the Hospital Incident Command System in coordination of activities throughout the community.

   f)   Collaboration, planning and resource sharing with hospital systems in Domestic Security Task Force, Region 5.

g)   Participation in annual county/agency exercises and drills.

h)   Provides adequate planning for obtaining emergency medical supplies, pharmaceuticals and linens under disaster conditions, including:

(1)   In-house capability of supplies stored on site; and

(2)   Emergency service contracts with medical supply and pharmaceutical vendors.

i)   Maintaining emergency capabilities under disaster conditions or other episodes of utility service interruption, including:

(1)   Back-up power, sanitation and potable water provisions

(2)   In-house capability or emergency service contracts for utility systems repair, damage stabilization and water/debris removal.

4.   Lake Emergency Medical Services mitigation activities include:

a)   Coordination and maintenance of ESF 8 interoperable communications system.

b)   Participation in ESF 8 and county emergency preparedness activities, including regional health and medical planning and coordination.

c)   Maintain regional emergency medical stockpiles.

d)   Mass Casualty/Alternate Medical Treatment Site planning and training.

e)   Coordination with the county in conducting incident command and emergency response preparedness training.

f)   Participation in county and hospital drills and exercises.

      5.   **District 5 Medical Examiner mitigation activities include:**

          a)   Mass Fatality planning and coordination.

          b)   Participation in ESF 8 and county emergency preparedness activities.

          c)   Establishment and maintenance of mutual aid and vendor contracts for disaster support equipment, supplies and staffing.

F.   **Preparedness Activities**

   1.   During the preparedness phase the Administrator for the LCHD, or designee, coordinates the activities of ESF 8 planning. Membership of ESF 8 for planning and preparedness purposes consist of the Medical Executive Director, LCHD; Executive Director, Lake EMS or their designee; and a representative from the following organizations:

          a)   Lake County Emergency Management Division

          b)   LifeStream Behavioral Center

          c)   Amateur Radio Emergency Services or ARES

          d)   American Red Cross

          e)   Florida Hospital Waterman

          f)   Central Florida Health Alliance – Leesburg Regional Medical Center

          g)   South Lake Hospital

          h)   Home Health, Assisted Living and Medical Equipment Suppliers

   2.   During the preparedness phase, ESF 8 meetings are conducted monthly. Additional task work groups are appointed as needed.

3. Primary and support organizations regularly collaborate and participate in tabletops, drills and exercises to test and improve plans efficiencies.

G. Response Activities

1. Florida Department of Health, Lake County (Lead Agency)

a) The procedures in this plan may be activated by the lowest, local unit which experiences any or all of the conditions in II C, Assumptions. Depending on the event, continuity of operations plans may be activated by one or more ESF 8 organization.

b) LCHD representatives will respond, as directed, to the Lake County EOC, or secondary locations, as directed in the LCHD Emergency Operations Plan. Specific mobilization procedures and Chain of Command lists (three deep for each position) are updated annually. Lake County EOC operations are managed in accordance with procedures identified by the county emergency operations plan.

c) The LCHD Department Operations Center (DOC) is located at The Florida Department of Health, Lake County, 16140 US Hwy 441, Eustis, Florida. Detailed information on alternate locations, building access, communications and staffing information is contained in the Base Plan of the LCHD Emergency Operations Plan. LCHD emergency operations will be managed from the LCHD DOC under the direction of the LCHD Incident Commander. When the Lake County EOC activates, the LCHD incident commander and designated ESF 8 staff will assume their positions at the Lake County EOC. The LCHD Operations and Logistics sections will coordinate operations from the LCHD DOC.

d) Emergency medical, environmental health, epidemiology investigations, mental health services will be coordinated by ESF 8 from the Lake County EOC. Regional and state health and medical resources will be requested through the ESF 8 desk at the County EOC.

e) Quarantine may be imposed by the Florida Department of Health, Lake County Health Officer in conjunction with Lake

County Government and Florida Department of Health consultation.

f) Provide for the monitoring and evaluation of environmental hazards, as necessary.

g) Coordinate with regional public utilities and water utilities to assess damage to the water source, supply, water treatment and water distribution systems. Inform the public utilities of locations needing priority water service restoration.

h) Coordinate with the American Red Cross representatives in the Lake County EOC to assist with environmental health provisions at temporary shelters and disaster assistance distribution centers.

i) Identify:

   (1) Hospitals and temporary treatment centers in need of containerized potable water, sanitation facilities and power generation.

   (2) Hospitals in need of temporary water treatment equipment.

   (3) Other sites such as temporary shelters and disaster assistance distribution centers in need of containerized potable water, sanitation facilities and power generation.

   (4) Dialysis clinics.

j) Coordinate countywide surveillance to determine:

   Sewage disposal system failures:

   (1) Health risks due to environmental factors;

   (2) Extent of food contamination and spoilage;

   (3) Inspection of food service establishments and provision of public information on food safety.

k) Coordinate the inspection of schools and temporary emergency shelters.

l) Assist in notification of appropriate agencies regarding potential areas of toxic chemical contamination and assist in providing public notification and evaluation of clean up and disposal services.

m) Coordinate staffing of special needs shelters and mass prophylaxis operations.

n) Coordinate with ESF 19 the deployment of environmental or epidemiology strike teams.

o) Maintain vital statistics including birth and death certificates.

2.   Emergency Medical Services

a) Emergency medical services will be provided and coordinated by Lake EMS, the Lake County Fire Rescue Division, and municipal fire departments.

b) EMS and fire department units will respond and establish field command posts (CP) as necessary.

c) EMS and fire department units will establish field triage areas, direct triage and treatment operations and initiate communications with Lake County Hospitals.

d) Triage will be provided at each multiple casualty site in accordance with the Lake EMS Mass Casualty Plan.

e) Lake EMS will coordinate the distribution of patients to hospitals or temporary treatment and medical facilities upon request from the field Incident Commander and in consultation with ESF 8. Transportation and patient tracking will be coordinated by Lake Sumter EMS.

f) Regional mutual aid agreements may be activated to support or augment transportation requirements.

3.   Emergency Hospital Services

a) Medical care for the injured will be provided at local hospitals or temporary treatment facilities. Direction and control of emergency operations at hospital facilities will be the responsibility of the facility managers and staff.

b) Hospital administrators have developed policy and procedures for activation of hospital internal disaster plans to ensure adequate staffing and bed capacity to maintain hospital operations at the maximum levels possible.

c) Mass Casualty Incident bed census will drive decisions for patient distribution.

d) Alternate facilities will be established as required for temporary treatment centers for minor ambulatory injuries and as directed by the Lake County Emergency Management Division.

e) The Lake County Emergency Management Division will provide direct assistance to hospitals during an emergency with personnel, transportation, supplies, equipment and emergency maintenance of the hospital physical plant when meeting these needs is beyond the capability of the hospital and within the capabilities of Lake County government.

f) Hospitals will maintain 24-hour communication capability with emergency medical services and ESF 8 through established and redundant communication systems.

g) Hospitals will provide ESF 8 with census and facility status daily with regular updates every 4 hours during an event or more frequently as required.

h) When in-house sources and private vendor sources of supplies are exhausted, hospitals will forward resource requests to the ESF 8 desk at the County EOC for:

(1) Emergency supplies and equipment;

(2) Support personnel;

(3) Blood products/supplies;

    (4)   Vehicles to transport patients to other hospitals or medical facilities;

    (5)   Emergency repairs to physical plant that cannot be accomplished in-house or with accustomed service.

4.   **Emergency Mental Health Services**

    a)   ESF 8 will coordinate with Lake County Community Services Department, LifeStream Behavioral Center, American Red Cross, and participating faith-based organizations to provide crisis response and mental health services for persons who suffer from reactions to the disaster.

    b)   LifeStream Behavioral Center will coordinate mental health crisis response, involuntary detention services and outpatient mental health services for persons who suffer from reactions to the disaster as defined in the Lake County Disaster Behavioral Health Response Plan. LifeStream will coordinate with contracting mental health provider agencies to provide support delivery of mental health services during a disaster as required.

    c)   The American Red Cross (ARC) will provide Disaster Mental Health Services to citizens as outlined in ARC Disaster Services Regulations and Procedures, as volunteer staffing allows and in coordination with the Lake County Disaster Behavioral Health Plan.

    d)   ESF 8 will coordinate with Lake County Law Enforcement agencies, the Lake County Fire Rescue Division, Lake EMS, and hospitals to provide critical incident stress management services for emergency service workers.

    e)   Florida Crisis Consortium (FCC) response teams may be requested for response and recovery phases of a disaster to supplement local resources. FCC requests will be coordinated through the ESF 8 desk at the EOC.

5.   **Medical Examiner Services**

    a)   Coordinate with the Lake County Sheriff's Office and LCHD response to an incident of Bio-terrorism.

b)   Coordinate and provide laboratory services for identification required to support emergency health and emergency medical services.

c)   Investigate and determine the cause of sudden, unexpected, violent, and non-natural deaths.

d)   Provide emergency information to the EOC for the news media, via the Joint Information Center, on mass deaths, body identification, and morgue operations.

e)   Coordinate morgue services including body identification and disposition of unclaimed bodies. Maintain a record of information on all unexpected and violent deaths resulting from the disaster.

H.   Recovery Activities

ESF 8 will conduct recovery activities from the Lake County EOC, the LCHD Department Operations Center (DOC) and from departmental offices, as required. Recovery activities will include, but not be limited to the following:

1.   Maintain information on status of disaster and its impact on the LCHD, hospitals, Lake EMS, and other medical care facilities.

2.   Provide epidemiological surveillance, case investigation and follow up to control infectious disease, including acts of bio-terrorism and food borne illness outbreaks.

3.   Assist affected populations in clean up or follow up activities with technical advice or field service on health and safety issues related to returning to impacted areas.

4.   Coordinate discharge planning and closure of shelters and alternative treatment facilities.

5.   Coordinate with the Lake County Community Services Department to provide mental health information and referral for counseling of survivors, community residents.

6.   Coordinate post event Critical Incident Stress Management for emergency services workers, in cooperation with Lake County public safety agencies and the state of Florida.

7. Critical Incident Stress Management network.

8. Maintain reports on hazard, injury, loss of life and condition of health personnel in the impacted area.

9. Primary and support agencies will resume normal operations as soon as possible.

10. Document and report activities undertaken during the emergency, including time, supplies, and any other pertinent information.

11. Participate in post event critiques of response activities and adjust plans and protocols as necessary.

12. All ESF 8 primary and support agencies will maintain cost records, and submit claims for reimbursement for any cost qualified expenses resulting from a presidential declared disaster or where disaster grant-specific equipment or materials have been expended.

I. ESF 8 Emergency Communications

1. Lake County has adopted an EMS Pre-Hospital and Hospital Disaster Common Communications Plan.

2. Lake EMS units communicate with the county hospitals and regional hospitals, pre-transport.

3. Hospitals communicate with each other and the Lake County EOC during major emergencies and disaster situations using a web-based disaster management system.

4. EMSystem, Med8 and Med8-2 radios provide communications for Leesburg Regional Hospital and South Lake Hospital. Florida Hospital Waterman and the Florida Department of Health, Lake County utilize the EMSystem and are on the Lake County Public Safety 800 MHz public safety radio system. Each participating hospital has a talk group, which allows them to monitor incoming transmissions to their facility from Lake EMS units. Hospital radios have access to hospital talk groups.

5.   Amateur Radio Emergency Services (A.R.E.S.) operators are located at all hospitals to supply redundant and/or supplementary communication channels to agencies in Lake County. The following agencies are equipped with Amateur Radio capability:

   a)   Lake County Emergency Operations Center;

   b)   Florida Department of Health, Lake County;

   c)   Florida Hospital Waterman;

   d)   Central Florida Health Alliance – Leesburg;

   e)   South Lake Hospital;

   f)   An additional seven LCHD mobile base units are available for set up at shelters or remote sites.

6.   Amateur radio operators connect the hospitals with the Emergency Operating Centers, using a pre-established dedicated radio network, for the purpose of supplying back-up medically-related communications by voice or text.

7.   The LCHD has an Amateur Radio Team. These team members have mobile radios and base units to support the LCHD DOC or they may be dispatched to other medical operations/locations within Lake County, as needed.

8.   An inventory of handheld talk-abouts with a 5-mile line of sight range provides a separate capability for communication among on-site staff.

IV.   SUPPORT AGENCIES

A.   Amateur Radio Emergency Services (ARES)

1.   Participate in ESF 8 planning and preparedness activities, as needed.

   a)   Provide vital back up communications between medical facilities in the community, local government and other emergency management agencies during disaster situations, when normal communications are inoperable or disrupted.

    b)   Participate in agency and county drills and exercises.

B.   **The Lake County Chapter, American Red Cross (ARC)**

    1.   (ARC) will provide assistance as provided by Federal Statute (authority provided by Public Law) including:

        a)   Participate in ESF 8 planning and preparedness activities, as needed.

        b)   Assist ESF 8 in disseminating official warnings, when feasible.

        c)   Assist in coordination of volunteer agencies relief efforts.

        d)   Provide emergency first aid and Disaster Nursing Services, as their training and skills allow.

        e)   Assist with emergency medical needs at temporary treatment centers, as requested.

        f)   Provide incident stress management services to citizens impacted by the disaster, as volunteer staffing allows.

        g)   Participate in agency and county drills and exercises.

C.   **Metropolitan Medical Response System (Central Florida Health Alliance – Leesburg Regional Medical Center)**

    1.   Participate in Emergency Support Function (ESF) 8 planning and preparedness activities.

    2.   Provide adequate planning for maintaining emergency capabilities under disaster conditions or other episodes of utility service interruption, to include:

        a)   Back-up power, sanitation and potable water provisions.

        b)   In-house capability or emergency service contracts for utility systems repair, damage stabilization, and water/debris removal.

        c)   Participate in agency and county drills and exercises.

D.   Lake County Public Transportation Division

1.   Provide supplemental transportation for minor ambulatory injured and patients being transferred between hospitals.

2.   Provide transportation for medical personnel, supplies and equipment to locations as needed.

3.   Provide radio equipped transit for emergency communication capability to these facilities, as directed.

4.   Coordinate and provide transportation of county residents to mass prophylaxis locations as directed.

5.   Provide transportation for special needs clients to and from designated shelters.

6.   Participate in agency and county drills and exercises.

E.   Lake County Fire Services

1.   Provide emergency rescue and medical units. Provide personnel to administer rescue procedures and medical aid at the disaster scene.

2.   Establish a field command post and provide an Incident Commander.

3.   Participate in agency and county drills and exercises.

F.   Lake County Emergency Management Division

1.   At the direction of the Executive Policy Group, coordinates regional, state and federal disaster assistance, to meet medical needs in Lake County. Assistance may be provided by regional, state or federal agencies.

2.   Participate in agency and county drills and exercises.

G.   Lake County Sheriff's Office

1.   Provide field commander at the scene of a civil disturbance, if required by existing conditions. Field command may restrict

medical personnel from entering the area of involvement, whereupon casualties will be brought to peripheral triage areas for medical aid.

2.   Provide crowd control and law enforcement in the area.

3.   Provide emergency traffic routing information and establish a traffic control plan at the disaster scene.

4.   Provide security to mass prophylaxis operations, staff, and medical supplies.

5.   Protect health and medical staff located at shelters, emergency operations locations, medication dispensing sites and alternate treatment sites.

6.   Coordinate evidence chain of custody if health event is intentional act of terrorism.

7.   Participate in agency and county drills and exercises.

H.   Correctional Health and Rehabilitative Services

1.   Provide adequate staffing and facilities to support emergency programs and in-patient populations on site.

2.   Provide counseling staff, as available, to assist with the mental health services.

3.   Maintain emergency health services at the Lake County jail and the Lake Correctional Institution.

4.   Conduct regular drills and exercises.

V.   EXERCISE, TRAINING AND EVALUATION

A.   Development

The LCHD, as ESF 8 lead agency, is responsible for the coordination and development of this annex. Exercise and evaluation of the Lake County CEMP, ESF 8 Annex is developed in accordance with the Department of Homeland Security Exercise and Evaluation (HSEEP) guidance.

B.   Maintenance

This annex will be reviewed annually and updated in accordance with the schedule outlined in the Lake County Comprehensive Emergency Management Plan.

C.   Exercise, Training and Evaluation

Exercises will be recorded in HSEEP National Exercise Schedule System and the Corrective Action Program System. Lessons learned and best practices will be submitted to the national Lessons Learned Information System. This annex will be tested annually by tabletop, functional, or field exercises with after action reports using the Homeland Security Exercise Evaluation Plan. Real events and exercises are investigated to identify lessons learned and plan enhancements to prevent repeating problems encountered.

VI.   REFERENCES AND AUTHORITIES

Federal
   FEMA Chapter 68, Title 42
   HSPD-21 (November 2007)
   Centers for Disease Control (CDC)
   Homeland Security Advisory System

State
   Chapter 401, Florida Statutes; Medical Telecommunications and Transportation
   Chapter 403, Part 1 Florida Statutes; Environmental Control
   Chapter 404, Part 1, Florida Statutes; Radiation
   Florida Statutes, Emergency Management, Title XVII §252 (252.31-52.61)
   Florida Field Operations Guide (FFOG) 2006
   Florida State HB 7121
   Florida Statutes DOH Chapter 381
         - Communicable Disease & Quarantine –Section 381.0011
         - Public Health Emergencies & Advisories – Section 381.00315
   Florida Statutes – Sovereign Immunity – Section 768.28
   Florida Statutes – Adopt Temporary Emergency Rules – Section 120.54
   Florida Statutes – DOH Enforcement Authority – Section 381.0012
   Florida Department of Health Emergency Operations Plan, (2003)
   National Response Plan ESF8 (2008)

VII.   TERMS AND DEFINITIONS

Emergency health services - Services required to prevent and treat the damaging health effects of an emergency including communicable disease control, immunization, laboratory services, dental and nutrition services; providing first aid for treatment of ambulatory an minor injured at temporary treatment facilities and special care facilities; providing LCHD information on emergency treatment prevention and control; and providing administrative support including maintenance of vital records.

Emergency environmental health services - services required to correct or improve damaging environmental health effects on humans including inspection for food contamination, inspection for water contamination, vector control; providing for sewage an solid waste inspection and disposal; clean up and disposal of hazardous materials and provide sanitation inspection for emergency shelter facilities.

Emergency medical services - services required to assure proper medical care for the sick and injured from the time of injury to the patient's arrival at a hospital, temporary medical facility or special care facility.

Medical examiner services - services required to assure adequate death investigation, identification and disposition of bodies; removal, temporary storage and transportation of bodies to temporary morgue facilities; notification of next of kin, and coordination of medical examiner services and unclaimed bodies disposition.

