SERRP

Prepare Mitigate Respond Recover

State of Arizona

Emergency Response and Recovery Plan

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TABLE OF CONTENTS

TAB		PAGE
	Introduction	i
	Preface	i
	Table of Contents	iii
	Record of Changes	ix
	Governor's Executive Order	xi
	Basic Plan	
BP	Introduction	1
	Planning Assumptions	23
	Concept of Operations	27
	Basic Roles and Responsibilities	44
	Plan Administration	52
	Training and Exercise	52
	Plan Development and Maintenance	53
	Emergency Support Function Annexes	
ESF 1	Transportation and Infrastructure and Mass Evacuation	ESF1-1
ESF 2	Communication	ESF2-1
	Alert and Warning Appendix	ESF2-AW-1
ESF 3	Public Works & Engineering	ESF3-1
ESF 4	Fire Service	ESF4-1
	Wildland Fire Appendix	ESF4-WF-1
	Attachment A - Wildland Fire Assistance Process	ESF4-WF-A-1
ESF 5	Emergency Management	ESF5-1

TABLE OF CONTENTS – Continued

TAB		PAGE
	Emergency Support Function Annexes - continued	
ESF 6	Mass Care, Housing and Human Services	ESF6-1
	Sheltering Appendix	ESF6-S-1
	Attachment B - Animal Protection Roles and Responsibilities	ESF6-S-B-1
	Attachment C - PVNGS Reception and Care Center	ESF6-S-C-1
	Attachment D - Shelter Management EOP Guidelines	ESF6-S-D-1
ESF 7	Resource Support	ESF7-1
ESF 8	Health and Medical Services	ESF8-1
	Attachment B - Guidelines for Suspicious Powder Substances	ESF8-B-1
	Public Health Appendix	ESF8-PH-1
	Behavioral Health Appendix	ESF8-BH-1
	Chempack Project and Deployment Appendix	ESF8-CDP-1
	Metropolitan Medical Response System Appendix	ESF8-MMR-1
	National Disaster Medical System Appendix	ESF8-NDMS-1
	Strategic National Stockpile Appendix	ESF8-SNS-1
ESF 9	Urban Search and Rescue	ESF9-1
	Rural Search and Rescue Appendix	ESF9-RSR-1
ESF10	Oil and Hazardous Material Response	1
ESF11	Agriculture and Natural Resources	ESF11-1
	Foreign Animal Disease Roles and Responsibilities	ESF11-B-1
ESF12	Energy	ESF12-1
ESF13	Public Safety and Security	ESF13-1
	Civil Disturbance Appendix	ESF13-CD-1

TABLE OF CONTENTS – Continued

TAB		PAGE
	Emergency Support Function Annexes - continued	
ESF14	Recovery Framework and Mitigation	ESF14-1
	Recovery Appendix	1
ESF15	External Affairs	ESF15-1
	Joint Information System Appendix	ESF15-JIS-1
	Support Annexes	
DON	Donations Management	DON-1
FMT	Financial Management	FMT-1
LOG	Logistics Management	LOG-1
PVT	Private Sector	PVT-1
	Business Emergency Coordination Center Appendix	PVT-BOC-1
OSH	Occupational Safety and Health	OSH-1
TRB	Tribal Relations	TRB-1
VOL	Volunteer Management	VOL-1
	Citizen Corp Appendix	VOL-CC-1
	Spontaneous Unaffiliated Volunteer Management	VOL-SV-1
	Incident Annexes	
BIO	Biological	BIO-1
	Influenza Pandemic Incident Appendix	BIO-IPI-1
	Attachment B - Influenza Pandemic Incident Matrix	BIO-IPI-B-1
CAT	Catastrophic Mass Fatalities	CAT-1
	Mass Fatalities Coordination Appendix	CAT-MF-1
	Mass Casualties Coordination Appendix	CAT-MC-1
CYB	Cyber	CYB-1
DRI	Drought	DRI-1

TABLE OF CONTENTS – Continued

TAB		PAGE
	Incident Annexes - continued	
NRI	Nuclear/Radiological	NRI-1
	Radiological Dispersal Device Appendix	NRI-RD-1
	Nuclear Weapon Device Appendix	NRI-NW-1
	Palo Verde Nuclear Generating Station Appendix	NRI-PV-1
TRI	Terrorism	TRI-1
	General Information	
AD	Glossary of Acronyms and Definitions	AD-1
AR	Authorities and References	AR-1

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State of Arizona

Emergency Response and Recovery Plan

Introduction

Preface

The *State Emergency Response and Recovery Plan (SERRP)* is a guide to how the State of Arizona conducts all-hazards response. It is built upon *National Response Framework* as a scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities across the State, linking all levels of government, nongovernmental organizations, and the private sector. It is intended to capture specific authorities and best practices for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters.