Emergency hospital services - services required to assure proper medical care and specialized treatment for patients in a hospital and the coordination of related hospital services.

Emergency mental health services - mental health crisis response and involuntary detention services and outpatient mental health services.

Incident stress management services - a group intervention and educational session for emergency service workers to alleviate stress related symptoms and minimize the harmful effects of responding to the disaster.

Hospital - a critical care facility continuously staffed to provide diagnosis or specialized medical treatment to individuals over a period of 24 hours.

Special care facility - an intermediate care facility providing limited treatment to individuals. Special care facilities shall include private immediate care clinics, physician's offices, psychiatric care facilities, alcohol and drug treatment centers, nursing homes, hospice facilities, elderly day care homes and half way houses.

Alternate treatment facility - a sheltered *non-medical* facility temporarily staffed with medical personnel and temporarily provided with medical supplies and equipment for the purpose of treating individuals injured during a multiple casualty incident.

Strategic National Stockpile – Federal asset composed of a number of ready-to-deploy "Push Packs" containing pharmaceuticals and equipment to treat thousands of patients affected by the highest priority disease causing agents.

VIII. ACRONYMS

ARC	American Red Cross
ARES	Amateur Radio Emergency System
CDC	Centers for Disease Control and Prevention
CEMP	Comprehensive Emergency Management Plan
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DOC	Department Operations Center
DOH	Department of Health
DSNS	Division of Strategic National Stockpile
EOC	Emergency operations center
ESF	Emergency support function
FCC	Florida Crisis Consortium
HSEEP	Homeland Security Exercise and Evaluation Program
ICS	Incident Command System
IMS	Incident Management System
JIC	Joint Information Center
LCHD	Florida Department of Health, Lake County
LEMS	Lake Emergency Medical Service
MCI	Mass Casualty Incident
Med 8	UHF radio frequency for hospital/EMS
Med 8/2	UHF radio frequency for public health
MMRS	Metropolitan Medical Response System
MOA	Memorandum of agreement
MRC	Medical Reserve Corps
POD	Point of dispensing
RDSTF	Regional Domestic Security Task Force
SMRT	State Medical Response Team
SNS	Strategic National Stockpile

IV. ATTACHMENTS

Attachment 1   Responsibility Matrix

Attachment 2   ESF 8/EOC Resource Information

V.   ESF 8 ANNEX APPENDICES

Appendix 1   Special Needs Shelter Response
Appendix 2   Mass Prophylaxis/SNS Response
Appendix 3   Pandemic Influenza Response
Appendix 4   Mass Casualty Response
Appendix 5   Medical Surge Response
Appendix 6   Alternate Medical Treatment Site Response
Appendix 7   Mass Fatality Response

ATTACHMENT 1 - Responsibility Matrix for Public Health, Public Safety and Other

Key:
P = Primary Role
S = Support Role
X = No role

Agency	Activate Plan	Activate EOC	Activate JIC	Alerts & Advisories	Media Relations	Infrastructure	Medical Care	Mental Health	Surge Personnel	Facility Restrictions	Fatality Management	Animal Control	Environmental	Therapeutic Agents	Vaccine & Prophylaxis	Crowd / Traffic	Security	Tracking / Monitoring	Ad-hoc Training	Decontamination	Disposal	Rehabilitation
Public Health																						
Local CHD & CMS	S	S	S	P	S	S	S	S	S	S	S	S	S	P	P	S	S	P	P	S	S	S
State Public Health	P	S	S	P	S	S	S	S	S	S	S	S	S	P	S	S	S	P	P	S	S	S
Public Health Labs	S	X	X	S	S	S	S	X	S	S	S	S	S	X	S	X	S	S	S	S	S	S
Federal Public Health	S	X	X	S	S	S	S	X	S	X	X	X	S	S	S	X	X	S	S	X	X	X
Public Safety																						
Local Emergency Management Agency	P	P	P	S	S	P	S	S	S	P	P	S	S	S	S	P	S	S	S	S	S	P
State Emergency Management Agency	P	P	P	S	S	P	S	S	S	S	S	S	S	S	S	P	S	S	S	S	S	P
Fire Department	X	S	X	X	S	S	S	X	S	S	S	X	S	S	S	S	S	S	S	P	P	S
Emergency Medical Services	X	S	X	S	S	S	P	S	S	S	S	X	S	S	S	S	S	S	S	S	S	S
Local Police / Law enforce	S	S	S	S	S	S	X	X	S	S	S	S	S	S	S	P	P	S	S	S	S	S
State Police / Law Enforce	S	S	S	S	S	S	X	X	S	S	S	S	S	S	S	P	P	S	S	S	S	S
Local FBI Office	S	X	X	S	S	S	X	X	S	S	S	X	S	S	S	S	S	P	S	S	S	S
Local 911 / Emergency Communications	X	X	X	S	S	S	S	X	S	S	S	X	S	S	S	S	S	S	S	S	S	S
Regional Domestic Security	S	X	S	S	S	S	X	X	S	S	S	X	X	S	S	S	S	P	X	X	S	X
Other Agencies																						
Hospitals	S	S	X	S	S	S	P	S	S	S	S	X	S	S	S	S	S	S	S	S	S	S
Poison Control	S	X	X	S	S	S	S	X	S	S	X	X	X	S	S	S	S	S	S	X	X	X
Local Mental Health Services	X	X	X	X	S	S	S	P	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Veterinary and Animal Control	S	S	X	X	S	S	S	X	S	S	S	P	S	S	S	S	S	S	S	S	S	X
Red Cross / Volunteer services	S	S	S	S	S	P	S	S	P	S	S	S	S	P	S	S	S	S	S	S	S	S
Medical Examiner	X	X	X	X	S	S	S	S	S	S	P	X	S	S	S	S	S	S	S	S	S	X
Elected Officials	X	X	X	S	S	S	X	S	S	S	X	X	S	S	S	S	S	X	S	X	S	S
Public Affairs / Information Office	X	X	P	P	P	S	X	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Environmental Agencies	S	X	X	S	S	S	X	X	S	S	S	S	P	X	S	S	S	X	S	P	S	S
Public Works	X	S	X	S	S	S	X	X	S	S	S	S	S	X	S	S	S	X	S	S	P	S

ATTACHMENT 2- ESF-8 EOC RESOURCE LISTINGS

The following resource information is maintained at the Lake County Emergency Management Division office and the Florida Department of Health, Lake County.

EMERGENCY CONTACT INFORMATION

1. Florida Department of Health, Lake County Employee Mobilization Roster
2. Florida Department of Health, Lake County Mutual Aid/Agreement Letters
3. Hospital Facilities Emergency Contact Lists
4. Nursing Home Facilities Contact Lists
5. Veterinary Clinics List
6. Medical Examiner Contact List
7. Mental Health Resources Contact Lists
8. Medical Reserve Corps Volunteer Database
9. Assisted Living Facilities List
10. RDSTF 5 Health and Medical Contact List
11. Mutual Aid and Memorandum of Agreements List
12. Region and State Health and Medical Contact list

EMERGENCY ASSETS

1. Lake County Health Department Disaster Equipment Inventory
2. Special Needs Shelter Strike Team
3. Environmental Health Strike Team
4. Epidemiology Strike Team
5. Amateur Radio Operator Team

SEARCH AND RESCUE
EMERGENCY SUPPORT FUNCTION 9
(ESF 9)

PRIMARY AGENCY: Lake County Public Safety Department, Fire Rescue
                         Division

SUPPORT AGENCIES: Florida Fire Service
                         Florida Fish and Wildlife Conservation Commission
                         Lake County Sheriff's Office
                         Lake EMS
                         Municipal Fire Departments
                         Municipal Police Departments

I.   PURPOSE

The purpose of this function is to address the procedures for conducting and coordinating search and rescue actions following disasters.

II.   CONCEPT OF OPERATIONS

The Lake County Fire Rescue Division is the overall coordinator for search and rescue operations in the County. Assistance is provided by Federal, State, and/or volunteer organizations, depending on the requirements of the situation.

Conceptually, the Fire Rescue Division acts as the monitoring and coordinating agency for all search and rescue operations in the County. In the event that, (1) local government requests State coordination of search and rescue operations; (2) search and rescue requirements are multi-county in nature; (3) search and rescue operations are in conjunction with other State emergency efforts, or (4) the Governor so directs, the Division of Emergency Management may assume the responsibility for coordination.

A.   The Lake County Fire Rescue Division may meet the majority of County search and rescue requirements with some assistance from regional mutual aid partners.

B.   When it appears that their resources are inadequate, or likely to become inadequate, the Lake County Fire Rescue Division should request aid from support agencies.

C.   When it becomes apparent that a search and rescue operation is beyond the combined capabilities of local and State resources, or that specific

requirements so warrant, Federal agencies with search and rescue capabilities may be requested to provide supplementary assistance in close coordination with the Florida Division of Emergency Management.

III.   **RESPONSIBILITIES**

   A.   Search and Rescue Operations shall be directed as follows:

      1.   Air Operations Commander by: Civil Air Patrol.

      2.   Land and Water Operations by: Lake County Fire Rescue Division.

   B.   Primary and alternate operations centers from which search and rescue activities will be conducted are: the Lake County Fire Rescue Division, and the Emergency Operations Center (EOC). Maintenance and communications will be from these operations centers.

   C.   The Lake County Emergency Management Division will maintain files of, and develop agreements with, volunteer and other agencies with search and rescue capabilities. These include the Civil Air Patrol and the Florida National Guard.

   D.   Lake County Public Safety Department, Fire Rescue Division administration will be responsible for developing and maintaining mutual aid agreements with adjacent jurisdictions.

   E.   Lake County Public Safety Department, Fire Rescue Division administration will be responsible for recruiting and training search and rescue volunteers as needed.

   F.   The Emergency Management Division Manager will notify the State Watch Office of search and rescue operations and request assistance as necessary when the resources available are expended.

   G.   Search and Rescue operations shall be conducted in accordance with the established procedures of the responding agency.

   H.   Lake EMS will be responsible for the identification of suitable medical facilities for injured survivors as the situation dictates.

   I.   Placement of personnel and equipment for conducting emergency operations is the responsibility of the designated operations chief of the particular search and rescue operation.

   J.   Equipment lists are maintained by each responding agency. The Fire Rescue Division equipment available for disaster operations should be

requested through the Florida Fire Chiefs' State Emergency Response Plan (SERP).

K.   The lead agency for the search and rescue operation is responsible for maintaining the personnel accountability system for the tracking of all personnel involved in the search effort. Accountability should include initial check-in procedures, periodic checks of rescue personnel, and check-out procedures. All accountability actions should be documented on forms approved by the lead agency for this purpose.

IV.   LISTING OF AGENCIES AND VOLUNTEERS WITH SEARCH AND RESCUE CAPABILITIES

Agency/Group	Capabilities
Fire Rescue	Air
	Land
	Water
	Underwater
Civil Air Patrol	Air
	Land
Army National Guard	Land
U.S. Forest Service	Air
	Land
U.S. Park Service	Land
Florida Division of Forestry	Land
Florida Fish and Wildlife Conservation Commission	Land
	Water
Municipal Police Departments	Land
	Water
Lake County Sheriff's Office	Land
	Water
	Underwater
Municipal Fire Departments	Land
	Water
Special Skills Volunteers	

V.   PROCEDURES

A.   Identify the local lead agency for conducting search and rescue operations.

B.   Provide a listing of support agencies and volunteers with search and rescue capabilities.

C.   Describe the various operational roles for the most likely types of search and rescue operations.

D.   Identify and make provision for:

1.   Organization of rescue squads;

2.   Placement of personnel and equipment for conducting emergency activities;

3.   Communications;

4.   Identification of medical facilities for the injured and ailing survivors; and

5.   Accountability of search and rescue personnel.

Provide the reference location of an inventory of personnel, vehicles, and equipment, other than law enforcement resources, that will be available for search and rescue operations, including the date of last revision.

HAZARDOUS MATERIALS
EMERGENCY SUPPORT FUNCTION 10
(ESF 10)

PRIMARY AGENCY: Lake County Public Safety Department, Fire Rescue Division

SUPPORT AGENCIES: Florida Department of Environmental Protection
           Lake County Public Works Department
           Lake County Sheriff's Office
           Municipal Fire Departments

I. PURPOSE

A natural or other catastrophic disaster could result in a situation where hazardous materials are released into the environment. The purpose of this function is to outline procedures for responding to a hazardous materials event.

II. COORDINATION ROLES

Lake County Public Safety Department, Fire Rescue Division – Special Operations Response Team is the response team for Lake County. The Assistant Chief of Operations is responsible for coordinating Special Operations Response Team when requested to respond.

Events that occur within city limits of municipalities will be initially responded to by those municipalities' first response units. If Lake County Fire Rescue – Special Operations Response Team assistance is needed, request is made through Lake EMS Dispatch, or the Emergency Operations Center (EOC).

III. HAZARDOUS MATERIALS TEAMS

Local Team: Lake County Fire Rescue – Special Operations Response Team

Regional Teams: Orange County   Seminole County
        Marion County   Brevard County

IV. ACTIONS

A. Preparedness

The Lake County Fire Rescue Division regularly participates in training exercises for hazardous material incidents with the Lake County Sheriff's Office, Lake EMS, state agencies, local governments, and industry.

B. Response

Local resources are committed through coordination of ESF 10 contingent upon the magnitude of the incident. The Lake County Fire Rescue Special Operations Response Team manual identifies procedures and resources for handling hazardous substances incidents.

C. Recovery

1. The initial responsibility for assessing the impacts or the potential impacts of a release rest with the owner/operator of the facility.

2. Upon arrival of response personnel, the responsibility for assessing the impacts or the potential impacts of a release will be assumed by the lead agency.

3. If it is determined by the lead agency that the incident is beyond their capabilities, the Emergency Management Division Manager or designee will be contacted and the EOC activated as appropriate.

4. Assessment capabilities may be provided by the following support agencies: the Lake County Fire Rescue Special Operations-Hazardous Materials Team, Lake County Sheriff's Office and Lake EMS. They may be assisted by the Lake County Departments of Community Safety and Compliance, Public Works, and/or the Florida Department of Health, Lake County.

5. Additional assistance and support in assessing the environmental and public health consequences can be obtained from the State of Florida Departments of Environmental Regulation and Health and Rehabilitative Services.

6. If necessary, the U.S. Environmental Protection Agency may be called upon.

D. **Mitigation**

The Lake County Fire Rescue Division will provide persons with appropriate expertise to participate in activities designed to reduce or minimize the impact of future disasters. Typical areas of expertise would be hazardous materials and hazardous waste.

V.   PROCEDURES

See Lake County Fire Rescue Special Operations Response Team (SORT) Manual.

FOOD AND WATER
EMERGENCY SUPPORT FUNCTION 11
(ESF 11)

PRIMARY AGENCY: Lake County Public Resources Department, Parks and Trails Division

SUPPORT AGENCIES: Lake County Fiscal and Administrative Services Department
                            Lake County Growth Management Department
                            Lake County Fire Rescue Division
                            Emergency Operations Center ESFs:
                            ESF 1; ESF 5; ESF 6; ESF 7; ESF 8; ESF 9; and ESF 15

I.   INTRODUCTION

A.   Purpose

The purpose of this ESF is identifying the need for food and water prior to and in the aftermath of a disaster or emergency and coordinating the transportation and distribution of such supplies to the disaster area. Food supplies obtained and distributed by ESF 11 will be dispensed to the disaster victims through coordination with ESF 1, ESF 4, ESF 5, ESF 6, ESF 7, ESF 8, ESF 9, and ESF 15.

B.   Scope

The scope of this ESF is to be responsible for the distribution of needed food supplies (i.e. food, water, etc.) for feeding disaster victims. To accomplish this function, activities will be undertaken to:

1.   Coordinate with ESF 4, ESF 5, ESF 6, ESF 7, ESF 8, ESF 9, and ESF 15, to identify the number of people without food and safe drinking water.

2.   Inventory food products/quantities and identify sources to obtain additional needed supplies.

3.   Ensure sufficient storage space to store food supplies.

4.   Coordinate with ESF 1 the transportation of food shipments to warehouses, distribution sites, feeding sites, and pantry locations.

C.   Planning Assumptions

1.   Following a major or catastrophic disaster, there may be widespread damage and destruction to the infrastructure and homes/buildings resulting in transportation routes being impassable; widespread and prolonged power outages; and contaminated drinking water.

2.   Thousands of evacuees may be lodged in shelters within the disaster area.

3.   Normal food processing and distribution capabilities will be disrupted.

4.   As a result of power outages, many commercial cold storage and freezer facilities within the impacted area will be inoperable.

5.   Shelters should have food and water supplies to manage for 72 hours after the disaster.

6.   Damage projection models will be used to forecast damage and disaster consequences. Included in this information will be calculations to identify the number of people to be impacted. This ESF will use these calculations and projections to estimate food needs, quantities and to project the duration of mass feeding activities.

7.   The County Human Needs and Damage Assessment Teams will report on immediate human needs assessment (food, water, health/medical and housing) and the condition of the infrastructure (transportation, communications and utility systems).

8.   Large bulk quantities of food supplies purchased, solicited, or donated will be coordinated by this ESF. Donations of non-perishable food items will be sorted and palletized for coordination and distribution by this ESF.

9.   Assistance from the State EOC will be requested after all other resources have been used to assist with the distribution of food supplies and/or warehouse operations.

II.   CONCEPT OF OPERATIONS

A.   General

ESF 11 will operate under existing Emergency Management authorities and regulations and the Lake County Comprehensive Emergency Management Plan as amended, to provide disaster food supplies to designated disaster staging areas and distribution sites.

Following a notification of a major disaster or emergency, ESF 11 will be staffed at the local EOC 24 hours daily. At this time, requests for food and water, including types, amounts and destinations, will be processed through this ESF. Food and water assistance requests will be forwarded to the State EOC to coordinate efforts to obtain and transport food via ESF 7.

Whenever possible, this ESF will use damage projection models to calculate the number of people that may be impacted to assess the amount of food and water needed to meet the anticipated demand. If additional food supplies are needed, this ESF will obtain and arrange with ESF 1 transport of such supplies to the disaster or staging areas. Additional information on the number of people in need of food and water will be obtained from the Damage Assessment Teams, county officials and ESFs 5 and 6.

Staff from this ESF may be sent into the disaster area to assess the effectiveness of the food distribution network and to address problems. Staff will coordinate with county officials and ESF 6 field staff to ensure ample and timely deliveries of food and water supplies.