The Basic Plan, along with the Emergency Support Function Annexes, Support Annexes and Incident Annexes, supersedes the previous SERRP document dated November 2011 as part of the annual update. This updated Plan is effective July 16, 2013

SERRP Organization

This plan is organized into six interrelated sections. Many sections within this plan are designed to be used concurrently during disasters. The Primary and Support Agencies will benefit most from this plan if the appropriate personnel are familiar with its contents, and have established Internal Operating Procedures. *Agencies noted in the SERRP as having Coordinating, Primary or Support roles and responsibilities may delegate these functions to designated representatives within their agency as needed to accomplish their mission.*

1. **The Opening Section** contains the Table of Contents, Instructions for Use, Record of Changes, Governor's Executive Order, and Stakeholder Roles and Responsibilities Cross-Reference.

2. **The Basic Plan** outlines the responsibilities of the State of Arizona in any disaster type situation. The Basic Plan (BP) is used to provide in-depth emergency management information, broken down by specific activities. It is designed for use prior to an emergency situation, and provides an extensive background for emergency responders and managers, specific to appropriate state agencies. The basic plan establishes the requirement for the appropriate state agency, either primary or support, to establish internal guidelines for the execution of each assigned response and/or recovery task.

3. **The Emergency Support Function Annexes (ESF)** outline the expected roles and responsibilities of the individual departments and agencies of the State of Arizona, and numerous voluntary and private organizations who have agreed to support state and local governments in their response to and recovery from a disaster. The Emergency Support Functions (ESF), i.e., the functional annexes, are designed to establish at least one department or agency as a Primary Agency for each ESF. In addition to the Primary Agencies, several departments, agencies, volunteer organizations or private enterprises are designated as Support Agencies. The Primary Agencies have the ultimate responsibility for accomplishment of the tasks provided in the ESF and may call upon any or all of the assigned Support Agencies for assistance. Activation of any or all of the ESFs will be at the direction of the Governor or the Director, Arizona Division of Emergency Management (ADEM).

   Both Primary and Support Agencies for each ESF will prepare Internal Operating Procedures designed to accomplish the tasks designated by the ESF, and each organization will be prepared to provide qualified representation in the State Emergency Operation Center on an as needed basis. There are a total of 15 ESFs designated within this Emergency Response and Recovery Plan.

SERRP Organization - continued

4. **The Support Annexes** are specific to a certain area, or contain supporting information to either the Basic Plan or ESF(s). They describe essential supporting aspects that are common to all incidents (e.g., Financial Management, Donations Management, Logistics Support, etc).

5. **The Incident Annexes** address the concept of operations and state roles and responsibilities for specific types of incidents (e.g., Terrorist Incident; Drought, Cyber Attack, etc).

6. **The General Information Section** contains Acronyms, Definitions, Authorities and References. The Glossary of Acronyms and Definitions that serves as a reference to special terms used throughout the plan. The Authorities and References provide citations to both state and federal documents that govern how the emergency management program is designed to work.

Executive Order 2013-07
Adoption of Revised 2013 Arizona Emergency Response and Recovery Plan
(*Rescinding Executive Order 2009-02*)

WHEREAS, A.R.S. §§ 26-301 through 26-319 outline certain responsibilities and authorities for disaster preparedness, response, recovery and mitigation; and

WHEREAS, in accordance with A.R.S. § 26-305, there is established in the Department of Emergency and Military Affairs, the Division of Emergency Management, which is administered by the Department under the authority of the Adjutant General, subject to powers vested in the Governor as provided by law; and

WHEREAS, the Adjutant General has delegated the responsibility to the Director of the Arizona Division of Emergency Management to prepare for and coordinate those emergency management activities that may be required to reduce the impact of a disaster on persons or property; and

WHEREAS, in accordance with this responsibility, the Director of the Arizona Division of Emergency Management has reviewed the 2008 state emergency operations plan and has recommended that a revised 2013 State of Arizona Emergency Response and Recovery Plan, (the "2013 Plan") be adopted by the Governor; and

WHEREAS, State agencies play a vital role in emergency and disaster preparedness, response, recovery and mitigation activities; and

WHEREAS, significant organizational and procedural changes have occurred in numerous federal, state, and local governments to prevent and prepare for potential domestic or international acts of terrorism within Arizona.

NOW, THEREFORE, I, Janice K. Brewer, Governor of the State of Arizona, by virtue of the authority vested in me by the Constitution and laws of the State of Arizona, do hereby order the adoption of and adherence to the 2013 Plan, and direct the following:

1. The Director of the Arizona Division of Emergency Management shall update the 2013 Plan periodically and test the quality of the 2013 Plan through exercises.

    - The 2013 Plan shall be implemented upon the activation of the State of Arizona Emergency Operations Center.
    - The 2013 Plan shall prescribe the rules and regulations for emergency and disaster operations anywhere in the State of Arizona.
    - Each State agency shall prepare procedures to implement the various emergency functions in the 2013 Plan.
    - Each State agency shall participate in an annual review to, as necessary, update the 2013 Plan and agency procedures.

2. The Director of the Arizona Division of Emergency Management is authorized to activate and deactivate the State of Arizona Emergency Operations Center and to exercise overall direction and control of state emergency or disaster operations.

    a. The Director of the Arizona Division of Emergency Management shall maintain at all times the necessary materials, including contact lists for all possible responders in the State Emergency Operations Center to effectively respond to statewide emergency and disaster situations, including terrorist incidents.

b. The Director of the Arizona Division of Emergency Management shall keep records of each disaster response as it occurs, tracking missions assigned and completed, for use during the response effort and review afterward.
c. The Director of the Arizona Division of Emergency Management shall formally critique the response coordination efforts and produce after-action reports that identify areas needing improvement during a response effort.

3. Each State agency shall appoint an emergency coordinator and an alternate to act on behalf of the agency during an emergency or disaster, and shall furnish the name and contact telephone numbers to the Director of the Arizona Division of Emergency Management. Each State agency also shall:

   a. Staff the Arizona Emergency Operations Center with personnel during training exercises relevant to the agency and during emergencies and disasters as requested by the Director of the Arizona Division of Emergency Management.
   b. Maintain and operate a 24-hour response capability when the 2013 Plan is activated.
   c. Maintain logs, records, and reporting systems required by state and federal disaster assistance laws, rules, and regulations.

4. All State agencies not assigned a primary or secondary role in the 2013 Plan shall carry out whatever duties or services may be specified or directed by the Governor.

5. The 2013 Plan supersedes the State of Arizona Emergency Response and Recovery Plan dated December 2008, and any subsequent revisions, which shall be destroyed.

6. Executive Order 2009-02 (January 9, 2009) is hereby rescinded.

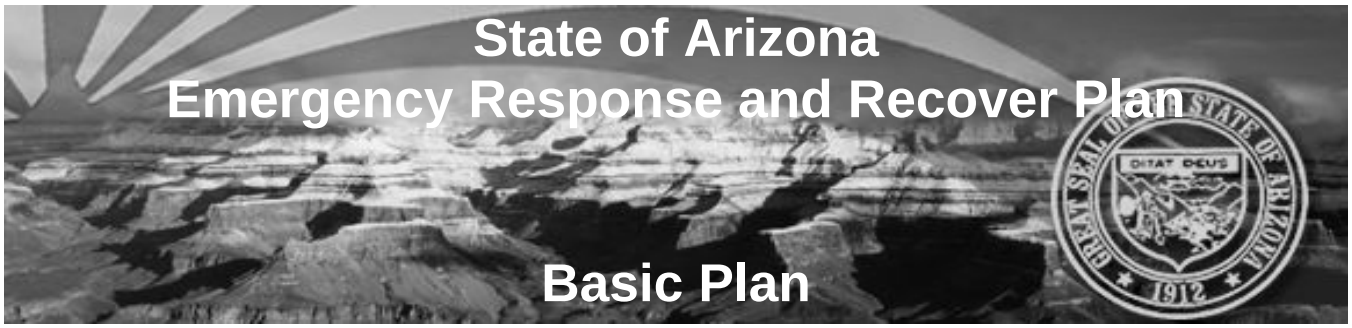
IN WITNESS WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Arizona.

Janice K. Brewer
GOVERNOR

DONE at the Capitol in Phoenix on this eleventh day of September in the Year Two Thousand Thirteen, and of the Independence of the United States of America the Two Hundred and Thirty-Eighth.

ATTEST:

Ken Bennett
SECRETARY OF STATE



Introduction

The State of Arizona, in accordance with Arizona Revised Statutes, Title 26, Chapter 2, Article 1, entitled Emergency Management is required to prepare for, respond to, and recover from emergencies and/or disasters with the primary objectives to save lives and protect public health, property and the environment.

A.R.S. § 26-305. Division of emergency management; duties; director; term; qualifications; compensation; emergency management training fund

A. The division shall prepare for and coordinate those emergency management activities which may be required to reduce the impact of disaster on persons or property.
B. Through the powers vested in the governor, the division shall coordinate the cooperative effort of all governmental agencies including the federal government, this state and its political subdivisions to alleviate suffering and loss resulting from disaster.