ESF 11 will coordinate with ESF 3, which is responsible for potable water. If needed, a State Representative from ESF 3 responsible for potable water will be requested to join the local ESF 11 to help expedite and coordinate retrieving ample water.

B.   Organization

Upon activation of this ESF, the Food Distribution Officer or their designee will be responsible for ensuring all food and water concerns are addressed. Additional support agencies and organizations may be utilized and will be tasked either to provide a representative to the EOC or to provide a representative who will be immediately available via telecommunications means (telephone, FAX, Conference, etc.).

C.   Notification

1. Upon the occurrence of a potential major natural disaster or man-made event, Lake County Emergency Management will notify the primary contact person for this ESF.

2. This notification will probably be made via telephone or pager. Such notification could be to: advise of the potential for a disaster; report to the local EOC or to update information. The Operations Officer for the ESF will notify all support agencies and may request they report to the EOC.

III.   RESPONSIBILITIES

A. Primary Agency: Lake County Public Resources Department, Parks and Trails Division

Responsibilities:

1. Coordinate with Emergency Management, local officials, and ESF 5 and 6 to determine food and water needs for the population in the affected area.

2. Provide updated information to ESF 5 on a regular basis.

3. Develop a plan of operation that will ensure timely distribution of food supplies to mass care locations.

4. Provide daily information to ESF 5 on the amount of food and water distributed.

5. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster. Monitor the number of distribution sites providing food and water to disaster victims.

B. **Support agencies**: Lake County Fiscal and Administrative Services Department
Lake County Growth Management Department
Emergency Operations Center ESFs:
ESF 1; ESF 4; ESF 5; ESF 6; ESF 7; ESF 8; ESF 9; and ESF 15

Responsibilities:

1. Coordinate with ESF 5 to identify and assess the requirements of food on a two-phase basis: critical emergency needs immediately after the disaster and long-term sustained needs after the emergency phase is over.

2. Coordinate with ESF 7 to assist with food solicitation and purchasing of food supplies. Provide couriers to pick up order

forms, menus, meal counts and other support activities.

3.   Coordinate with ESF 4, ESF 6, ESF 8, and ESF 15 to assist with distribution of bulk and household food supplies.

4.   Provide inventories of available food supplies.

IV.   ACTIONS

A.   Response Initial Actions

1.   Inventory food and water supplies and coordinate with ESF 6 to identify the number of people in shelters and others in need of food and water.

2.   Monitor water contamination in the disaster area and estimated water needs and quantities.

3.   Identify the locations of all mass feeding and food distribution sites.

4.   Assess storage space and needs for staging areas.

5.   Coordinate with ESF 15 identifying food donations and incorporate the food donations into the food supply.

6.   Monitor and coordinate the flow of the food supply into the disaster area.

B.   Recovery Initial and Continuing Actions

Initial and continuing response actions will flow into the recovery phase of operations and will be assessed and updated as needed based on new information as it becomes available.

ENERGY – "Electricity"
Emergency Support Function 12
(ESF 12)

PRIMARY AGENCY: Lake County Facilities & Fleet Management Department

SUPPORT AGENCIES: City of Leesburg
City of Mt. Dora
Clay Electric Services
Lake County Community Services Department
Lake County Fiscal & Administrative Services Department
Duke Energy
Public Service Commission
Sumter Electric Cooperative

I.   INTRODUCTION

A.   Purpose

Liaison for coordinating the restoration of electric energy systems.

B.   Scope

1.   Ensure that the appropriate agencies are assessing damage to energy systems, supply, demand, and requirements to restore such systems.

2.   Assisting local governments in determining priority of utility system restoration.

3.   Recommend local actions to conserve electricity.

4.   Coordinate with Local, State, and Federal Agencies providing facts and information concerning energy resources.

5.   Relay technical service information concerning energy systems.

6.   Relay all energy assistance requests from the Lake County Emergency Operations Center (EOC) to the appropriate support agency.

C.   **Organization**

1.   All utilities coordinate with the ESF 12 representative in the EOC. The ESF 12 position falls within the Logistics Section in the Incident Command System.

2.   The ESF 12 representative is responsible for maintaining 24-hour operations in the EOC, and maintains documentation as to the status of damages and progress being made towards restoration.

II.   **RESTORATION PRIORITIES**

A.   **Critical Customers**

1.   Utilities maintain a classification system for all utility customers, arranged and categorized according to emergency response priority. In all planning, critical facilities, as listed with the Lake County Emergency Management Division, should be included as top priorities for restoration, especially those that involve the lives and safety of the citizens of Lake County.

2.   The following is a general listing of priorities:

a.   Hospitals and medical facilities.

b.   Water and wastewater facilities.

c.   Central food, cold storage and distribution centers.

d.   Police, fire and other essential public services.

e.   Emergency Broadcast Systems and centralized communications systems (primarily telephone).

f.   Public buildings used as public shelters.

g.   Schools, colleges and industrial and commercial customers.

h.   Customers depending on life support systems.

B.   **Major Electric Utility System Facilities**

Major facilities of the electric utility system must be protected from the effects of an emergency or disaster situation. The following is a list of major facilities in priority order within most utilities:

1.   Transmission & Associated Substations.

2.   Sub-transmission & Associated Substations.

3.   Distribution Feeders.

4.   Distribution Laterals.

C.   Assignment of Responsibilities

1.   System Control System

Each utility may designate a system control area as the primary location for their company to coordinate emergency restoration activities. Should this facility be unavailable for use, it is the responsibility of the company to designate an alternate site and notify the EOC of the location and methods of communication.

2.   System Control Functions

These sites will be used for management of all emergency operations for that utility company with the following functions:

a.   Dispatching and radio communications.

b.   Telephone Information.

c.   Trouble Analysis.

d.   Minor Repair.

e.   Support Services.

f.   Personnel and resource management, including scheduling of personnel and timekeeping.

g.   Scheduling of line crews and tree crews, including mutual aid personnel.

III.   SITUATION

A.   Disaster Condition

Energy shortage conditions are those in which the supply of electric power to customers could be in jeopardy due to either generation capacity shortage, and/or transmission limitation.

B. Planning Assumptions

1. During periods of abnormal weather, or in the event of multiple unanticipated generating unit outages, there may be occasional times when generating capacity is limited, or falls below customer demand.

2. There may be widespread and prolonged electrical power failure. With no electric power, communications will be affected; traffic signals will not operate, causing surface movement gridlock. Such outages will impact on other public health and safety services, including the movement of petroleum products for transportation and emergency power generation.

3. The lead agency of this ESF, upon notification of a potential or actual electrical generating capacity shortage, or actual or potential fuel shortages, shall communicate and coordinate with State and Local support agencies when prioritizing emergency support and energy restoration.

C. Goals

1. To provide a plan for the quickest possible means of restoring the electric utility system, and in a manner that is consistent with public safety and good industry practice.

2. To clearly define restoration priorities and detail a system-wide power restoration strategy.

3. To provide a plan which can be adjusted to the severity of the emergency.

4. To provide a detailed resource management program, including the management of personnel, materials, and equipment under emergency conditions.

5. To define an organizational structure and functional responsibilities that must be met for effective restoration of electric service.

6. To provide for appropriate public relations through news release to media, telephone contact, and personal encounter.

D.   Statewide

In Lake County, the ESF 12 is served by Duke Energy, Sumter Electric Cooperative (SECO), Clay Cooperative, City of Leesburg and City of Mt. Dora. Each agency has a predetermined emergency plan to follow, depending on the type of storm/disaster, and the amount of damage done to their respective facilities.

E.   Notification

1.   Upon activation of the EOC, the EOC Manager or Logistics Section Chief will notify the Representative for ESF 12, who will respond to the EOC.

2.   The ESF 12 representative will make notification to their respective agencies, and other ESFs for coordination for operations as necessary.

F.   Response Actions

1.   Conduct initial assessment of system and generation capabilities.

2.   Coordinate with ESF 12 Support Agencies to establish priorities and develop strategies for the initial response.

3.   Maintain communications to update the EOC and the public on restoration efforts as well as safety messages regarding downed lines and use of portable generators.

IV.   RESOURCES

A.   Lake County Coordination with the Utility Companies

1.   The utility companies maintain a listing of their available resources and mutual aid resources through other utilities. At the time their resources are expended, they should contact the ESF 12 representative to coordinate the requesting of additional resources through ESF 7 – Resources.

2.   If additional resources cannot be obtained locally, a request will be made to the ESF 7 representative or Logistics Section Chief (who will work through the State Liaison, if one is assigned, to the State EOC).

3.   Coordination through the Logistics Section if the EOC allows the tracking of requests and receipt of resources. Large resources will be staged at a location to be determined at the time of the incident/event and will receive their assignments from there.

B.   Utility Company Representatives

It is recommended that at the time resources are requested from the State, that the utility companies provide a representative at the staged location (to be determined at the time of the incident/event) for coordination and allocation of units.

V.   REFERENCES

A.   Emergency Plans

1.   A copy of the City of Leesburg's Plan has been requested.

2.   A copy of the City of Mt. Dora's Plan has been requested.

3.   A copy of Sumter Electric's Emergency Plan is provided in the EOC with Agency Procedures.

4.   A copy of Progress Energy's Emergency Plan has been requested.

5.   A copy of Clay Electric's Emergency Plan has been requested.

B.   Florida Statutes

1.   Chapter 377

2.   Chapter 366

ENERGY – "Fuel"
Emergency Support Function 12
(ESF 12)

PRIMARY AGENCY: Lake County Facilities & Fleet Management Department, Fleet Management Division

SUPPORT AGENCIES: RC Dunn Oil Company
TransMontaigne (ComData)

Astatula (Town of)	Clermont (City of)
Eustis (City of)	Fruitland Park (City of)
Howey-in-the-Hills (Town of)	Groveland (City of)
Lady Lake (Town of)	Leesburg (City of)
Mascotte (City of)	Minneola (City of)
Montverde (Town of)	Mount Dora (City of)
Tavares (City of)	Umatilla (City of)

Lake County Fiscal & Administrative Services Department
Lake County Public Safety Department
Lake County Public Works Department
Lake County Sheriff's Office
Lake County Schools

I.   INTRODUCTION

A.   Purpose

Coordinate the storage / availability of fuel.

B.   Scope

1. Ensure that the appropriate agencies are assessing damage to fuel systems, fuel supply, fuel demand, and requirements to restore fuel availability.

2. Assisting local government agencies in determining priority of fuel needs.

3. Recommend local actions to conserve fuel.

4. Coordinate with Local, State, and Federal Agencies providing facts and information concerning fuel resources and availability.

5. Relay all fuel information to the Lake County Emergency Operations Center (EOC).

D.   Organization

1. All municipalities coordinate with the ESF 12 representative in the EOC. The ESF 12 representative falls under the Logistics Section in the Incident Command System.

2. The ESF 12 representative is responsible for maintaining 24-hour operations in the EOC, and maintains documentation as to the status of damages and progress being made towards fuel availability, usage, and storage.

II. RESTORATION PRIORITIES

A. Critical Customers

1. Maintain a classification system for all fuel customers, arranged and categorized according to emergency response priority. In all planning, critical facilities, as listed with the Lake County Emergency Management Division, should be included as top priorities for restoration, especially those that involve the lives and safety of the citizens of Lake County.

2. The following is a general listing of priorities:

   a) Law Enforcement
      (1) Lake County Sheriff's Office

      (2) Municipal Police Departments

   b) Emergency Medical Services
      (1) Lake EMS

   c) Public Safety
      (1) Lake County Public Safety Department

      (2) Municipal Fire Departments

   d) Public Works
      (1) Lake County Public Works Department

      (2) Municipal Public Works Departments

   e) Environmental Services

      (1) Municipal Environmental Services

B. Major Fuel System Facilities

Major fuel systems must be protected from the effects of an emergency or disaster situation. The following is a list of major facilities in priority order:

1.   Lake County BCC – Astatula Fuel Site

2.   Lake County BCC – Minneola Fuel Site

3.   Lake County BCC – Umatilla Fuel Site

4.   Lake County BCC – Leesburg Fuel Site

5.   Lake County BCC – Public Safety Fuel Sites

6.   Lake County BCC – Public Works Fuel Sites

7.   Lake County BCC – Facilities Fuel Sites

8.   Lake County Sheriff's Office – Fuel Sites

9.   Lake County School Board – Fuel Sites

10.   Municipality – Fuel Sites

11.   RC Dunn Oil Company (Groveland)

12.   Local Fuel Stations (accepting MasterCard)

13.   All Vehicles Able to Transport Fuel

C.   Assignment of Responsibilities

   1.   System Control Systems

   a)   Each agency is responsible for its own fuel. It is the responsibility of each agency to notify the EOC it they have an excess or shortage of fuel.

   b)   The ESF 12 Representative is responsible for tracking the availability of fuel from the various support agencies.

III.   SITUATION

A.   Disaster Condition

Fuel shortage conditions are those in which the supply of fuel to customers could be in jeopardy due to either capacity shortage, and/or transportation limitation.

B.   Planning Assumptions

1.   During periods of abnormal weather, or in the event of multiple unanticipated generating fuel shortages, there may be occasional times when capacity is limited, or falls below customer demand.

2.   There may be widespread and prolonged fuel shortages. Such shortages will have an impact on other public health and safety services, including transportation.

3.   The primary agency of this ESF, upon notification of a potential or actual fuel shortage, shall communicate and coordinate with appropriate support agencies including State and Local agencies when prioritizing fuel availability.

C.   Goals

1.   To provide a plan for the quickest possible means of restoring the availability of fuel in a manner that is consistent with public safety and good industry practice.

2.   To clearly define restoration priorities and detail a system-wide strategy.

3.   To provide a plan which can be adjusted to the severity of the incident/event.

4.   To provide a detailed resource management program, including the management of personnel, materials, and equipment under emergency conditions.

5.   To define an organizational structure and functional responsibilities that must be met for effective restoration of fuel.

6.   To provide for appropriate public relations through news release to media, telephone contact, and personal encounter.

D.   Statewide

In Lake County, the ESF 12 (Fuel) is served by RC Dunn, TransMontaigne (ComData), Lake County Board of County Commissioners, Procurement Services Section – Fleet Management Division, municipalities of Lake

County with fuel sites and local gas stations. Each agency has a predetermined emergency plan to follow, depending on the type of storm/disaster, and the amount of damage done to their respective facilities and supplies.

E.   Notification

1.   Upon activation of the EOC, the Emergency Management Division Manager or Logistics Section Chief will notify the Representative for ESF 12, who will respond to the EOC.

2.   The ESF 12 representative will make notification to their respective agencies, and other ESFs for coordination for operations as necessary.

F.   Response Actions

1.   Conduct initial assessment of fuel systems.

2.   Coordinate with ESF 12 Support Agencies to establish priorities and develop strategies for the initial response.

3.   Maintain communications to update the EOC on restoration efforts as well as safety messages regarding fuel availability.

IV.   RESOURCES

A.   Lake County Coordination with the Fuel Companies

1.   At the time County resources are expended, requesting of additional resources will be coordinated through the Resource Unit (Logistics Section), using ESF 7 - Resource Support as the guideline.

2.   If additional resources cannot be obtained locally, a request will be made to the ESF 7 Representative or Logistics Section Chief (who will work through the State Liaison, if one is assigned, to the State EOC).

3.   Coordination through the Logistics Section if the EOC allows the tracking of requests and receipt of resources. Large resources will be staged at a location to be determined at the time of the incident/event and will receive their assignments from there.

V.   REFERENCES

A.   Emergency Plans

1.   Fleet Management Plan for Fuel.

2.   List of Municipality Fuel Sites – Tank Information.

3.   List of vehicles able to transport fuel.

MILITARY SUPPORT
EMERGENCY SUPPORT FUNCTION 13
(ESF 13)

PRIMARY AGENCY: Lake County Sheriff's Office
                              Florida National Guard (FLNG)

SUPPORT AGENCIES: Civil Air Patrol

I.   PURPOSE

The purpose of this function is to describe the procedures that need to be taken to request military support through the State Emergency Operations Center (SEOC).

II.   REQUEST FOR MILITARY SUPPORT

A major or catastrophic disaster may necessitate the use of the military resources of the Florida National Guard (FLNG). Once the decision is made that military support is needed, a request will be made to the SEOC through Resources (ESF 7).

III. LOCAL INTERFACE

Local interface with FLNG for impact and damage assessment will be in accordance with the Rapid Impact Assessment Team (RIAT) and Damage Assessment Procedures.

IV.   FLNG LIAISON

The county liaison from the FLNG will be responsible for coordinating resource needs for the FLNG and advising the Logistics Section in the EOC of those needs. Needs may include transportation, guides, food, water, ice, and shelter.

PUBLIC INFORMATION
EMERGENCY SUPPORT FUNCTION 14
(ESF 14)

PRIMARY AGENCIES: Lake County Communications Department

SUPPORT AGENCIES: Lake County Sheriff's Office
                                           Florida Department of Health, Lake County
                                           Lake County Emergency Management Division
                                           Lake County Municipalities
                                           Lake EMS
                                             American Red Cross
                                             Other County Departments/Agencies
                                             Lake County Hospitals
                                             Lake County Schools

I.   INTRODUCTION

Lake County is subject to various natural, technological, and human-caused disasters. At times of disaster, residents need immediate and accurate information regarding the emergency. Timely information enables residents to protect themselves and their property, as best they can, from the disaster.

A.   Purpose

This annex provides guidelines for disseminating information to the public regarding emergencies and for providing information management during an emergency.

Public information is the use of all available means to provide residents with a description of the actions to be taken should a disaster threaten. Information includes data on the background and type of disaster, combined with the what, who, when, and why, if disaster is imminent.

In time of emergency, the public will be informed of the measures being taken to deal with the emergency, including all governmental decisions, recommendations, and instructions. Accurate information becomes vital when the public may otherwise accept rumors, hearsay, and half-truths that could cause panic, fear, and confusion. A flow of clear, concise, statements is imperative regarding disaster conditions and relief services available.

B.   Scope

Emergency public information and related functions will be accomplished in three phases:

1.   Non-Emergency

Information disseminated during non-emergency operations includes written disaster preparedness materials, public speaking engagements, news releases, news features, and radio and television public service announcements. This information is designed to instruct residents of potential hazards, and individual responsibilities and actions which can be taken to minimize loss of life and property during a disaster.

Ongoing activities also include the development of working relationships with media personnel and organizations to facilitate prompt accurate news coverage of disaster operations.

2.   Emergency Information

Emergency information begins with a determination by appropriate authorities that conditions, which could result in an emergency situation, are present or probable impact on the threatened area will occur. Emergency public information and instructions will become specific, and accurate accounts of the existing situation will be primarily directed toward the survival, health and safety of the population within the disaster area.