Incident management has changed dramatically following the terrorist attacks of September 11, 2001 throughout the nation. Arizona's threat environment includes not only the traditional spectrum of manmade and natural hazards – wildland and urban fires, floods, oil spills, hazardous material releases, pandemics, drought, heat emergencies, and disruptions to energy and information technology infrastructure – but also the deadly and devastating terrorist arsenal of chemical, biological, radiological, nuclear, and high-yield explosive weapons (CBRNE).

These complex and emerging threats demand a unified and coordinated approach to incident management. The National Strategy for Homeland Security; Homeland Security Act of 2002; and Homeland Security Presidential Directive-5 (HSPD-5), directs the United States Department of Homeland Security (USDHS) to lead a coordinated national effort with other federal departments and agencies and State, Local and Tribal governments to establish a National Response Framework (NRF)[1] and a National Incident Management System (NIMS)[2].

Presidential Policy Directive 8 (PPD-8) is a companion policy to HSPD 5. It provides frameworks for providing a whole-community approach to mitigation, protection, prevention, response, and recovery. The federal NIMS Integration Center (NIC) provides resources for preparedness activities, including training, exercising, employee certification, credentialing and national resource typing protocols.

The State of Arizona recognizes these policies and utilizes the NIMS as a basis for the Incident Command System (ICS) structure. The NIMS creates a standard incident management system that is scalable and modular, and can be used in incidents of any size or complexity. These functional areas include command/policy, operations, planning, logistics and finance/administration. The State of Arizona Emergency Response and Recovery Plan (SERRP) incorporates the NIMS principles of Area Command (AC) and Unified Command (UC), thus ensuring further coordination for incidents involving multiple jurisdictions or agencies at any level of government; up to, and including catastrophic events.

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[1] *The NRF – A concerted national effort to prevent terrorist attacks within the United States; reduce America's vulnerability to terrorism, major disasters, and other emergencies; and minimize the damage and recover from attacks, major disasters, and other emergencies that occur.*

[2] *The NIMS – Provides a nationwide template enabling Federal, State, Local, and Tribal governments, private sector, and nongovernmental organizations to work together effectively and efficiently to prevent, prepare for, respond to, and recover from domestic incidents regardless of cause, size or complexity.*

Introduction – Continued

The SERRP, focusing on NIMS concepts and principles, addresses the consequences of any incident in which there is a need for state resources in providing activities associated with prevention, preparedness, response, and/or recovery assistance. It is applicable to all perceived natural and human-caused emergencies/disasters requiring state assistance, guidance and/or recovery funding.

Certain ESF Annexes will contain one or more Appendices. The Appendix is utilized in the SERRP as a means for further defining and/or amplifying the ESF missions, roles, responsibilities, etc. associated with specific activities of the parent. An Appendix generally will contain all the attributes of an ESF, and may be activated in conjunction with the parent ESF or as an independent support function as the incident may direct.

The SERRP describes the methodology the state will use to mobilize its resources in supporting response and recovery activities. The plan uses a functional approach to group the types of assistance through fifteen (15) Emergency Support Functions (ESF), seven Support Annexes and six Incident Annexes based on a structure similar to one offered by the NRF[3]. Each ESF (and applicable Appendices) is led by one or more primary agencies, which have been selected based on their authorities, resources and capabilities to support the respective functional areas (See page BP-7 for more ESF information).

The ESF/Appendix structure serves as the primary mechanism through which state emergency response and recovery assistance will be provided, under the auspices of the State Coordinating Officer (SCO), currently designated as the ADEM Director of the Arizona Division of Emergency Management, which fall under the Arizona Department of Emergency and Military Affairs (DEMA). More information on SERRP annexes can be found under “SERRP Organization” heading beginning on page BP-6.

The SERRP also serves as the foundation for the development of detailed respective state department/agency and county plans/procedures designed to implement response activities in a timely and efficient manner. It may also be used as a model in the development and maintenance of local and county Emergency Operations Plans (EOP)[4].

The SERRP complements and incorporates relevant portions of the National Response Framework, and all the other recently released Frameworks (Preparedness, Operations, Prevention, Protection, Mitigation, Recovery) and the State and Local Guide for All-Hazard Emergency Operations Planning (CPG-101), State NIMS Integration, and the Emergency Management Accreditation Program (EMAP) Standards, to provide a core operational plan for incident management of any State-declared emergency/disaster or response to a request from an overwhelmed jurisdiction. The plan establishes and describes state-level coordinating structures, processes, and protocols that will be incorporated into certain State-level interagency incident- or hazard-specific plans. These plans are linked to the SERRP in the context of managing state incidents and Presidential-declared emergencies/disasters.