3.   Post Emergency

This phase begins after the disaster impact and continues until the needs for recovery and rehabilitation are satisfied. Releases will give estimates of conditions, what is being done to alleviate the problems, and descriptions of emergency assistance available, including where and how disaster survivors may apply for such assistance.

II. CONCEPT OF OPERATIONS

A. General

1. Policy

A Joint Information System (JIS) / Joint Information Center (JIC) will be activated under the National Incident Management System (NIMS).

2. Functions

Lake County is dependent upon the media for getting disaster warnings and information to the public. When a warning needs to be issued to residents and visitors, without prior information advising residents to monitor the media, the Emergency Alert System (EAS), cable override, and the National Oceanic and Atmospheric Administration (NOAA) Weather Wire System will be activated. Additional information dissemination systems include Lake County Emergency Management's Citizens Information Line, the TDD Hearing Impaired Line at 911 Dispatch, the County's Emergency Notification System, the Sheriff's Senior Watch program and the Multilingual Committee.

All initial warnings will advise residents and visitors to continually monitor the media for further updates and information. Thereafter, information will be released through the Joint Information Center (JIC) as described further in this annex.

3. Non-Emergency

The Lake County Emergency Management Division is responsible to coordinate, develop, and provide preparedness programs. These programs address the risks/hazards affecting the Lake County area (i.e. tropical weather, severe weather, hazardous materials, flooding, forest/wildland fire, major structural fire, sinkholes, and severe temperature hazards).

Lake County is in EAS Operational Area 7, which includes eight (8) counties.

Programs targeting the at-risk public will include live presentations, dissemination of written materials (brochures, newsletters, posters, etc.), public service announcements and proactive media relations.

The Lake County Communications Department will be responsible to develop a good working relationship with the local media through routine contacts. A media list updated no less than every six months will be maintained in a daily media notebook and the Emergency Information Guide.

The Lake County Communications Department is responsible to develop and maintain the public information plans and procedures for times of emergencies/disasters, this is to include updating media list, contact lists, training, public information materials, and methods of dissemination.

The Lake County Emergency Management Division will develop community relationships with groups and agencies that will promote public awareness to preparedness issues as well as develop policies and procedures for emergency activation.

4.   **Emergency**

The Lake County Communications Department, Public Information Officer takes on the role as Public Information Officer (PIO) during times of emergencies/disasters. The PIO will be directly involved in warning the public. During major emergencies, the PIO will fully mobilize and disseminate emergency instructions and information to the public in the following order of priority:

a)   Lifesaving/health preservation instructions.

b)   Emergency status information.

c)   Other useful information, originated by the government or in response to media inquiries.

When an incident occurs that prompts activation of Incident Command, the JIS will be activated. The decision by the PIO supporting Incident Command to activate the JIS is based on the complexity of the situation and the need to ensure coordination and integration of messages.

In both the response and recovery phases, the Lead PIO will establish a Joint Information Center (JIC) and will designate the Lake County Board of County Commission Chambers or the Emergency Communications and Operations Center as sites for the media.

The Lead Public Information Officer, with assistance from the Emergency Management Division, will set up the Citizens Information Line (CIL) with available staff. It is the responsibility of the PIO to assure the accuracy and timely update of information disseminated by the CIL staff. The Lake County Emergency Management Division's published phone number acts as the Citizens Information Line during times of emergencies or disasters and will be staffed 24-hours a day until EOC operations have deactivated. The availability of this number and staffing will be publicized through the media during the activation. In addition to the CIL, the Lake County Sheriff's Office Communications Center will also receive the same information to accurately disseminate information through the County's TDD Hearing Impaired line and through the Sheriff's Senior Watch Program.

B.   Direction and Control

1.   <u>Coordination Between Agencies</u>

It is essential that the Emergency Public Information activity be recognized as a coherent system. A current contact list of area public information officers (designees) for local agencies and organizations will be maintained throughout the year (see Resource-Appendix 1). The Public Information Officer will assess the need for additional PIOs for emergency/disaster incidents. Contact will be made to affected areas to assess needs and offer assistance. The State Emergency Operations Center – ESF 14 will be contacted if further assistance is needed. A Joint Information Center (JIC) can be opened should the need arise. Space for a JIC can be opened in the County Administration Building in conjunction with the Emergency Communications and Operations Center. Other locations may be necessary depending on the location of the specific incidents.

Training for local PIOs will be made available through the Lake County Emergency Management Division or the Lake County Communications Department as needed or requested during the year.

C.   Notification and Warning

1.   **Primary Agency and Staff**

The Emergency Management Division will notify EOC staff of activation. Notification means will depend on time of day. Primary means of notification of senior staff is the email contact group, then

call down of additional personnel. The Lake County Emergency Management Division personnel, and volunteers will be immediately notified of activation, in order to staff the Citizens Information Line when necessary. Once the PIO has established the need, the back-up PIO will be notified as to when and where to report to duty. All EOC PIOs will adhere to a twelve-hour shift schedule. An area will be designated for off-duty rest and nourishment.

2.   Notification and Warning of Support Agencies

In the event of a full-scale emergency, PIOs from the sheriff's office, Lake EMS, local hospitals, and ancillary agencies will be contacted to coordinate information pertinent to their agencies. In some cases, PIOs from affected agencies would activate together in the most appropriate location, on-scene, or in an area adjacent to the most appropriate EOC. Notification will be made through phone, fax, dispatch communications, and/or individual pagers.

The news media would be notified of the location and contact numbers of the PIO(s) involved. A media center would be established for the convenience of the PIO(s) and the media.

D.   Response Actions

1.   Information Dissemination

a)   During smaller scale operations when the Emergency Operations Center (EOC) is not activated, information will be disseminated using the following methods:

(1)   On-Scene Public Information

When an incident has occurred and response is limited to the scene, the Public Information Officer will respond to media inquiries regarding operations. If public action is required through the media, the coordinator, with the guidance of the division or the Incident Commander will coordinate the release of information.

(2)   Telephone Inquiries

When an incident occurs, media inquiries may be handled over the telephone by the responsible

department or the Lake County Communications Department.

(3)   Facsimile (FAX) Notification

The Lake County Communications Department has programmed the FAX numbers of all media outlets, as well as surrounding County Public Information Officers and dispatch communications fax numbers. Written public information materials may be disseminated to all outlets.

(4)   NOAA Weather Wire

Information can be disseminated directly to the public through the NOAA Weather Wire Service. Emergency Management may provide the National Weather Service in Melbourne, FL with a written bulletin. The Weather Service will then retransmit that information verbally over their frequencies. Residents with a weather alert radio will receive a tone activating their radio and then the message.

b)   Large Scale Emergencies

In the event of a large-scale emergency prompting public notification, activation of the Emergency Alert System (EAS), and when necessary, the issuance of evacuation orders, a Joint Information Center (JIC) will be activated. The Lake County Communications Department and the Lake County Emergency Management Division will activate ESF 14 Public Information in the EOC or appropriate location. All affected local PIOs will be notified as to the operations location. The media will be notified as to the activation and location of EOC or JIC.

c.   Citizens' Information Line

The Citizens' Information Line (CIL) will be activated as soon as the Incident Commander or the Lake County Emergency Management Division determines the need. Once a need has been established, the normal Emergency Management operating line, will be staffed by designated employees and/or volunteers to answer calls from the public. The CIL will be activated with staff 24-hours a day until it is

determined that the immediate danger is over and/or operations have ceased.

2. Media Facilities

a. The Joint Information Center will be set up at an appropriate location determined by the Lead PIO.

b. All media personnel will log in at the BCC Chambers on the second floor of the County Administration Building, Emergency Communications and Operations Center or other designated area, and be escorted upon arrival. Media representatives will wear their press pass badge at all times.

c. Photographic or camera crews will be allowed reasonable access to EOC operations when deemed appropriate by the Emergency Management Division Manager or designee and the PIO. At times, only a pool camera/video may be allowed.

d. Interviews will be conducted away from the EOC room and other main working areas, preferably in the BCC Chambers, a location determined appropriate at the Emergency Communications and Operations Center or other office space, to eliminate interruptions of work in progress.

3. Scheduled Media Briefings

The Lead PIO, in conjunction with the Incident Commander, will schedule a minimum of one media briefing per day to be held at a time when the pertinent information can have the best possible media/public exposure (3 p.m.). The next scheduled briefing will be posted in the media area.

a. The Lead PIO and/or ESFs will conduct any additional media briefings as often and in whatever form necessary.

b. The Lead PIO can arrange additional briefings at the request of the Incident Commander.

4. Media Activity with Departments

ESF members will not speak to members of the media. Individual departmental/agency interaction with the media will be governed by the by the media policies established within this plan or by specific

orders from the County Manager, Incident Commander, or Emergency Management Division Manager.

5.   Media Access to Elected Officials

Should it become necessary for the Governor, State Legislators, or County or municipal commissioners to enter the EOC, the media will be allowed access to them through the Lead PIO.

If, in the opinion of the Lead PIO and the Incident Commander, the presence of these individuals and the media begin to compromise the work in progress at the EOC, the County Manager, Incident Commander, or Emergency Management Division Manager may request that these activities be moved to another location in the Emergency Communications and Operations Center or to the Commission Chambers or other appropriate location.

6.   Citizens' Information Line Operations

The Citizens' Information Line (CIL) may be staffed with up to 12 operators per shift. Citizens' Information Line staff consists of personnel from the Lake County Community Services Department.

All phone stations will be equipped with a laptop and access to white board CIL Information Book. The CIL will receive all media releases and pertinent EOC updates by the PIO for dissemination to the calling public. The CIL operators will provide information based on the information officially provided by the Lead PIO or designee. The CIL operators will not speculate or play "what if" with this information.

The CIL Supervisor or designee will attend all situation briefings and disseminate information acquired (verbally and through the situation report) to the operators.

Once an operator has detects a pattern concerning the same issue, he/she will advise the CIL Supervisor. The CIL Supervisor will coordinate with the PIO on duty to prepare a news release to address the issue.

If a caller asks a question which cannot be answered by the CIL staff based on the official information, the operator will complete an EOC message form and give it to the supervisor. The supervisor will ensure the message is delivered to the message center.

a)   Health and Welfare Inquiries

In a mass casualty disaster, the CIL may receive calls from friends and family members concerned about the welfare of their loved ones. CIL operators should not respond directly to these inquiries. Health and Welfare inquiries will be noted on the EOC message form and provided to the appropriate agency as noted below.

(1)   Locate and Notify

Inquiries into the whereabouts of a person(s) requiring a search to locate the person(s) or match name to known casualties should be provided to ESF 16, Law Enforcement. Notification to family regarding death or injury would only be handled by the agency assigned by ESF 16 or in conjunction with ESF 14.

(2)   Messages

Messages for residents whose whereabouts are known should be passed to the RACES team for amateur radio or American Red Cross follow-up.

b)   Offers/Requests for Assistance

Callers offering supplies, equipment or volunteer labor should be referred to ESF 15, Volunteers and Donations. If ESF 15 telephone lines are busy, the caller's name and call back telephone number and brief description of their donation should be noted on an EOC Message Form and given to the supervisor for dissemination.

Callers requesting assistance who are unable to access established programs, should also be referred to ESF 15, Volunteers and Donations, following the procedures covered above.

1.   Joint Information Center (JIC)

In the event of a catastrophic event, public information teams from the State of Florida and the Federal Emergency Management Agency (FEMA) may respond to the disaster area. If Lake County is the only county impacted, a Joint Information Center (JIC) will be established.

If the event impacts more than one county, the JIC may be set up at the Joint Field Office (JFO) or other centralized location. The Lead PIO will report to the JIC leaving an Operations PIO to de-escalate activities in the JIC.

III.   RESPONSIBILITIES

A.   Lake County Information Outreach Division

Lake County Information Outreach has the ultimate responsibility for the release of emergency public information for a disaster which threatens the public safety. Lake County Emergency Management coordinates the dissemination of emergency education information during non-emergency operations. Lake County Information Outreach maintains or arranges for:

1.   The Joint Information Center (JIC);

2.   Contact with media representatives;

3.   ESF 14 Annex to the CEMP.

Lake County Information Outreach may act as the Lead PIO for smaller scale incidents at the request of the County Administrator, Incident Commander, or Emergency Management Director.

B.   Director of Emergency Management

The Director of Emergency Management will notify the Lake County Information Outreach of the emergency and give instructions. The primary team consists of the Lead PIO and the designated support PIOs. During a full-scale emergency, other support personnel including PIOs from other departments and the staff of the Citizens Information Line (CIL) will be notified.

C.   Lead PIO

The Lead PIO is the "official" spokesperson for the release of public information. All information will be coordinated and approved by concerned agencies and departments and released by the Lead PIO.

The designated "back-up" Lead PIO will be contacted and, if necessary, act as Lead PIO for the second twelve-hour shift. This schedule will continue throughout the duration of the emergency response and recovery phases. The Lead PIO will:

1.   Ensure that the Joint Information Center (JIC) is fully set up and staffed with necessary PIOs for 24-hour coverage;

2.   Notify PIOs from other departments of the EOC's activation and ensure that these PIOs are present at the EOC when appropriate;

3.   Ensure that the Joint Information Center is fully equipped;

4.   In consultation with the Incident Commander and/or Emergency Management Director, establish media policy and review all news releases;

5.   Ensure that other PIOs on duty and the news media are briefed on a regular basis;

6.   Be the official spokesperson for Lake County;

7.   Keep the Incident Commander informed of developments during the emergency;

8.   Establish policies on the use of the Emergency Alert System (EAS);

9.   Ensure that arrangements have been made to accommodate the media;

10.   Attend operational briefings; prepare news releases/situation reports for dissemination based on those meetings;

11.   Brief the CIL staff in writing and meet with staff as needed;

12.   Send out all news releases to media outlets, municipalities, agency PIOs, EOC Section Leaders, dispatch communications centers;

13.   Monitor and file all incoming messages, weather bulletins, briefing papers, and other incoming paperwork;

14.   Schedule media briefings in the JIC and phone interviews with broadcasting stations;

15.   Maintain information board in JIC or designated area;

16.   Prepare list of persistent rumors/questions needing to be addressed through news release or public statement, notify Incident Commander, address accordingly;

17. Ensure through Facilities Management equipment in JIC is in working order;

18. Coordinate information with outside agency PIOs.

D.   Other Agency PIOs

1. Draft news releases concerning respective areas, give copy to Lead PIO;

2. Assist Lead PIO as assigned.

E.   Citizens Information Line (CIL) Supervisor

The appointed CIL Supervisor for each shift will coordinate with ESF 5, Information and Planning, and ESF 14, Public Information, to ensure that the most current information is always available to citizens.

1. Ensure that the CIL is equipped and supplied.

2. Ensure adequate staffing of the CIL to respond to questions from the public via telephone.

3. Ensure that all calls and questions are logged.

4. Inform PIO of any rumors or misinformation detected or trends in calls.

5. Ensure that CIL staff is briefed with the latest situation reports and news releases.

IV.   ONGOING PUBLIC INFORMATION PROGRAMS

A.   Media packages are distributed on an annual basis with hazard specific information.

B.   Handouts relative to specific hazards are prepared on an annual basis and distributed to the general public. Brochures include preparedness tips on what to bring to a shelter, i.e., medications, clothing, etc., and preparedness tips on measures which will minimize disaster-caused losses.

C.   Lake County Emergency Management staff conducts public speaking engagements to disseminate personal preparedness information to the general public, including the identification of vulnerable areas within the county.

D.   Pre-scripted news releases are developed with specific information on evacuation and survival needs, to be released before and after the disaster.

E.   Brochures and other written materials are distributed which include materials for registering Persons with Special Needs (PSNS). Presentations are conducted at civic groups, homeowners' associations, schools, nursing facilities, and other agencies or groups as requested.

V.   RECOVERY

A.   Recovery Phase

During the recovery phase, attention will be focused on restoring channels of communication with the public. Appropriate information will continue to be released, particularly on the restoration of essential services, travel restrictions, disaster recovery centers, and assistance programs available. When time allows, action taken during the emergency/disaster will be addressed; and plans and procedures will be revised as necessary.

A.   Procedures

1.   ESF 14, Public Information, would continue to follow the operations of the response phase. Once operations of the EOC scaled down, ESF 14 would begin its scale down of CIL operators and ancillary staff. The Lead PIO would continue to release information, and schedule briefings until the EOC had been deactivated.

2.   In the event of a large-scale disaster, the Lead PIO would coordinate and offer assistance to the State Emergency Management ESF 14, and/or FEMA ESF 14.

VOLUNTEERS AND DONATIONS
EMERGENCY SUPPORT FUNCTION 15
(ESF 15)

Primary Agency: Lake County Human Resources Department

Support Agencies: Lake and Sumter Emergency Recovery (LASER)
                                   The Salvation Army
                                   American Red Cross
                                   United Way of Lake County

I.   INTRODUCTION

A.   Purpose

Volunteers and Donations function will expedite the delivery of donated goods and voluntary services to support relief efforts and coordinate bulk distribution of emergency relief supplies.

B.   Scope

The scope of this function is to provide a coordinated approach as it relates to volunteer agencies and volunteers in a disaster situation and to coordinate the receipt and delivery of donated goods to the affected area. This effort includes an assessment and prioritization of available resources, identifying needs, and securing additional resources, in cooperation with local, state, and federal agencies.

C.   Situations

This function will be activated in the case of a significant natural or man-made disaster that is beyond the response capability of local resources. Impact on local staffing and resources, as well as overwhelming public response, would necessitate the organized use of volunteers, along with the collection and distribution of donations.

Two situations would call for the activation of this function:

1.   If Lake County is about to be the target of a disaster.

2.   Lake County is selected to operate a regional relief center in support of another area affected by a disaster.

II.   AUTHORITY

A.   Chapter 252, Florida Statutes

B.   Florida Comprehensive Emergency Management Plan

C.   Lake County Comprehensive Emergency Management Plan

III.   PLANNING

A.   When notified of an EOC activation, the ESF 15 coordinator will report to the Emergency Operations Center when requested by the Planning Section Chief or the Resource Unit Leader.

B.   Volunteer coordinators will set up centers to receive all volunteers and donations. ALL VOLUNTEERS AND DONATIONS FROM OUTSIDE THE COUNTY SHOULD CALL AND RECEIVE INSTRUCTIONS FROM THIS CENTER BEFORE ENTERING LAKE COUNTY.