SERRP ESFs and Appendices also remain intact as stand-alone documents in that they provide detailed protocols for responding to routine incidents without the need for statewide assistance. The SERRP also incorporates existing department/agency emergency operations and/or tactical plans as integrated components including but not limited to:

- The State of Arizona Emergency Operations Center (SEOC) Standard Operating Procedures (SOP)
- The State of Arizona All-Hazards Mitigation Plan (AZHMP)
- The Department of Emergency and Military Affairs (DEMA) Business Continuity Plan
- The Offsite Emergency Response Plan For Palo Verde Nuclear Generating Station (PVNGS)
- The State of Arizona Emergency Communications Plan

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[3] *See Supplement 1 for SERRP vs NRF ESF Annex/Appendices comparisons.*

[4] *A.R.S. § 26-308(D) - State emergency plans shall be in effect in each such political subdivision of the state. The governing body of each such political subdivision shall take such action as is necessary to carry out the provisions thereof, including the development of additional emergency plans for the political subdivision in support of the state emergency plans.*

- The State of Arizona Resource Management Plan
-

Purpose

The purpose of the SERRP is to establish a comprehensive, statewide, all-hazards approach to providing consistent incident management and effective, efficient coordination across a spectrum of activities including prevention, preparedness, response, recovery and mitigation. Planning must now include, within available resources, strong considerations for low probability, high consequence events which were heretofore not addressed in this nation to any great extent

Catastrophic disaster response/recovery planning now requires, in essence, the same attention and detailed planning that in times past would only have been paid to the high probability/high consequence and medium probability/medium consequence events that faced a jurisdiction.

This plan recognizes the realities and limiting factors in the development of such plans and planners strive to prioritize accomplishment of required plan enhancements.

- The SERRP provides the framework for State departments/agencies interaction with Federal, county, and tribal governments; the private sector; and non-governmental organizations (NGO) in the context of incident prevention, preparedness, response, and recovery activities.
- It describes capabilities and resources and establishes responsibilities, operational processes, and protocols to:
  - Help protect the State from terrorist attacks and other natural and human-caused hazards;
  - Save lives; protect public health, safety, property, and the environment; and,
  - Reduce adverse psychological consequences and disruptions.

Scope

The SERRP establishes interagency and multi-jurisdictional mechanisms for State Government involvement in, and SEOC coordination of, incident response and recovery operations.

Statewide emergencies/disasters, and catastrophic incidents typically result in impacts far beyond the immediate or initial incident area; the SERRP and the NRF provide a framework to enable the management of cascading impacts and multiple incidents as well as the prevention of and preparation for subsequent events. Examples of incident management actions from a State perspective include but are not limited to:

- Increasing statewide public awareness;
- Assessing trends, with Federal authorities, that point to potential terrorist activity;
- Coordinating protective measures across jurisdictions;
- Conducting public health surveillance and assessment processes and, where appropriate, conducting a wide range of prevention measures.
- Providing immediate and long-term public health and medical response assets;
- Coordinating Federal support to county, local, and tribal authorities in the aftermath of an incident;
- Providing strategies for coordination of State and Federal resources required to handle subsequent events;
- Restoring public confidence after a terrorist attack; and
- Enabling immediate recovery activities, as well as addressing long-term consequences in the impacted area.

Introduction – Continued

Scope - Continued

The SERRP intends to cover the full range of complex and constantly changing requirements in anticipation of, or in response to, threats or other acts of terrorism, major disasters, catastrophic events, and other emergencies that may exhaust impacted county and/or tribal and any respective mutual aid resources.

The SERRP, using the NIMS, establishes mechanisms to:

- Provide the basis to initiate State and/or Federal response, recovery, mitigation, and public/individual assistance activities
- Maximize the integration of incident-related prevention, preparedness, response, and recovery activities;
- Improve statewide coordination and integration of Federal, county, tribal, regional, private-sector, and nongovernmental organization partners;
- Maximize efficient utilization of resources needed for effective incident management;
- Improve incident management communications and increase situational awareness across jurisdictions and between the public and private sectors;
- Facilitate State emergency mutual aid and assistance, and Federal emergency support to overwhelmed county and tribal governments;
- Provide a proactive and integrated Federal and Emergency Management Assistance Compact (EMAC) response to catastrophic events;
- Address linkages to other State department/agency incident management and emergency response plans developed for specific types of incidents or hazards;
- Provide a fundamental document to test the States' disaster preparedness capabilities and the effectiveness;
- Describe state/federal/private programs for individual and public disaster assistance;
- Describe the purpose of the Disaster Prevention Council;
- Facilitate State agency to State Agency emergency support, State-to-State support and/or State-to-Federal coordination; and
- Provide public and private-sector incident management integration or coordination.

This plan distinguishes between incidents that

- Require DEMA coordination (overwhelmed county or State-declared disaster),
- Little or no warning catastrophic events that require expedited response activities,
- An incident involving the Palo Verde Nuclear Generating Station (PVNGS), and
- The majority of incidents that are handled by responsible jurisdictions and/or agencies through other established local authorities and existing plans.