C.   Communication lines will be established between the EOC, all reception areas, staging areas, and support agencies.

IV.   ORGANIZATION

A.   County

Lake County's Volunteer and Donation Coordinator will be located at the Community Reception Center (CRC). It is through this center that requests for staffing, materials, and supplies will be coordinated.   All official requests will be submitted to the ESF 15 liaison inside the EOC.

B.   State

The State Volunteer Coordinator will work with the County's local coordinators and the Federal Volunteers Coordinator. This function, through the Planning Section, will coordinate with other functions and serve as an informational group on the availability and coordination of resources.

V.   NOTIFICATION

A.   The Lake County Emergency Management Division will notify agencies on an as needed basis.

B.   When this function is activated, the primary agency (the Lake County Human Resources Department in conjunction with the Emergency Management Division) will contact the support agencies using the lines of communications available.

VI.   RESPONSE ACTIONS

A.   Primary coordinator will coordinate with the Resource Unit Leader in the EOC, and respond to the EOC if requested.

B.   Volunteer coordinator(s) will set up operations at a designated site, with database of volunteers. Additional telephone lines will be activated to handle incoming calls.

C.   Volunteers will be screened and provided information on the requirements necessary to participate in the volunteer effort. They will each be given I.D. credentials to enable them to enter affected areas.

D.   Coordinators will be in the field and at the staging areas as needed. They will be receiving volunteers and instructing them as to what steps need to be followed.

I.   RESPONSIBILITIES

The resources coordinated and obtained by the Planning Section for relief efforts (i.e. support from volunteer agencies, volunteers and donated goods) will be used to support humanitarian relief and county emergency operations. The ultimate priority for allocation of these resources will be in delivery of relief to disaster survivors in need of immediate assistance for health and safety.

A.   Primary Agency

1.   Notification, activation, and mobilization of all support agencies.

2.   Organization, assignment, and staffing of all facilities at which this function is required to be located.

3.   Coordination with other functions to determine available resources and needs.

4.   Assist agencies in receiving needed services and goods.

B.   Support Agencies

1.   Notify, activate, and mobilize all personnel and equipment to perform or support assigned functions.

2.   Coordination of all actions of the support agency with the primary agency in performing assigned missions of this function.

LAW ENFORCEMENT AND SECURITY
EMERGENCY SUPPORT FUNCTION 16
(ESF 16)

PRIMARY AGENCY: Lake County Sheriff's Office (LCSO)

Lake County Sheriff's Office, under the direction of the Lake County Sheriff, is the lead law enforcement agency during disasters in which the EOC is activated, and for those events that occur within the unincorporated areas of Lake County.

SUPPORT AGENCIES: Florida Highway Patrol   City of Clermont
                      Town of Astatula   City of Eustis
                      City of Fruitland Park   City of Leesburg
                      City of Groveland   City of Mount Dora
                      Town of Lady Lake   City of Umatilla
                      City of Mascotte   Town of Howey-in-the-Hills
                      City of Tavares
                      Florida National Guard
                      Florida Dept. of Law Enforcement

I.   LOCAL AGENCY IDENTIFICATION

Protection of the public requires the timely and coordinated efforts of law enforcement personnel. In events in which the Emergency Operations Center (EOC) has been activated, law enforcement will fall under the Operations Section of the Incident Command System utilized by the Lake County EOC.

II.   ENFORCEMENT SERVICES

When and where necessary, law enforcement agencies will provide traffic control and direction, security for shelters, crowd control, and will assist in evacuations. Traffic direction will be coordinated with the Lake County Public Works Department and the Florida Department of Transportation.

A.   Emergency Events

In situations where the severity of the event requires activation of the EOC, all requests for service or mutual aid will be requested through law enforcement and Security (ESF 16).

B.   Isolated Incidents

In isolated incidents requiring service or assistance, requests will be made through the sheriff's office communications center, or in cases of immediate emergency, by dialing 911.

III.   SECURITY FOR SHELTERS

Security for shelters will be requested by the Lake County Emergency Management Division, will be coordinated through the Law Enforcement support function in the EOC, and will be contingent on the availability of law enforcement personnel.

IV.   SECURITY FOR EMERGENCY MASS PROPHYLAXIS DISPENSING

For emergency dispensing of medications to the residents of Lake County, security requirements for the Points of Dispensing will be coordinated through ESF 16. Security plans will encompass all physical security measures required to preclude interruption of mass dispensing of medication, ensure protection and safety of patients, staff, and Strategic National Stockpile materials.

V.   PREPARATION AND RESPONSE PROCEDURES

The Lake County Sheriff's Office maintains procedures for the preparation and response to hurricanes or severe storms. These procedures are included as part of the Lake County Comprehensive Emergency Management Plan.

VI.   ATTACHMENTS

A.   Lake County Sheriff's Office Hurricane or Severe Storm Preparation and Response Plan

ANIMAL SERVICES
EMERGENCY SUPPORT FUNCTION 17
(ESF 17)

PRIMARY AGENCY: Lake County Sheriff's Office, Animal Services

SUPPORT AGENCIES: Leesburg Humane Society
                           Lake County Humane Society
                           South Lake Animal League
                           Cat Protection Society
                           All Breed Rescue
                           Central Florida Veterinary Medical Association
                           Lake County Sheriff's Ag Unit
                           Uncle Donald's Farm

I.   INTRODUCTION

A.   Purpose

The purpose of this Emergency Support Function (ESF 17) is to provide for the coordination of local resources to small pet, livestock, and exotic animal care needs before, during and following a significant natural or technological disaster.

B.   Scope

ESF 17 will provide overall management, coordination, and prioritization of countywide Animal Control Services and assets to support pet, livestock, and exotic animal needs in the event of a major emergency or disaster. Animal related services under this ESF are categorized in the following functional areas:

1.   Investigate animal bites and provide rabies control.

2.   Assist in the capture of animals that have escaped confinement, or have been displaced from their natural habitat.

3.   Assist emergency response teams with animal related problems.

4.   Provide humane care and handling of animals before, during and after disaster by providing emergency animal shelters as well as treatment/euthanasia assistance stations.

5.   Procure appropriate equipment and resources for pre and post disaster sheltering and rescue of horses and farm animals.

6.   Provide for emergency care to all injured animals.

7.   Release information to the general public, through the Lead Public Information Officer, regarding such issues as quarantine areas, rabies alert, public service information, etc.

II.   RESPONSIBILITIES

Lake County Sheriff's Office, Animal Services is designated as the lead agency for this ESF and is responsible for the following: Functioning as the County's representative/liaison to the Emergency Operations Center (EOC) for activities and responsibilities carried out by the primary and support agencies of this ESF.

A.   Investigation of all animal bites.

B.   Facilitating the transportation of injured, stray or nuisance animal care/control facilities.

C.   Assist emergency response teams with animal related problems.

D.   Coordinating with the Florida Department of Health, Lake County (LCHD) for the release of public information regarding animals and health related issues.

E.   Enforcing the Lake County Animal Control Ordinance.

F.   Quarantining bite animals for observation.

G.   Impounding animals at large.

H.   Euthanizing sick and/or injured animals by authorized personnel.

I.   Housing and care of rescue animals.

J.   As a last resort, may assist homeowners/property owners with modifications to their home/property to allow animals to have relative safety and remain on property.

K.   Manage animals at pet friendly shelters.

III. CONCEPT OF OPERATIONS

A. General

All requests for Animal Services assistance will be made through the Emergency Operations Center (EOC). At the time of activation of the EOC, this ESF will be staffed on a 24-hour schedule to interface and communicate with other agencies and prioritize assistance requests.

B. Organization

The Assistant Animal Control Director for Lake County, or designee, at the EOC is responsible for all activity of the ESF, subject only to the guidance and direction of the Incident Commander and the guidance of this plan. All volunteer animal issues agencies will coordinate directly with this ESF at the Emergency Operations Center.

C. Direction and Control

The Incident Commander in the EOC in accordance with the Incident Command System will establish direction and control. An animal rescue coordination team, made up of Animal Services employees and volunteers, will be established at Lake County Animal Services, Astatula, Florida and will coordinate all actions with the ESF 17 representative.

D. Notification and Warning

1. Primary Agency and Employees

Initial notification will be sent by the Lake County Emergency Management Division to Lake County Sheriff's Office, Animal Services as the primary agency of this ESF.

Immediately following notification to activate the EOC, Lake County Animal Control will complete the following:

a. Assure necessary emergency operating facilities and reporting systems are established.

b. Establish communications with the EOC, obtain status report, and notify the Emergency Management Division Manager when the animal rescue coordination team is activated.

c.   Provide appropriate representation to the EOC when requested to respond.

d.   Notify employees and put on alert.

E.   Support Agencies

Immediately following notification by Lake County Animal Services to commence response actions for this ESF, each support agency will complete the following, in accordance with their individual disaster/recovery plans:

1.   Staff facilities.

2.   Provide for a call down of each agency's staff.

3.   Provide for on-going needs relative to each agency's designated area of responsibility.

4.   Provide personnel and resources for assessment and field teams as required.

F.   Pre-Impact Actions

1.   **48 Hours Prior**

a.   Persons that have indicated on any animal ID card that they would like to adopt the animal will be notified and asked to come to the shelter and adopt the animal(s). This may involve the release of animals prior to the established five (5) day holding period.

b.   Owners that have animals at the shelter (quarantines, etc) will be told to pick up their animals and shelter at home.

2.   **24 Hours Prior**

a.   The Lake County Animal Services Shelter will close for regular business.

G.   **Response Actions**

1.   ESF 17 will immediately identify, mobilize and deploy assessment team(s) to the disaster area(s) to determine the specific health and safety needs of the animals and establish priorities.

2.   ESF 17 will coordinate with the other ESFs represented at the EOC to provide support to aid in the relief of nuisance and health related problems involving animals and their impact on human relief efforts.

H.   **Recovery Actions**

1.   ESF 17 will continue to provide assistance in the following areas:

   a.   Capture of injured and displaced animals.

   b.   Sheltering.

   c.   Feeding.

   d.   Relocation and reunification with owners.

   e.   Acquisition of additional food and supplies from vendors to support relief effort.

   f.   Continued cooperation with other ESFs for timely and proper carcass disposal.

2.   ESF 17 will be responsible for continued care of sheltered animals, providing an extended network for the adoption of unclaimed animals, relocating sick and injured animals to permanent facilities, and returning to normal operations.

IV.   RESOURCES

Resources are as listed on the enclosed (Appendix 1). Included are the following:

A.   Local Shelters

B.   Wildlife Facilities or Agencies

C.   Exotic Animal Handlers

D.   Veterinary Clinics/Hospitals

E.   Mobile Veterinary Clinics

F.   City Animal Control Officers

G.   Supplies/Feed Stores/Pet Shops, etc.

H.   Kennels and Cattery's

I.   Exotic Animal Owners and Breeders

J.   Listing of Livestock Owners

K.   Livestock Impoundment Officers

APPENDIX I
LOCAL SHELTERS

1.   Leesburg Humane Society
        Emeralda Island Rd
        Leesburg, FL 32788
        669-3312

2.   Lake County Humane Society
        16435 McKinley Rd
        Umatilla, FL 32784
        589-7400

3.   Cat Protection Society
        31218 Margie Owens Rd
        Sorrento, FL 32776
        735-2287

WILDLIFE

1.   Uncle Donald's Farm
        Griffin Ave
        Lady Lake, FL 32159
        753-2882

2.   Florida Fish and Wildlife Conservation Commission
        Northeast Region
        1239 S.W. 10th St
        Ocala, FL 34474-2797
        352-732-1225

LIVESTOCK

        Lake County Sheriff's Ag and Marine Unit
        352-343-2101

EXOTICS

        Finser Exotics
        17951 S.E. CR 452
        Umatilla, FL 32784
        352-821-4224

VETERINARIANS

1. All Care Animal Hospital
    504 S US 27
    Minneola, FL 34755
    394-7444

2. Animal Clinic of Lady Lake
    414 Teague Trail
    Lady Lake, FL 32159
    352-753-3333

3. Animal Clinic of Leesburg
    1231 West Dixie Ave
    Leesburg, FL 34748
    352-326-8940

4. Backwoods Trail Vet. Clinic
    43150 SR 19
    Altoona, FL 32702
    669-5998

5. Blue Cross Animal Clinic
    1603 East Main Street
    Leesburg, FL 34748
    787-3904

6. Clermont Animal Hospital
    211 N. US Hwy 27
    Clermont, FL 34711
    352-394-5444

7. County Oaks Vet. Clinic
    13938 S. E. Hwy 441
    Summerfield, FL 32691
    352-821-2912

8. Eastside Veterinary Hospital
    731 East Hwy 50, Ste. A
    Clermont, FL 34711
    352-394-4624

9. East Lake Animal Clinic
    31415 St. Andrews Drive
    Sorrento, FL 32776
    735-2882

10. Eustis Veterinary Hospital
    2710 Kurt Street
    Eustis, FL 32726
    357-6688

11. Florida Equine Veterinary Service
    19801 County Road 561
    Eustis, FL 32726
    352-241-0383

12. Four Corners Animal Hospital
    1520 Sunrise Plaza Drive
    Clermont, FL 34714
    352-242-1950

13. Huff, Amy R, DVM
    1231 West Dixie Avenue
    Leesburg, FL 34748
    352-326-8940

14. Lake Square Animal Hospital
    32628 Vista Avenue
    Leesburg, FL 34788
    352-323-0001

15. Lake Veterinary Clinic
    3300 N Hwy 19A
    Mount Dora, FL 32756
    735-6044

16. Leesburg 441 Pet Hospital
    1603 US Highway 441
    Leesburg, FL 34748
    352-319-8100

17. Leesburg Veterinary Hospital
    3600 West Main Street
    Leesburg, FL 34748
    787-1115

18. Merritt Animal Clinic
    16100 Dora Avenue
    Eustis, FL 3272
    589-1589

19. Mount Dora Vet. Hospital
    6877 Old Hwy 441 South
    Mount Dora, FL 32757
    383-6700

20. Northgate Animal Clinic
    2473 North Citrus Blvd
    Leesburg, FL 34748
    352-787-8533

21. Park Heights Animal Care Center
    3350 US Hwy 441-27
    Fruitland Park, FL 34731
    326-9116

22. Royal Oaks Veterinary Hospital
    2105 Hartwood Marsh Road
    Clermont, FL 34711
    352-227-1225

23. South Lake Animal Hospital
    1067 West Highway 50
    Clermont, FL 34711
    352-227-1812

24. Veterinary Emergency Clinic of Central Florida
    33040 Professional Drive
    Leesburg, FL 34788
    352-728-4440

25. Shamrock Veterinary Hospital
    4585 North Hwy 19-A
    Mount Dora, FL 32757
    483-2999

26. South Lake Animal Clinic
    1067 West Hwy 50
    Clermont, FL 34711
    394-2202

27. Tavares Animal Hospital
    418 East Alfred Street
    Tavares, FL 32778
    343-7793

28. Umatilla Animal Hospital
    16916 Willie V. McCall Rd
    Umatilla, FL 32784
    669-3225

29. Veterinary Emergency Clinic
    11645 N. Hwy 441
    Tavares, FL 32778
    343-2636

30. The Village Vet
    102 LaGrande Blvd
    Lady Lake, FL 32159
    750-3000

MOBILE CLINICS

1. Equine Mobile Practice
    469-4834

2. Hilltop Mobile Vet Service
    589-6369

3. Florida Equine
    241-0383

MUNICIPAL ANIMAL CONTROL SERVICES

1.	Lady Lake	751-1565
2.	Mount Dora	735-7130

SUPPLIERS / FEED STORES, etc.

1.   Lee's Feed & Farm Supply
      Eustis - 483-2634

2.   Lake Feed & Farm
      Umatilla - 669-2013

3.   South Lake Feed & Supply
      Clermont - 394-4477

4.   Cattle's Feed North
      Polk City - 813-984-2560

5.   Hendrix Feed and Fence
      Eustis - 589-6393

6.   Farley's Junkshun
      Astatula - 742-0911

7.   General Feed Minneola
      Minneola - 242-0040

8.   Lasher Feeds
      Okahumpka - 787-4821

9.   Ruff's Saddles
      Umatilla - 669-6440

DEAD ANIMALS/CARCASS REMOVAL

1.	County roadways	253-4900 ext. 4980
2.	State roadways	315-3100

Economic Sustainability
Emergency Support Function 18
(ESF18)

PRIMARY AGENCY: Lake County Economic Development and Tourism
                            Department
                            All Lake County Chambers of Commerce

SUPPORT AGENCIES: Lake County Chamber Alliance
                            Lake County Office of the County Manager

I.   INTRODUCTION

A.   Purpose

The purpose of Lake County Emergency Support Function 18, "Economic Sustainability" (ESF 18) is to define the process that will be used to coordinate the involvement of local businesses and industries (private) with the emergency response and disaster recovery efforts of the county and its municipalities (public). These policies and procedures will guide the efforts to provide support to local businesses and industries impacted by a disaster event, to obtain and utilize donated goods and services provided by businesses and industries unaffected by the event, and to provide support to the economic recovery of the impacted communities.

While the focus of ESF 18 is on the recovery of those businesses and industries operating within the boundaries of Lake County, it is important to recognize that disasters do not recognize political boundaries. With this implied economic interdependence it is imperative therefore, that this ESF recognizes the importance of developing and maintaining working relationships within the region both in the public and private sense. Further, we must recognize also recognize that many of the resources necessary for both full recovery and mitigation against further risk may come from organizations and agencies outside of the region. To be of full service to those we are endeavoring to serve, this ESF must develop a clear understanding and document the sources of "critical resources" such as the grants and loans that may become available.

B.   Scope

The ability of the local community to fully recover from a major disaster requires cooperation and coordination between citizens, members of business and industry, and local, regional and state government and private agencies. ESF 18 provides for an organized approach to ensure that the needs and interests of impacted businesses and industries are

adequately considered in local government emergency response and disaster recovery operations, and that disaster assistance and services available to impacted businesses can be effectively accessed. ESF 18 also addresses procedures to solicit, utilize and distribute donated goods and services available from businesses and industries.

ESF 18 does not address private sector disaster recovery procedures that are likely to be implemented by individual businesses and industries, such as filing insurance claims and contracting with private disaster recovery services.

C.   Policies

Implementation of this ESF will be guided by the following policies:

1.   Lake County government recognizes the integral role of businesses and industries in the welfare of the community and the necessity of their involvement in emergency response and disaster recovery operations at the time of a disaster. Therefore, the needs of impacted or potentially impacted businesses and industries will be considered in the planning and implementation of relevant county and municipal emergency operations through participation in the County Emergency Operations Center (EOC).

2.   Within the limits of available resources and legal requirements, assistance and support will be provided to businesses and industries impacted by disaster events in order to minimize the adverse economic and employment effects on the community as a whole.

3.   Through this ESF, assistance will be provided to, and suitable donations accepted from, any business and industry regardless of the status of their affiliation with any one of the designated lead or support agencies.

4.   To facilitate the full recovery of impacted communities to normalcy after a disaster, Lake County will endeavor to ensure that applicable state and federal disaster assistance programs are made available for impacted local businesses, and will strive to facilitate access to and delivery of those programs.

D.   Planning Assumptions

This ESF has been prepared for implementation based on the following assumptions:

1. A major disaster event can have substantial physical and operational impact on businesses and industries that are located within the area at risk or derive income from the population within the area at risk.

2. The services, products, employment and revenue provided by businesses and industries to the surrounding community are of vital importance to the community's welfare. Disaster related impacts to businesses and industries can further exacerbate the impact of the event on the community as a whole, and full recovery of impacted businesses and industry is necessary for the full recovery of the impacted community.

3. Small businesses and not for profit organizations without regional or national affiliations or support mechanisms, as well as those without adequate insurance, are typically more vulnerable to the impacts of disasters. Such small businesses and organizations are likely to need additional assistance, guidance and support during emergency response and disaster recovery time periods to minimize the potential for their failure as a result of the disaster event.

4. In the aftermath of a disaster, damage to the community's infrastructure and communications networks can have harmful economic effects to businesses both within and outside of the impacted areas, and are not within the capability of an individual business owner to repair or replace. Temporary actions to prevent business failures while such facilities are restored to normal are likely to be necessary.

5. Local, regional and national businesses can and will provide donated goods and services that will be valuable to the emergency response and disaster recovery efforts of Lake County and its municipalities. To effectively utilize such donations, procedures to do so must be incorporated into the other response and recovery operations conducted by the County.

6. Upon a disaster declaration at the state and national level, financial support in the form of loans and grants will become available.

II. CONCEPT OF OPERATIONS

A. General

1. One of the designated lead agencies for ESF 18 is the Lake County Chamber Alliance and its member chambers, which are supported by the local businesses and industries of Lake County. In this capacity, information and expertise available to the lead and support agencies will be incorporated into the operations conducted by other county ESFs to improve and facilitate the services and support available to the affected businesses and industries.

2. ESF 18 will staff a workstation at the EOC and implement defined procedures and actions to initiate and/or coordinate operations by state, county and municipal agencies to address the needs and requests of involved businesses. ESF 18 will also solicit the donation of goods and services from businesses and industries needed to support response and recovery operations.

3. As and when indicated, ESF 18 may activate and staff facilities and locations outside of the County EOC that are needed to provide services and support to the involved businesses and industries.

4. Goods and services donated by businesses and industries will be solicited and obtained by ESF 18, while their receipt, warehousing and distribution to impacted individuals and organizations will be managed through ESF 15, "Volunteers and Donations."

B.   Organization

1.   The President of the Lake County Chamber Alliance, or a designated representative, will serve as the ESF 18 leader. Each of the supporting Chambers of Commerce will designate one or more individuals to serve as staff to ESF 18 and to support its operations when needed.

2.   The lead agency will staff the ESF 18 workstation at the County EOC as necessary for the duration of the activation of this ESF. When needed, additional personnel from the lead and/or support agencies will be mobilized by the County EOC to support operations.

3.   Field locations and facilities established by ESF 18 will be staffed by designated members of the lead or support agencies, or when indicated, by personnel mobilized through other County ESFs. The lead and support agencies may also conduct operations from their normal business locations, when this is feasible to do so. In all cases, ESF 18 operations outside of the County EOC will maintain continuing communication and coordination with the lead agency staff at the ESF 18 workstation.

C.   Notification

1.   The lead agency representative or other contact person will be notified of the need to activate ESF 18 by the Lake County Emergency Management Division. Upon notification, the lead agency representative will report to the County EOC and establish the ESF 18 workstation.

2.   The lead agency representative will notify appropriate support agencies of the activation of ESF 18. If indicated by the type, magnitude or predicted duration of the event, the support agencies will be requested to mobilize personnel to the County EOC or to remain on standby to provide support.

3.   The lead agency staff will notify the Lake County Emergency Management Division and other activated Lake County ESFs when ESF 18 is ready for operations.

4.   ESF 18 will notify the Florida State Chamber of Commerce of the activation of Lake County ESF 18 and determine the support and assistance that may be available from this organization. If indicated by the likely magnitude of the event, ESF 18 will also notify chambers of commerce and other business interest associations in adjacent counties of the activation and to determine the support and assistance that may be available through these organizations.

III.   EMERGENCY SUPPORT FUNCTIONS

A.   Response

1.   <u>Initial Actions</u>

a)   The lead agency(s) will staff the ESF 18 workstation at the County EOC and receive a briefing regarding the emergency event and the likely roles and responsibilities of ESF 18.

b)   Ensure that a dedicated telephone (the "EOC Business Hotline") for responding to inquires for advice and assistance from businesses and industries impacted by the event is available. If the line has not been installed and activated, request assistance from ESF 2.

c)   Work with ESF 14 to prepare a media release providing the telephone number of the Business Hotline and request distribution. (The media release should specify that the number be for business owners and operators only. Inquiries from the general public should be directed to the ESF 14 Citizen's Information Line (CIL) public telephone number).

d)   In the event an evacuation or shelter-in-place protective action for the public will occur, ESF 18 will immediately take the following initial actions:

(1)   Advise the Emergency Management Division Manager or designee on the number and types of

businesses in the area to be evacuated, the timing of the evacuation, and any problems with compliance or implementation likely to arise.

(2)   Respond to inquiries made to the business hotline for assistance in implementing protective action. As the situation requires, initiate request(s) for assistance from other County ESFs to resolve critical problems in protective action implementation.

(a)   Identify the general number and types of business and industrial facilities located in the area of impact; anticipate the needs for assistance for businesses and industries, and their employees.

(b)   Advise the Emergency Management Division Manager or designee regarding any initial critical issues of concern regarding the event's impact on business and industries.

(c)   Review and update lists of businesses and industries outside of the area of impact that could donate needed services or goods. Establish coordination with ESF 15 to plan subsequent contacts.

2.   Continuing Actions

a)   Participate in County EOC briefings and provide input regarding issues and problems affecting business and industry

b)   Continue to respond to inquiries made to the business hotline and when needed, request the assistance of other County ESFs to provide support services for protection of life and property.

c)   Through ESF 5, monitor progress in the implementation of the evacuation or shelter-in-place actions. Advise the Emergency Management Division Manager or designee

regarding business and industry issues involved in termination of the protective action. With the cooperation of other County ESFs, consider taking actions including but not limited to the following:

(1)   For sheltering-in-place protective actions: Contact larger employers to advise of the termination of the sheltering-in place action and the steps to be taken; obtain information on any problems or resource issues.

(2)   For evacuation protective actions:

(a)   Advise the Emergency Management Division Manager or designee the need for early reentry of selected categories of business owners, operators and critical employees.

(b)   Work with ESF 16 to implement a process to allow early reentry for critical businesses, industries and groups, including:

i.   Insurance adjusters and inspectors.

ii.   Owners, operators and key employees of essential businesses, e.g., medical facilities, food and drug stores, etc.

iii.   Disaster recovery contractors for temporary repairs or to prevent further damage.

a)   Advise ESF 19 regarding critical businesses and industries that should be considered during inspections by the State of Florida Rapid Impact Assessment Team(s) if deployed to Lake County.

b)   Coordinate with ESF 19 regarding inspections of damaged businesses and industries; request and obtain information regarding the type and extent of damages to businesses and to the roadway network.

c)   Coordinate with ESF 12 regarding the extent and duration of loss of power, water, sewage service and other utilities needed for businesses to reopen.

d)   Consult with and advise the Emergency Management Division Manager regarding the need for business closures, curfews, priority utility restoration, etc. for the area impacted.

e)   Work with ESF 15 to identify needs for donated goods and services and determine their likely availability from businesses and industries; accept referred calls to ESF 15 from businesses regarding donations.

f)   Initiate contacts to solicit the necessary donations of services and materials from businesses. When indicated, request the cooperation of the State Chamber of Commerce in soliciting donations from businesses nationally, if needed.

g)   Develop an inventory of offered donations available from businesses and industry; review inventory to identify specific services or goods of value to impacted businesses. Provide the inventory to ESF 15 and update the inventory as new offers of donations are received.

h)   When requested by ESF 15, contact identified donors and request specific donations of goods and services from businesses; coordinate with ESF 15 to arrange delivery of donations using the transportation, warehousing, and distribution operations established by ESF 15.

i)   Maintain an inventory of donated services and materials that are specific to businesses impacted by the event, e.g., data recovery, environmental cleanup, etc. Utilize this list to respond to requests for assistance received over the business hotline.

B.   Recovery

During recovery operations, the organizational structure of the lead and support agencies will remain the same as that utilized for response operations, unless unexpected conditions require modifications. Actions by the recovery organization for this ESF will be as follows:

1.   Initial Actions

a)   As the situation dictates, provide input to ESF 16 regarding recommended actions in the impacted neighborhoods necessary to protect damaged businesses and industries, e.g., curfews, security, etc.

b)   Continue to respond to requests received through the business hotline for assistance and advice.

c)   Work with County ESFs to facilitate actions by business owners and operators to begin the recovery process and reopen businesses, including but not limited to the following:

   (1)   ESF 16 - access for insurance adjusters, business recovery contractors and critical employees, as well as security concerns

   (2)   ESF 10 - assistance with hazardous materials accidents caused by the disaster event

   (3)   ESF 3 - assistance with debris clearance of public rights of way when interfering with access to business establishments

   (4)   ESF 12 - to obtain information and coordination regarding the timing and priority for utility and power restoration and business re-openings

   (5)   ESF 5 and ESF 14 - distribution of public information regarding disaster related-damages, the schedule for reopening of roadways, restoration of power, etc.

d) Consult with the Emergency Management Division Manager or designee, as well as state and federal agencies regarding disaster assistance programs. Obtain information regarding specific programs available to impacted businesses for the event, e.g., Small Business Administration loans, state grants, etc. and how to access them. Prepare informational advisories on available assistance and distribute through ESF 14 and to business hotline callers.

e) Support county efforts to estimate the economic losses that will result from the event through the following operations:

(1) Work with ESF 19 to identify business and industrial facilities or systems that experienced physical damage;

(2) Contact impacted businesses to obtain information regarding estimated structure and contents losses due to physical impacts

(3) Work with ESFs 3 and 12 to estimate the extent and duration of utility and infrastructure outage and predict the operational economic and employment losses to businesses required to remain closed.

(4) Compile information on the costs of physical damage and forced closures by impacted businesses and industries

(5) Provide compiled information to ESFs 5 and 19 and the Emergency Management Division Manager or designee, update as needed.

f) Based on the number and types of businesses impacted and the expected duration of local recovery operations, and as needed to prevent otherwise avoidable business failures, ESF 18 in conjunction with the Lake-Sumter State College Business Resources Center and SCORE, establish one or more "Small Business Support Center(s)." Such centers would enable small business owners to undertake short-term actions necessary to address immediate business continuity

concerns, e.g., invoicing and banking, customer and supplier contacts, etc., until normal places of business become serviceable. To do so, ESF 18 will request the assistance of other County ESFs to complete the following actions:

(1) Obtain authorization through the Emergency Management Division Manager or designee, to establish one or more Small Business Support Centers in or near damaged business district(s).

(2) Request ESF 7 and ESF 15 to assist with securing undamaged facilities for use as the center(s). ESFs 7 and 15 would also assist by leasing or borrowing basic office equipment to assist small business owners, e.g., office furniture, personal computers, photocopiers, etc. as well as to provide basic sanitary services, e.g., bottled water, portable toilets, etc.

(3) Request ESF 7 and ESF 12 to provide a portable generator to ensure electrical power for the center.

(4) Request ESF 2 to equip the facility with telephone and internet capabilities.

(5) ESF 18, with the assistance of the Lake County Emergency Management Division, the Florida Division of Emergency Management, and donated services from businesses, would provide technical experts at the center to advise small business owners on actions to minimize business failures as a result of the event.

g) Develop a list of qualified contractors, vendors, suppliers, etc., for distribution to impacted business owners to expedite repairs and business resumption, while minimizing fraud and price gouging involved in repairs.

2.   Continuing Actions

a)   Assist the Emergency Management Division Manager or designee, and County ESFs 5 and 19 in compiling information on the cost of the physical and operational damages to impacted businesses and industries in the county.

b)   Support county efforts through a state and/or federal Joint Field Office (JFO) established for Lake County to facilitate delivery of disaster assistance to impacted businesses. Provide information to impacted businesses regarding loans from the Small Business Administration and USDA - Farmer's Home Administration, as well as Disaster Unemployment Insurance available for displaced workers of impacted businesses.

3.   Emergency Management Division Manager

a)   If indicated by the characteristics of the event and the pace of economic recovery in its aftermath, with the support of the Lake County Economic Development and Tourism Department and ESF 14, develop and implement a public information program to stimulate tourism and other business activities in the county.

b)   As long as warranted by conditions during the recovery period, continue to staff and operate any of the following activated business support services:

(1)   The ESF 18 workstation at the County EOC

(2)   The business hotline to respond to disaster-related recovery questions and problems of the impacted businesses

(3)   Continue to work with ESF 15 to coordinate the donation of goods and services by business and industry and their subsequent distribution.

(4)   The "County Small Business Support Center(s)"

C.   Coordination

1.   The lead agency will coordinate operations for ESF 18 from a workstation established in the County EOC. From this location, the lead agency will maintain coordination and communication with support agencies, other County ESFs, and the Emergency Management Division.

2.   Close coordination between ESF 18 and ESF 15 will be necessary to ensure the effective solicitation and management of donated goods and services from the business community. In this coordination, ESF 15 will take the lead to define the donations needed and to manage them upon their receipt.

3.   If needed, the lead agency will coordinate with the State Chamber of Commerce to obtain donations, assistance and support from businesses and industries outside of Lake County.

IV.   RESPONSIBILITIES

A.   Staffing

1.   **General Staffing Responsibilities**

a.   Lead and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities.

b.   Response personnel will be available 24 hours a day, seven days a week; 12-hour shifts will be established for the duration of ESF activation if necessary to maintain an adequate level of operations.

2.   Staffing requirements within the County EOC will vary but will require a minimum of one individual representing the lead agency to be on duty throughout the activation of the ESF. Additional personnel from the lead or support agencies will be assigned to staff ESF 18 at the County EOC as required to ensure 24-hour per day operations when necessary.

3.   Other locations established by ESF 18, e.g., a "County Small Business Support Center(s)," will be staffed as directed by the lead agency. Staffing could include personnel from the lead or support agency and/or volunteers.

4.   The lead and support agencies will serve as a "Business Alliance" to provide coordinated input to County and municipal emergency response and disaster recovery operations. In doing so, each of the lead and support agencies is expected to coordinate information flow to and from their constituency, and to represent their interests to the lead agency for input to the policy and operational decision-making by the Emergency Management Division Manager or designee.

B.   Lead Agency

The lead agency will have the following responsibilities:

1.   Development and maintenance of the necessary operational procedures, databases, inventories, etc. needed for effective implementation of ESF 18. The lead agency will, as indicated, ensure that inventories and databases are available within the EOC to support response operations.

2.   Guiding and assisting support agencies to develop the necessary operational procedures, databases, inventories, etc. to ensure their ability to implement their responsibilities under this ESF.

3.   Notification, activation and mobilization of the personnel from the lead and support agencies that are assigned to this ESF.

4.   Coordination of all support agency actions in performance of operations conducted by this ESF, as well as coordination with other County ESFs providing support to ESF 18 operations.

5.   With the assistance of the Lake County Emergency Management Division, provide training and exercise opportunities for lead and support agency staff to become familiar with the implementation of this ESF.

6.   Implementation of ESF 18 operations during emergency response and disaster recovery periods, through coordination of personnel,

services and resources provided by support agencies and through other county ESFs, to include the following:

a) Activation of the ESF and notification and mobilization of support agencies. Maintain private sector nighttime contact list of major businesses.

b) Activation and staffing needed for ESF 18 operations, including the business hotline and the County Small Business Support Center(s).

c) Establishment of an inventory of available private sector resources.

d) Facilitating business and industry involvement with protective actions.

e) Responding to requests for assistance and advice from impacted businesses.

f) Obtaining and utilizing input from the support agencies regarding ESF 18 operations.

g) Advising the Emergency Management Division and other Lake County ESFs on the disaster-related needs and issues for involved businesses and industry.

h) Soliciting donated goods and services from business and industry and integrating the donations with those managed by ESF 15.

i) Deactivating ESF 18 operations and demobilizing personnel.

C. Support Agencies

Support agencies will have the following responsibilities:

1. Participate in training and exercise opportunities to ensure agency personnel are familiar with their responsibilities under this ESF.

2.   Maintain current inventories, databases, personnel rosters needed to mobilize staff and equipment for support of the operations required by this ESF.

3.   Support operations of ESF 18 during its activation through such actions as:

   a)   Deploying agency representatives to the County EOC or other locations as requested by the lead agency

   b)   Responding to requests from the lead agency for assistance and support of ESF 18 operations

   c)   Coordinating with their own and related constituency groups to obtain information and input to county operations, to solicit donations, to identify problems and issues related to the disaster, and to gain support and cooperation with other ESF 18 operations

   d)   Assisting the lead agency by providing information and data for the preparation of reports, summaries, briefings and critiques.

D.   Resource Requirement/Limitations

The lead agency, in cooperation with support agencies, will maintain the capability to implement ESF 18. Resource requirements provided by the lead and support agencies are expected to be for staffing the ESFs positions and functions, as well as lists and information regarding Lake County's business community that may be necessary to support emergency response and disaster recovery information.

The County will provide the necessary space and communications equipment in the EOC to support operations of the ESF 18 workstation. Other resource requirements for ESF 18 operations will either be donated, or will be procured through ESF 7.

E.   Operational Reports

1.   ESF 18 situation reports (SITREPs) will be prepared and distributed by the lead agency as requested by the Emergency Management Division Manager or designee, and/or County ESF 5. Support agencies actively engaged in ESF 18 operations will receive a copy of the ESF 18 SITREPs.

2.   When required, support agencies will provide daily "status reports" on their support of their assigned ESF 18 functions. These reports will include any anticipated problems or deficiencies in supporting the mission.

3.   The lead agency will maintain a list or inventory of goods and services offered for donation by the business community, and, through ESF 15, will periodically report on the types and quantities of donated materials and services available.