In addition the SERRP recognizes and incorporates the various jurisdictional and functional incident management authorities of:

- State departments, divisions and agencies;
- County, local and tribal governments; and
- Private-sector, voluntary and other non-governmental organizations (NGOs).

Introduction – Continued

Scope - Continued

The SERRP also establishes the multi-agency organizational structures and processes required to implement the authorities, roles, and responsibilities of the ADEM Director, DEMA, as the State Coordinating Officer (SCO) for statewide incident management.

Finally, the SERRP serves as the foundation for the development of detailed supplemental plans and procedures to effectively and efficiently implement state incident management activities and assistance.

Applicability

The SERRP is applicable to all State departments and agencies that may be tasked to provide assistance in the form of human and/or equipment resources, or to conduct operations in the context of actual or potential State-declared disasters or emergencies. These incidents may require a coordinated response by an appropriate combination of State, county, local, tribal, private-sector, NGO and Federal entities.

The mission of the SERRP applies to:

- Any state department or agency which may:
  - Be tasked to provide response and recovery assistance; or,
  - Require emergency assistance to perform critical missions and services as directed by law.
- Any of the 15 identified political subdivisions (county governments and unincorporated community therein) within the state requiring, or in a position to provide, assistance.
- A local government (any incorporated community and special district) with available resources which may be brought to bear in satisfying SERRP missions.
- Any of the 22 federally recognized tribal nations located within the State of Arizona who formally request State or county emergency assistance.
- NGOs including the American Red Cross (ARC), The Salvation Army (TSA), Arizona Voluntary Organizations Active in Disasters (AZVOAD) and other voluntary organizations which function as primary or critical ESF support organizations in the SERRP.
- Private-sector organizations including the Business Operations Center, Arizona Public Service (APS/PVNGS), Salt River Project (SRP), Central Arizona Project (CAP) and other critical infrastructure/key resource (CI/KR) requiring or capable of providing emergency response assistance.

Introduction – Continued

SERRP Organization

The State of Arizona Emergency Response and Recovery Plan (SERRP) consists of the components listed below:

FIGURE 1 – SERRP Composition

Basic Plan	• A base plan that describes the overarching structure and processes comprising a statewide approach to incident management designed to integrate the efforts and resources of State, local, tribal, private-sector,

	nongovernmental organizations and if necessary Federal government. • The Basic Plan includes planning assumptions, roles and responsibilities, concept of operations, incident management actions, and plan maintenance instructions.
Emergency Support Functions (ESF) Annexes	• Details the missions, policies, structures, and responsibilities of State agencies for coordinating resource and programmatic support to counties, tribes, and other State agencies or other jurisdictions and entities during incidents of statewide significance. • These ESF Annexes are typically augmented by a variety of supporting appendices, plans and operational attachments or supplements. • The introduction to the ESF Annexes summarizes the functions of ESF coordinators and primary and support agencies. Figure 2 on page 8 provides a summary of the scope of each ESF.
Incident Annexes	• Address contingency or hazard situations requiring specialized application of the SERRP. • Describe the missions, policies, responsibilities, and coordination processes that govern the interaction of public and private entities engaged in incident management and emergency response operations across a spectrum of potential hazards. • These Annexes are also augmented by a variety of supporting appendices, plans and operational attachments or supplements. See Figure 4 on Page 10.
Support Annexes	• Provide guidance and describe the functional processes and administrative requirements necessary to ensure efficient and effective implementation of SERRP incident management objectives. See Figure 3 on page 9.
General Information	• Acronyms, definitions, authorities and references.

The development of all Emergency Support Functions, Incident Annexes and their respective Appendices in this plan focuses primarily on the State response activities, stakeholder roles and responsibilities, and resource capabilities associated with the hazards (natural and human-caused) most likely to overwhelm any political subdivision. The political subdivision's identified hazard identification/risk analysis and vulnerability assessments are listed in the State of Arizona All-hazards Mitigation Plan and may be located in the local jurisdiction's multi-hazard mitigation plan.

Typical Annex Structure

Most functional Annexes and their respective Appendices will include the following major components as guidance in attaining mission objectives:

- **Introduction** – general statements that provide information on the specific Annex or Appendix and may include a statement(s) of purpose, scope and applicability, authorities, and policies.
- **Planning Assumptions** – statements that may bear impact on the fulfillment of Annex/Appendix objectives.
- **Concept of Operations** – a chronological identification of anticipated responses or actions associated with meeting the mission of the Annex or Appendix.
- **Roles and Responsibilities** – a listing of expected actions of the various primary and support agencies (stakeholders) assigned response tasks in achieving Annex/Appendix goals.