4.   Other status reports and operational briefings will be presented during County EOC coordination meetings.

F.   Financial Management

1.   Each agency or organization involved with operations under this emergency support function will draw upon their own financial resources as needed to support their responsibilities in disaster operations. Personnel from the lead and support agencies for ESF 18 will serve as agency/organizations, and the county will not incur a responsibility to pay for the time and services of the staff members of ESF 18.

2.   The County will provide reimbursement for eligible out-of-pocket expenses for operations of ESF 18 during major disasters. Generally, however, the purchase or rental of facilities, services, equipment or materials for ESF 18 operations will be done by County ESF 7. The County will then be responsible for obtaining reimbursement for these expenses from state or federal disaster relief programs, as applicable.

3.   Each location established by this ESF, such as the EOC workstation or other operational centers, will track personnel time, costs and expenditures as directed by the lead agency.

FIVE THINGS A BUSINESS CAN DO FOLLOWING A DISASTER

1. **Contact their insurance carrier to file their claim. If they are leasing business space, they should ensure that their lease owner has contacted their insurance carrier. Take pictures of damage.**

2. **Contact the Lake County Business Opportunity Center for assistance:**

    a. **Florida Small Business Emergency Bridge Loan Program package (emergency short-term loans up to $25,000).**

    b. **SBA disaster loan applications.**

    c. **Business recovery plans.**

3. **Contact the local One-Stop Career Center for assistance with**

    a. **Unemployment compensation (1.866.724.5470).**

    b. **Replacement workforce (Workforce Central Florida 1.800.757.4598).**

4. **Contact the Federal Emergency Agency (FEMA) online at www.FEMA.gov or by calling 1.800.621.3362 (for persons with speech or hearing disabilities call 1.800.462.7585 to report any loss). FEMA will take their information, provide a registration number and mail applicable loan applications to them. For business loss, FEMA will refer applicants to the Small Business Administration.**

5. **Contact the U.S. Small Business Administration (SBA) for disaster loan assistance. Information about the SBA disaster loans can be found online at www.SBA.gov/disaster_recov or by calling 1.800.659.2955.**

6. **Steps 4 and 5 may also be accomplished by visiting a Disaster Recovery Center following a federal Disaster Declaration.**

IMPACT ASSESSMENT

EMERGENCY SUPPORT FUNCTION 19

(ESF 19)

PRIMARY AGENCY: Lake County Growth Management Department

SUPPORT AGENCIES: Lake County Fire Rescue Division
Lake County Sheriff's Office
Lake Emergency Medical Services
Lake County Public Works Department
Lake County Property Appraiser
Florida Department of Health, Lake County
Lake County GIS Division
Lake County Building Services Division
Lake County Community Services Department
Lake County Public Works Department
ESF 5
Municipalities
American Red Cross
Lake and Sumter Emergency Recovery (LASER)

I. INTRODUCTION

The purpose of ESF 19 is to coordinate the receipt and processing of damage information and to provide data that will allow for an effective and rapid Damage Assessment of Lake County following an emergency. Damage Assessment will be conducted in two (2) distinct phases when recovery operations commence.

II. CONCEPT OF OPERATIONS

A. General: Staff assigned to the field portion of this ESF assemble when notified by the Lake County EOC. They will gather prior to the anticipated impact of a forecast event at a location designated by ESF 19. If there is no prior incident warning, personnel will assemble at a location designated by the EOC. ESF 19 and ESF 5 staff in the EOC will be the focal point for all damage information received, regardless of the source. These sources may be from the Citizen Information Line, First In Teams or Follow Up teams in the field, news reports, public safety personnel, or other county agency. All county staff report damage information as they observe it while performing their assigned duties.

B.   Phase One: Initial Operations will be conducted by the **First In Team (FIT)**. These teams will deploy as soon as possible when the EOC directs using a sector approach. These task forces will be comprised of staff from different disciplines/departments. Their focus will be to obtain an initial, very rough estimate of physical and infrastructure damage and cost estimates incurred and will focus on:

1.   Aerial Assessment

2.   Road status

3.   Casualties

4.   Hospital Damage

5.   Residential Damage

6.   Utility Outages

7.   Commercial Facility Damage

8.   Schools

9.   Safe and Unsafe Structures

10.   Debris Collection and Disposal Calculation

ESF 5 will enter reports of damage into the ESF 19 database**.** ESF 19 and ESF 5 will coordinate with GIS to plot reported damage and obtain a graphic display of damage and affected areas.

C.   During Phase One operation: Property appraiser and ESF 19 will tour the affected are to determine the boundaries of the affected area. This data will be used to provide the geographical data necessary for the Follow-up Teams as needed.

D.   Follow-up Teams: These teams, including FEMA and SERT, will deploy to areas of the county based on information provided by the grid map generated by GIS. Their focus will be on more detailed assessment and financial damage estimates and human needs in the affected area(s). Efforts will be made to identify any future mitigation opportunities to be considered post-disaster.   These teams will concentrate on:

1.   Residential Damage

2.   Commercial Structure damage

3.   Schools

4.   Human Needs requirements

ESF 5 will enter reports of damage into the ESF 19 database. ESF 19 will coordinate with GIS to plot reported damage and obtain a graphic display of damage and affected areas. Maps will be generated by GIS to identify areas by the grid map using the section-township and ranges as well as the tax roll to identify each parcel within each one square mile box.

Data collected will be reviewed post-disaster and incorporated into future hazard and vulnerability analysis.

III.   ORGANIZATION:

A.   Lake County Growth Management will provide staff for this ESF.

B.   First In Team (FIT) Staffing: Staffing for these Task Forces will be provided as follows:

   1.   Public Works – Task Force Chief for each team

   2.   Fire Rescue

   3.   Hazmat

   4.   Lake County Sheriff's Office

   1.   Lake EMS

C.   Follow-up Team Staffing: Staffing for these task forces will be provided as follows:

   1.   Lake County Property Appraiser – Task Force Chief for each team

   2.   Florida Department of Health, Lake County

   3.   Lake County Community Services Department

   4.   American Red Cross

   5.   Lake County Building Services Division

IV.   RESPONSIBILITIES

A.   Lake County Growth Management

1.   Maintain Annex 19.

2.   Conduct necessary training for First-In-Teams and Follow-Up Teams as needed.

3.   Coordinate with Planning Chief on assembly, sheltering and deployment of First-In-Teams and Follow-Up Teams.

4.   Coordinate graphics requirements with GIS staff.

5.   Maintain current rosters of all team members.

6.   Coordinate logistics needs with Logistics Section.

7.   Determine deployment sectors and routes of travel for teams based on damage reports.

B.   Fire Rescue/Hazmat

1.   Provide Fire Rescue vehicles/crews for FIT teams.

2.   Assist in communications support.

3.   Assist immediate life saving actions as needed.

4.   Assess any HAZMAT danger.

5.   Assist in collection and recording of damage assessment Information.

6.   Provide staff for training when scheduled.

C.   Lake County Sheriff's Office

1. Assess Law enforcement needs in affected area(s).

2. Assist in communications to EOC.

3. Assist in collection and recording of damage via aerial support.

4. Provide staff for training when scheduled.

D.   Lake EMS

1.   Provide immediate life saving services as needed.

2.   Determine initial medical needs in affected areas.

3.   Assist in collection and recording of damage assessment information.

4.   Provide staff for training when scheduled.

E.   Public Works

1.   Assist in vehicle support.

2.   Determine initial financial estimate of damage on roads.

3.   Provide expertise on level of structural damage.

4.   Assist in collection and recording of damage assessment information.

5.   Provide staff for training when scheduled.

F.   Facilities

1.   Conduct initial assessment of infrastructure damage.

2.   Provide expertise on level of structural damage.

3.   Assist in collection and recording of damage assessment information.

4.   Provide staff for training when scheduled.

B.   Property Appraiser/Building Services Division

1.   Provide and update the ESF 19 database with detailed financial estimate of facility damage.

2.   Identify facilities that may require more in depth assessment information.

3.   Provide staff for training as scheduled.

4.   Use aerial assessment as necessary.

C.   Health Department

1.   Assess health and medical needs in affected areas.

2.   Assist in collection and recording of damage assessment information.

3.   Provide staff for training when scheduled.

D.   Community Services/Red Cross/The Salvation Army

1.   Assess human needs in affected areas.

2.   Advise EOC on initial estimates of food/water requirements.

3.   Verify location and condition of designated PODs in the affected area(s).

4.   Assist in collection and recording of damage assessment information.

5.   Provide staff for training when scheduled.

E.   Building Services

1.   Provide habitability assessments for damaged residences.

2.   Provide structural damage assessment.

3.   Assist in the collection and recording of damage assessment Information.

4.   Provide staff for training when scheduled.

5.   Coordinate data with Property Appraiser.

F.   Municipalities will establish internal damage assessment procedures and forward damage reports to ESF 19 through their appropriate liaison representative in the EOC. This representative will then ensure that damage reports are recorded and provided to ESF 5 staff and Lake County GIS.

V.   FINANCIAL MANAGEMENT

All costs will be tracked and recorded by a system prescribed by the Lake County Fiscal and Administrative Services Department. Costs to be recorded and tracked include overtime labor, equipment, supplies, etc

VI.   REFERENCES AND AUTHORITIES

1.   Basic Plan

VII.   DAMAGE CRITERIA

Destroyed Structure Description

Definition: Structure is a total loss. Not economically feasible to rebuild. Permanently uninhabitable.

General Description: Complete failure of major structural components (complete collapse of wall or roof). Structure leveled above the foundation or second floor is gone. Foundation or basement is significantly damaged.

Things to Look For: Structure leveled or has major shifting off its foundation. Only the foundation remains. Roof is gone. Noticeable distortion to walls. For mobile homes, significant damage to the roof covering, sheathing and framing.

Note: A structure can also be considered destroyed if it is red-tagged or condemned.

Major Structure Description

Definition: Building has sustained structural or significant damage and is currently uninhabitable. Extensive repairs are necessary; the structure cannot be made habitable in a short period of time.

General Description: Substantial failures to structural elements of the residents. Walls partially collapsed. Exterior frame damaged. Roof off or partially collapsed. Major damage to utilities: furnace, water heater, well, septic system. Shifting or settling of the foundation.

Things to Look For: Portions of the roof missing. Roof clearly lifted. Single family – twisted, bowed cracked or collapsed walls. Structure penetrated by large foreign object, such as tree. Damaged foundation. Flooring structurally unsound. Mobile home displaced from foundation. Mobile home structural components damaged – windows, doors, wall coverings, roof, bottom board insulation,

ductwork and/or utility hook up. Can rafters be seen? Any shifts or cracks in structural elements?

Note: The difference between major and minor is about the level of un-inhabitability. Both major and minor are uninhabitable, but major damage will typically keep residents out of their home for a month or more.

Minor Structure Description

Definition: Structure is damaged and uninhabitable. Minor repairs are necessary to make the structure habitable – but they can be completed in a short period of time. The dwelling has some damage, but can be used without significant repair.

General Description: Not safe to stay here – interior flooring/exterior walls with minor damage. Tree(s) fallen on structure without penetrating. Smoke damage. Minor damage to structural elements.

Things to Look For: One wall or section of roof with unsafe but minor damage. Many broken windows. Buckled or broken window frames or doors (security issue). Minor damage to the septic system or other utilities. Mobile home structural elements sustained minor damage – windows, doors, wall coverings, roof, bottom board insulation, ductwork and/or utility hook up.

Note: Ask yourself, "Is it safe to stay here tonight?" "Is this damage structural?" Are ALL entrances structurally weak or dangerous?

Affected Structure Description

Definition: Structure has received minimal damage and is habitable without repairs.

General Description: Damage in which the home is safe to live in, but has been affected by the storm. Damage that is affected may occur to outside but connected structures (garage, porch, carport, etc).

Things to Look For: Chimney or porch damaged. Carpet on first floor soaked. A broken window. Damage to cars. Few missing shingles, loose, missing siding. Damage to air conditioning exterior unit. Some minor basement flooding.

Note: Remember, the difference between affected and minor is about **habitability**. Can I stay here safely tonight? If the damage is cosmetic only, the structure is affected.

Inaccessible Structure Description

Definition: Known structures exist in an area that the team or resident cannot safely enter in order to verify damage.

General Description*:* Blocked access due to flooding, downed trees, unhealthy conditions. Resident may have no damage but cannot reside in the home (ex. Apartment complex where only the first floor is flooded but all levels are inaccessible).

Things to Look For*:* No feasible way to gain access to verify damage. Appears that the resident has only been affected but cannot gain access.

Note*:* Inaccessibility is relevant to team or resident. If team cannot enter – find out from locals how many homes are in the inaccessible area. Do everything you can to see damage. If team can enter to see damage but residents reasonably cannot, then mark the actual damage level (destroyed, major, minor). DO NOT MARK IT INACCESSIBLE. The exceptions are affected homes that are also inaccessible—mark them inaccessible.

EQUIPMENT AND SUPPLIES NEEDED BY IMPACT/DAMAGE ASSESSMENT TEAMS

Personal Equipment

- ❑ Appropriate personal clothing *(for prevailing weather conditions)*
- ❑ Boots *(steel-toed, safety boots preferred)*
- ❑ Gloves, coveralls, rubber boots
- ❑ Hard hat
- ❑ Safety vest
- ❑ Raincoat or poncho
- ❑ Flashlight, with extra batteries
- ❑ Extra pair of eyeglasses, as needed
- ❑ Personal medications, as needed
- ❑ Insect repellant
- ❑ Official identification and authorization documents or cards

Impact Assessment Issued Equipment

- ❑ Copy of this procedure
- ❑ Paper, pencils, clipboard, etc.
- ❑ Multiple copies of Impact Report Forms
- ❑ Written instructions, maps, etc., pertinent to the survey area(s)
- ❑ Communication equipment *(cellular telephone, radio, other)*
- ❑ Spray paint (multiple colors)
- ❑ Gas can and fuel supply
- ❑ Danger tape
- ❑ Blankets
- ❑ Binoculars
- ❑ Global Positioning System (GPS) unit or compass
- ❑ Tire patch kit (if available)
- ❑ Heavy ropes
- ❑ Water
- ❑ Portable lights

DEBRIS MANAGEMENT
EMERGENCY SUPPORT FUNCTION 20
(ESF 20)

Primary Agency: Lake County Public Works Department, Solid Waste Division

Support Agency: Municipalities
                         Debris Contractors

I.   INTRODUCTION

The purpose of this ESF is to assign responsibility for the management of debris removal and disposal necessary during disaster situations.

The Public Works Department operates a Class I Landfill (specifically the Phase II Landfill) at its facility.

Landfill operation requirements (62-701.500(1), FAC).

II.   CONTINGENCY OPERATIONS FOR EMERGENCIES

The Lake County Solid Waste Management Facility is the only Class I disposal facility within Lake County. Contingency operations in case of fire, etc. would continue onsite.

Lake County has a contract with a disaster recovery consultant who is called immediately once it is deemed that their services are needed. They are required to provide a collection and debris site monitoring service as well as coordinate and manage all storm debris management activities in Lake County in accordance with the Federal Emergency Management Agency (FEMA). Consultant shall manage/monitor disaster debris recovery to include project management/process oversight, collection monitoring, load ticket management/development, disposal site monitoring, payment monitoring, public information assistance, data reporting, and other related services.

A.   Pre-Event Start-up Procedures

After a disaster occurs, the consultant will report to the Emergency Operations Center, or other place as designated by the County's Notice to Proceed. Once the consultant arrives, they will perform the following tasks:

1.   Meet with County staff to establish immediate priorities.

2.   Activate pre-positioned contacts for debris removal and disposal

3.   Notify all key personnel, i.e. debris contractors, consultant, staff, etc., of meeting times and locations to begin response operations.

4.   Distribute letters/passes to key staff that need to report immediately following the disaster event, allowing them to commute to designated meeting points.

5.   Discuss and evaluate potential debris staging and recovery sites (TDSR).

6.   Commence contacting consultant's trained monitors who have previously worked with Florida disaster recovery projects, to determine eligibility.

7.   Obtain a copy of the County's current debris contractor/hauling contract to fully understand the terms and conditions.

B.   Post-Event Start-up Procedures

1.   The consultant shall begin the following tasks immediately after it is safe to commence response and recovery operations:

   a.   Implement the County's Debris Management Plan

   b.   Implement the County's Public Information Plan

   c.   Implement the cost tracking system

   d.   Meeting with the County's debris contractor(s) to establish a time and place for daily meetings, number and type of resources (trucks, loaders, etc.) available, zones, daily operation start and completion times, a process for truck certifications, process for assigning monitors to crews and review and discuss critical terms and conditions of the debris hauling contractors prior to beginning field operations.

   e.   Print and distribute copies of zone maps for use in tracking the roads completed each day.

f. Develop and distribute contact lists to the County, consultant, debris contractor, FEMA representative, and other staff critical to the response recovery effort.

g. Schedule and train Collection and Site Monitors on relevant policies and procedures.

h. Prepare the consultant load ticket database by uploading road database (identifying county roads, FHWA On-System, and FHWA Off-System roads.

III.   Consultant's Daily Operations

The consultant shall certify all debris contactor trucks prior to allowing trucks to collect debris. All trucks will be inspected by staff experienced in truck certification for cubic yardage capacity in accordance with FEMA guidelines. All truck certifications will take place at the staging location.

Consultant's collection monitors arrive at the staging location approximately 45 minutes prior to the start of field operations at which time collection monitors will be (a) debriefed by the Collection Manager or field supervisors on relevant issues, (b) receive safety gear, (c) receive debris tickets and map books.

At the close of operations each day, all collection and disposal monitors will report back to the staging area to (a) turn in all completed tickets, (b) update the master map book showing street areas cleared of debris on that particular day, and (c) report any inconsistencies or problems that occurred that day.

(Specifics on the Debris Contracts are available in Lake County's Procurement Office)

A.   Debris Contractor

The contractor shall be capable of assembling, directing, and managing a workforce that can be fully operational in a maximum of seventy-two (72) hours, or sooner dependent upon the extent of the disaster. Operations must begin within 24 hours of notification by the County.

Their services shall include multiple, scheduled passes of each site, location or right of way. The County shall prescribe the specific procedures in accordance with the FEMA guidelines to be used after ascertaining the scope and nature of the disaster's impacts.

The contractor shall be responsible for the proper, lawful disposal of all debris and debris reduction by-products handled or transported. He shall provide the name and address of each disposal facility to be used to the County along with the name and telephone number of a responsible party

for each facility, prior to commencing the work. The Contractor shall not use any disposal facility without consent in writing of the Manager of Solid Waste Division, Lake County Public Works Department.

The contractor shall be responsible for removal of debris up to the point where debris can only be described as light litter and additional collection can only be accomplished through sweeping and raking. In addition to the debris stored on the right of way as a result of road clearing, the County will direct residents to place debris in segregated piles along the right of way. The contractor may be required to segregate the debris, collect the different waste materials in separate vehicles and dispose of the different wastes at separate facilities as directed by the County.

B.   Start-up Procedures

Contractor will send a management team to the EOC or other place designated in the County's notice to proceed, within 8 hours of receiving the Notice to Proceed, to begin planning for the operations and mobilization of the personnel and equipment necessary to perform the work. The Notice to Proceed shall be issued by the Chairman of the Board of County Commissioners. The contactor will then perform the following tasks:

1.   Meet with County staff to establish immediate priorities.

2.   Activate pre-positioned sub-contracts for debris removal and disposal.

3.   Notify all key personnel, i.e., debris sub-contractors, contractor staff, etc., of meeting times and location to begin response operations.

4.   Distribute letters/passes to key staff that need to report immediately following the disaster even, allowing them to commute to designated meeting points.

5.   Assist in the evaluation and selection of the Temporary Debris Staging and Recovery (TDSR) sites which shall be utilized solely for the temporary storage of clean woody debris and construction and demolition materials.

6.   Assist in the evaluation and selection of homeowner drop-off sites for debris.

7.   Assist the County in damage assessment.

C.   Commencement of Response and Recovery Operations

1.   Implement the County Debris Management Plan as directed.

2.   Meet with the County's Debris Monitor to establish a time and place for daily meetings, number and type of resources, (trucks, loaders, etc) available, zones, daily operation start and completion times, a process for truck certifications, process for assigning monitors to crews, and review and discuss critical terms and conditions of the debris hauling contracts prior to beginning field operations.

3.   Print and distribute copies of zone maps for use in tracking the roads completed each day.

4.   Develop and distribute contact lists to the County, contractor, Debris Monitor, FEMA representative, and other staff critical to the response and recovery effort.

5.   Operate the TDSR sites and only permit contractor vehicles and others specifically authorized by the County on site, and operate homeowner drop-off sites and remove the debris from those sites in a timely manner to facilitate access by homeowners.

(Specifics on the Debris Contracts are available in Lake County's Procurement Office).

BUDGET / FINANCE
EMERGENCY SUPPORT FUNCTION 21
(ESF 21)

PRIMARY AGENCY: Lake County Fiscal and Administrative
                         Services Department, Budget Section

SUPPORT AGENCIES: Lake County Fiscal and Administrative
                         Services Department, Procurement Services Section
                         Clerk of Courts – Finance and Accounting
                         Human Resources Department
                         ESF 5 Information and Planning
                         ESF 7 Resource Support
                         ESF 15 Volunteers and Donations

I.   INTRODUCTION

A.   Purpose

The purpose of Emergency Support Function (ESF) 21 – Finance is to provide financial support and coordination for any emergency situation (incident) and to coordinate the documentation and reporting of all allocable and allowable expenditures for labor, materials, and services for possible reimbursement by State and/or Federal sources.

B.   Scope

These standing operating procedures (SOPs) shall be implemented and apply each time the Emergency Operations Center (EOC) is activated, or, upon the direction of the Emergency Management Division Manager or County Manager.

C.   Policies

The implementation of these SOPs shall be guided by (a) existing Lake County Board of County Commissioners (BCC) financial, procurement, and human resources policies and procedures, as amended; (b) existing State of Florida policies and procedures, as amended, and (c) Federal Emergency Management Agency (FEMA) policies and procedures, as amended.

1.   Reference: BCC Policies: LCC-3, LCC-18, LCC-36

2.   Reference: BCC Policies

D.   Planning Assumptions

Most emergency situations, incidents and events have a financial consequence to the County which must be documented and properly reported.

Personnel involved with the emergency situation will require a portion of their salaries to be paid in a timely manner. Other BCC employees may also be required to be paid a portion of their wages in a timely manner.

Contractors providing commodities and services shall be paid in a timely manner.

Complete documentation of all labor-hours worked, hours of equipment usage, consumable supplies used, and commodities and services procured shall be maintained since all or most of the funds are taxpayer deprived funds, and, to ensure the highest levels of reimbursement by the State of Florida and or FEMA when available.

Complete documentation shall also be completed and maintained for any equipment or supplies that are damaged or destroyed during the emergency situation.

ESF 21 staff will be located within the EOC or at the Joint Field Office (JFO) or at a location specified by the Emergency Management Director.

II.   CONCEPT OF OPERATIONS

A.   General

Financial coordination, including documentation and reporting, for emergency situations or incidents shall be managed under the Finance Section concept under the Incident Command System (ICS) and the National Incident Management System (NIMS).

The coordination of ESF 21 functions shall occur through the leadership of the Budget Section.

B.   Organization

ESF 21 task functions are generally completed by two sub-units: Time / Personnel Unit and Procurement / Cost Unit. Depending upon the incident and available resources, the two sub-units may be co-located with and/or co-staffed by members of other Sections or ESFs.

1.   Time / Personnel Unit

a.   The Time / Personnel Unit is responsible for coordinating and compiling data and information concerning human labor expenditures during the emergency situation by BCC employees and any other employee working under the mutual aide agreement. This Unit may also be required to coordinate and compile data and information concerning volunteers used during the emergency situation.

b.   The Time / Personnel Unit shall be comprised of individuals with knowledge and experience in time keeping, payroll and personnel. The individuals will initially be assigned from the Human Resources Department – Risk Management, and may be augmented by personnel from the Clerk of Court's offices and other departments and divisions as required.

2.   Procurement / Cost Unit

a.   The Procurement / Cost Unit is responsible for coordinating and compiling data and information concerning procured commodities and services used during the emergency situation. This unit may also be required to coordinate and compile data and information concerning donated commodities and services used during the emergency situation. This unit is also required to document the actual cost or estimate repair/replacement costs of any damaged or destroyed supplies or equipment that was used in the incident.

b.   The Procurement / Cost Unit shall be compromised of individual with knowledge and experience in procurement and contract management. The individuals will initially be assigned from the Procurement Services Section, Budget Section and may be augmented by personnel from the Clerk of Court's offices and other departments and divisions as required.

III. EMERGENCY SUPPORT FUNCTION

A. Pre-Incident Phase

1. General

    a) Develop financial plans to support emergency situations, incidents and events;

    b) Coordinate with Clerk of Court Finance & Accounting Divisions on cost accounting and reporting procedures to be used during an emergency situation;

    c) Establish appropriate forms to record and report time and cost information;

    d) Develop and conduct training on data and information collection and reporting using the forms for all required personnel.

2. Time / Personnel Unit

Prepare and disseminate standardized time reporting forms and instructions.

3. Procurement / Cost Unit

    a) Coordinate contract rates and fees for emergency related commodities and services with ESF 7 Resource Support.

B. Response Phase

1. General

    a) Provide financial support to execute the incident plan;

    b) Develop financial plan to support incident;

    c) Provide cost analysis in support of the incident;

d)   Coordinate and manage time records;

e)   Coordinate with Clerk of Court Finance & Accounting Division on payroll allocations;

f)   Document cost data;

g)   Coordinate with all sections for anticipated operations cost requirements.

2.   Time / Personnel Unit

Coordinate, assemble, and compile time reports from units assigned to incident.

3.   Procurement / Cost Unit

a)   Coordinate, assemble, and compile contracted commodity and service costs from units assigned to incident;

C.   Recovery Phase

1.   General

a)   Coordinate, assemble, and compile reports for labor, supplies, and contracted commodities and services used in the incident.

b)   Provide support to other ESFs and ICS/NIMS sections in completing necessary reports and forms for State and / or Federal reimbursement.

c)   Provide financial support to all units involved in recovery phase in accordance with approved policies and procedures.

d)   Provide financial status reports to the BCC and County Management as required.

e)   Prepare long-term financial estimates including potential funding sources to complete recovery efforts.

D.   **Mitigation Phase**

1.   <u>General</u>

a)   Coordinate cost data and estimates as required to apply for grants;

b)   Prepare business cases using cost / benefit analysis for competing grant applications;

c)   Document actual cost data and prepare required reports for approved grants.

IV.   **RESPONSIBILITIES**

A.   **Primary Agency – Budget Section**

1.   Provide leadership, management, and support to accomplish the mission of the ESF.

2.   Provide human and fiscal resources to accomplish mission of the ESF.

3.   Complete the mission of the ESF as required for the emergency situation.

B.   **Support Agencies**

     1.   **Procurement Services Section**

         a)   Provide leadership and resources to accomplish tasks of Procurement / Cost Unit.

     2.   **Clerk of Court – Finance and Accounting**

         a)   Provide resources and coordination to ensure compliance with all applicable policies and procedures;

         b)   Provide payroll and accounts payable functions.

     3.   **ESF 5 – Information and Planning**

         a)   Coordinate and / or provide timely, adequate information on requirements and actions of units assigned to the incident.

     4.   **ESF 7 – Resources**

         a)   Provide costs and price information on contracted commodities and services;

         b)   Provide cost estimates and replenish consumed supplies;

         c)   Provide cost estimates to repair or replace damaged or destroyed equipment used in the incident.

     5.   **ESF 15 – Volunteers and Donations**

         a)   Provide coordination or request for volunteers to augment County resources and/or donations for commodities and supplies;

         b)   Coordinate with the other ESFs on actual resources available to fulfill requests;

         c)   Coordinate with ESF-18 staff to account for all labor and donations used during an incident.

SURVIVOR SERVICES
EMERGENCY SUPPORT FUNCTION 22
(ESF 22)

PRIMARY AGENCY: Lake County Community Services Department

SUPPORT AGENCIES: Lake And Sumter Emergency Recovery (LASER)
                                           LifeStream Behavioral Center
                                           United Way of Lake and Sumter Counties
                                           The American Red Cross
                                           The Salvation Army

I.   INTRODUCTION

A.   Purpose

The purpose of ESF 22 is to coordinate activities involved with providing services to disaster survivors through established organization in Lake County and the region.

B.   Scope

ESF 22 has a broad scope of critical responsibilities that encompasses matching survivors unmet needs with organizations which may provide assistance.

II.   POLICIES

A.   Priorities

The operations of ESF 22 will be directed toward matching available community resources to help rapidly resolve survivor's issues and unmet needs. The primary focus of this effort will be survivor issues such as temporary housing, the need for services from local organizations, food stamps, unemployment benefits and various other unmet needs from a disaster or large-scale emergency.

B.   Assignment of Responsibilities

1.   <u>Lead Agency</u>

The Community Services department is designated as the Lead Agency for this Emergency Support Function and will coordinate all

activities of ESF 22. As the Lead Agency they are responsible for the following:

a)   Notification, activation, and mobilization of all agencies assigned to the ESF.

b)   Coordination of all support agency actions in performance of missions assigned to this ESF.

c)   Coordinating requests for assistance and additional resources in performance of the missions of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.

d)   ESF 22 activities will be coordinated through the county EOC. The primary agency and support agencies as required will provide staff at the EOC on a 24-hour basis, for the duration of ESF 6 activation.

2.   **Support Agencies**

All support agencies of this Emergency Support Function are responsible for the following:

a)   Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Basic Plan of this document or the response actions of this annex.

b)   The designation and assignment of personnel for staffing of all facilities at which this ESF is required. The primary agency shall be responsible for making the determination that such representation is necessary.

c)   Coordination of all actions of the support agency with the primary agency in performing assigned missions of the ESF.

d)   Identifying all personnel and resource requirements to perform assigned missions, which are in excess of the support agencies capabilities.

e)   Authorities and responsibilities will remain within each support agency for their own direction and control under the mission or tasks assigned by the lead agency.

C.   Response Requirements

Federal and State assistance to this Emergency Support Function will be provided under Public Law 93-288, Florida State Statute Chapter 252, and the Florida Comprehensive Emergency Management Plan. However, during the emergency response and for the first hours after the occurrence of a catastrophic emergency there may be little, if any, assistance available. The primary and support agencies of this Emergency Support Function must plan to be as self-sufficient as feasibly possible during this period.

D.   Resource Coordination

This ESF will provide resources using its Primary and Support agency authorities and capabilities, in coordination with other ESFs to support its missions. This ESF will allocate available resources based upon priorities identified by the EOC.

All Municipalities and all other ESFs will coordinate with this ESF's representative at the EOC when requesting emergency support or disaster relief from this ESF. In the case of conflict of priorities develops, this ESF will work directly with the EOC management team to resolve the situation.

E.   Response and Recovery Coordination

Although this annex addresses response and recovery activities of the agencies associated with this ESF, the EOC is responsible for coordinating all emergency activities. Therefore, emergency operations of this ESF will be initiated commensurate with needs and emergency priorities as determined by the Lake County Comprehensive Emergency Management Plan.

F.   Coordination of Actions

All agencies assigned with this ESF shall coordinate all actions in performance of emergency response and assistance missions with the Lead Agency for this ESF in the EOC.

III.   SITUATION

A.   Disaster Conditions

1.   Sudden Catastrophes

Transportation accidents, airplane crashes, flash floods, tornadoes, fires, or technological events may necessitate immediate

identifiable mass care to evacuees, survivors and emergency workers involved in the disaster and its aftermath.

2.   Slowly Developing Disasters

Catastrophic disasters such as hurricanes and slowly rising floods provide warning and evacuation time, but may cause extended displacement and damage to the infrastructure. Shelters may be needed statewide to accommodate evacuees, and in some cases may be set up in neighboring states. Damage from catastrophic disasters may cause extended displacement, the needs of which may extend into the recovery phase.

In the wake of the disaster, many of the local resources will be unavailable due to the damage or inaccessibility, or the local resources will not be sufficient to handle the demand for assistance. This may require that significant amounts of resources will have to be transported into the area.

B.   Planning Assumptions

1.   The most destructive natural hazard to which Florida is vulnerable is a hurricane. Consequently, advance warning is likely, with an opportunity to order evacuation in vulnerable areas.

2.   Hurricane evacuations studies predict that people outside the surge-prone areas will self-evacuate.

3.   In a catastrophic disaster, it is likely that long-term mass care will be required until rental assistance and temporary housing resources become available.

4.   Smooth transitions from ESF 22 response to Individual Assistance Recovery Operations will help ensure survivor's needs are met.

5.   All available local resources may be committed and additional help may be needed from the state, federal government, or mutual aid agreements.

6.   Coordination with municipalities, critical facilities, and other ESF's efforts, and other government agencies will be required.

7.   Damaged areas will be restricted and not readily accessible, except in some cases by air or water.

IV.   CONCEPT OF OPERATIONS

A.   General

1.   At EOC Activation, Level II, the Lead Agency of this ESF is responsible for implementing its functions. A representative of the Lead Agency will be available in the EOC activation to respond to requests for support submitted to this ESF.

2.   ESF 22 will coordinate, monitor and assess the priority of resources conducted by this ESF to assist in the relief operations and provide aid to those in need.

3.   ESF 22 will focus primarily to resolve short term unmet needs of survivors. Support agencies will provide support services in times of disaster through a coordinated ESF response.

B.   Emergency Support Function Organization

1.   ESF 22 will establish liaison with other appropriate ESFs and maintain open communications with these ESFs in both the planning and operational phases.

2.   Support agencies will be coordinated by the Primary Agency. However, each agency represented will be expected to maintain its operational capability and direct its response resources in accordance with its agency's operating procedures.

3.   The designated team leader for this ESF at the EOC is responsible for all activity of the ESF subject only to the guidance and direction of the EOC Management team and the policies of this plan.

C.   Notification

1.   Initial

Initial notification will be sent by Emergency Management to the Lead Agency of this ESF advising that a threat situation or an emergency has occurred which warrants, or may warrant, the implementation of this plan.

2.   Lead Agency

The Lead Agency will notify all support agencies to begin mobilization of resources and personnel and prepare to commence operations assigned to this ESF.

3.   Support Agencies

The notification process will be completed by the support agencies according to their Emergency Operating Guide (EOG) or disaster plan.

D.   Mobilization

1.   Lead Agency

Immediately following notification to activate this ESF, the Lead Agency will complete the following:

a)   Establish communications with the EOC and obtain status reports.

b)   Provide appropriate representation to the EOC.

2.   Support Agencies

Immediately following notification by the Lead Agency to commence response actions of the ESF, each support agency will complete the following:

Initiate operations in accordance with established SOPs and responsibilities as outlined in their plan.

E.   Response Actions

Monitor the disaster situation to anticipate potential survivor needs and contact local relief agencies to review available assistance.

1.   Continuing Actions

a)   Lead and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities.

b)   Lead and support agencies will have and maintain listings of all resource providers used by the agency in emergency situations.

c)   All agencies will ensure that all actions taken are recorded and communicated to the ESF representatives in the EOC.

d)   At all times, support agencies should be able to make brief and accurate status reports in the EOC.

e)   Priorities will continually be reassessed to address the most critical needs and develop strategies.

f)   Resources, which are committed to specific missions, will be tracked for redeployment if necessary. Updated information will be provided to the EOC.

g)   Resources will be re-staged as appropriate.

V.   Recovery Actions

A.   Initial Actions

1.   ESF 22 will assess and determine extend of survivor needs.

2.   ESF 22 will work with both ESF 6 and other appropriate agencies at the State and Federal level for the long-term placement of disaster survivors who cannot move back to their normal living arrangements due to the disaster.

B.   Individual Assistance

ESF 22 will assist with providing survivor unmet needs assistance by coordinating staffing of Disaster Recovery Centers by local agencies.

C.   Ongoing Actions

1.   Upon request, ESF 22 resources will be provided to assist recovery activities.

2.   ESF 22 will provide support agencies and ESF 5 with regular updates on assistance availability.

3.   ESF 22 will coordinate with ESF 14 to provide information to county residents about how to access disaster assistance program information.

VI.   RESPONSIBILITIES

A.   Lead Agency

1.   In addition to those activities previously stated ESF 22 will coordinate with ESF 15 regarding the activities of volunteers actively engaged in providing survivor assistance.

2.   Develop and maintain a roster of personnel that staff the ESF. Sufficient staffing will be available for 24 hours per day.

3.   Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include the Lead and Support Agencies Disaster Plan. Plan to include a listing of telephone numbers for support agencies and service providers.

4.   Recording of incoming requests for assistance, who is assigned to respond and the action taken.

5.   Establishing a protocol for prioritizing response activities.

6.   Coordination of activities with other ESFs.

7.   Providing assistance to other ESFs and support agencies for the long-term placement of disaster survivors who are unable to return to their normal living arrangements as a result of disaster damage.