- **Plan Administration and Maintenance** – documents agencies responsible for the development, administration and/or ongoing maintenance of Annexes/Appendix and this Basic Plan.

Emergency Support Function (ESF)

Similar to the National Response Framework (NRF), the SERRP applies a functional approach that groups the capabilities of State departments and agencies, the American Red Cross, The Salvation Army and other NGOs, including the private sector into Emergency Support Functions (ESFs) categories that are most likely to be needed during incidents of statewide significance. ESFs:

- Provide for the planning, support, resources, program implementation, and emergency services associated with an incident.
- Full or partial activation, as deemed necessary by the severity and complexity of the incident, typically identify the State response actions.
- Serve as the coordination mechanism to provide assistance to overwhelmed county, local, and tribal governments or to State departments and agencies conducting missions of primary State responsibility.
- May be selectively activated for both Stafford Act and non-Stafford Act incidents where State departments or agencies request Department of Emergency & Military Affairs (DEMA) coordination assistance or under other appropriate circumstances as defined in A.R.S. § 26-311 (D).
- Provide staffing for the State Emergency Operations Center (SEOC), Incident Command Post (ICP), County Emergency Operations Center (CEOC), Recovery Office (RO), Joint Field Office (JFO), Disaster Recovery Center (DRC), Individual Assistance Service Center (IASC), and Joint Information Center (JIC) as required by the situation at hand.
- Are composed of primary and support agencies.
    - The SERRP identifies primary agencies on the basis of authorities, resources, and capabilities to support the respective functional areas.
    - Support agencies are assigned based on resources and capabilities in a given functional area.
- Resources that are provided reflect the resource-typing categories identified in the NIMS.
- Are expected to support one another in carrying out their respective roles and responsibilities.

Additional discussion on roles and responsibilities of ESF coordinators, primary agencies, and support agencies can be found in the introduction to the ESF Annexes.

Introduction – Continued

FIGURE 2 – Emergency Support Function Scope

ESF	Title	Scope
ESF # 1	**Transportation and Infrastructure**	• State and civil transportation support • Transportation safety • Restoration/recovery of transportation infrastructure • Movement restrictions • Damage and impact assessment
ESF # 2	**Communications**	• Emergency video and telecommunications • Restoration/repair of telecommunications infrastructure • Protection, restoration, and sustainment of state cyber and information technology resources • Statewide alert and warning mechanisms and procedures
ESF # 3	**Public Works and Engineering**	• Infrastructure protection and emergency repair • Infrastructure restoration • Engineering services, construction management • Critical infrastructure liaison
ESF # 4	**Fire Service**	• Resource support to rural and urban firefighting operations • Resource support to wild land fire operations
ESF # 5	**Emergency Management**	• Coordination of incident management efforts • SEOC basic operations • Issuance of mission assignments • Identification of resource and human assets • Incident action planning
ESF # 6	**Mass Care, Housing and Human Services**	• Mass care including persons w/ special emergency needs and animal protection • Disaster housing • Human services • Shelter management guidelines
ESF # 7	**Resource Support**	• Resource support (facility space, office equipment and supplies, contracting services, etc)
ESF # 8	**Health and Medical Services**	• Public health • Medical support activities • Mental health services • Mortuary services
ESF # 9	**Urban Search and Rescue**	• Life-saving assistance • Urban search and rescue
ESF # 10	**Oil and Hazardous Material Response**	• Oil and hazardous materials (chemical, biological, radiological, etc.) response • Environmental safety and short- and long-term cleanup
ESF # 11	**Agriculture and Natural Resources**	• Food distribution • Animal and plant disease/pest response • Food safety and security • Natural and cultural resources and historic properties protection and restoration
ESF # 12	**Energy**	• Energy infrastructure assessment, repair, and restoration • Energy industry utilities coordination • Energy forecast
ESF # 13	**Public Safety and Security**	• Facility and resource security • Security planning and technical and resource assistance • Public safety/security support • Support to access, traffic, and crowd control
ESF # 14	**Recovery and Mitigation**	• Social and economic community impact assessment • Community recovery assistance to the county/local governments, and the private sector, individual and families • Mitigation analysis and program implementation
ESF # 15	**External Affairs**	• Emergency public information and protective action guidance • Media and community relations • Congressional and international affairs

Introduction – Continued

Support Annex

The **Support Annexes** provide guidance and describe the functional processes and administrative requirements necessary to ensure efficient and effective implementation of SERRP incident management objectives. The Support Annexes are described below in Figure 3.

Figure 3 – Support Annexes

Donations Management	• Provides guidance on donations management functions related to statewide incidents.
Financial Management	• Provides guidance for SERRP implementation to ensure that incident-related funds are provided expeditiously and that financial management activities are conducted in accordance with established law, policies, regulations, and standards.
Logistics Management	• Describes the framework within which the overall SERRP logistics management function operates. • Outlines logistics management responsibilities and mechanisms for integrating Federal, State, local, and tribal resource providers.
Occupational Safety and Health	• Details processes to ensure coordinated, comprehensive efforts to identify responder safety and health risks and implement procedures to minimize or eliminate illness or injuries during incident management and emergency response activities.
Private-Sector Coordination	• Outlines processes to ensure effective incident management coordination and integration with the private sector, including representatives of the Nation's Critical Infrastructure/Key Resources (CI/KR) sectors and other industries.
Tribal Relations	• Describes the policies, responsibilities, and concept of operations for effective coordination and interaction with tribal governments and communities upon request for State support.
Volunteer Management	• Provides guidance on spontaneous unaffiliated volunteer management and Citizens Corps activation functions related to statewide incidents.

Introduction – Continued

Incident Annex

The **Incident Annexes** address contingency or hazard specific incident management and emergency response situations requiring specialized application of the SERRP. The Incident Annexes describe the missions, policies, operations across a spectrum of potential hazards. The annexes are typically augmented by a variety of responsibilities, and coordination processes that govern supporting plans and operational supplements.

Figure 4 – Incident Annexes

Biological Incident Annex	• Describes incident management activities related to a biological terrorism event, pandemic, emerging infectious disease, or novel pathogen outbreak.
Catastrophic Incident Annex	• Establishes the strategy for implementing and coordinating an accelerated statewide and national response to a catastrophic incident during the initial 72 to 96 hours.
Cyber Incident Annex	• Establishes procedures for a multidisciplinary, broad-based approach to prepare for, remediate, and recover from catastrophic cyber events impacting critical State processes and the State's economy.
Drought Incident	• Identifies organizations for statewide drought assessment, response, and recovery actions.
Nuclear/Radiological Incident Annex	• Describes incident management activities related to nuclear/radiological incidents.
Terrorism Incident Law Enforcement and Investigation Annex	• Describes law enforcement and Federal criminal investigation coordinating structures and processes in response to a terrorist event.

Authorities

Various State and Federal statutory authorities and policies provide the basis for State actions and activities in the context of incident management.

- Nothing in this plan alters or impedes the ability of the Federal government, State agencies, local or tribal departments and agencies to carry out their specific authorities or to perform their responsibilities under all applicable laws, Executive Orders, and/or directives.
- Additionally, nothing in this plan is intended to impact or impede the ability of any State, local tribal department or agency head to take an issue of concern directly to the Governor of Arizona, the Adjutant General of the Department of Emergency and Military Affairs, the Director of the Arizona Department of Homeland Security, the Director of the Arizona Division of Emergency Management, or any member of the Governor's staff.

Introduction – Continued

Authorities - continued

Under A.R.S. § 26-303, the Governor maintains the authority to direct any state agency to utilize its authorities and resources. Pursuant to this statute, the SERRP assumes the following:

- Response by state agencies to lifesaving and life protecting requirements under this plan has precedence over other state response activities, except where national security implications are determined to be of a higher priority.
- Support from agencies will be provided to the extent that it does not conflict with other emergency missions that an agency is required to perform.

This SERRP also addresses the Governor's Emergency Fund, and Federal recovery and mitigation assistance programs as defined by the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) – Public Law 93- 288.

- Administration of state and federal disaster assistance will be in accordance with:
  - A.R.S. § 26-301 through 319
  - A.R.S. §35-192
  - A.A.C. R8-2-101 through 605
  - Executive Order No. 79-4
  - OMB Circular A-87
  - 44 Code of Federal Register (CFR) – Emergency Management and Assistance
  - Post-Katrina Emergency Management Reform Act of 2006-10-03, Title VIII – National Emergency Management (HR5441)
  - State of Arizona Individual and Households Program Administrative Plan
  - State of Arizona Administrative Plan for Public Assistance
  - The State of Arizona Individual and Households Program Administrative Plan
  - State of Arizona Administrative Plan for Public Assistance
  - The Arizona Division of Emergency Management, Disaster Recovery Guidebook
  - The Hazard Mitigation Grant Program (HMGP) - Section 404 of the Stafford Act, 44 CFR Part 206, Subpart N
  - Disaster Mitigation Act of 2000, Section 322
  - Flood Mitigation Assistance (FMA) Program - National Flood Insurance Reform Act (NFIRA) of 1994 (42 U.S.C. 4101)
  - Pre-Disaster Mitigation(PDM) – Section 203 of the Stafford Act, 42 USC, as amended by §102 of the Disaster Mitigation Act of 2000
  - All Federal laws, statutes and regulations for disaster assistance.

Introduction – Continued

Authorities - Continued

An emergency/disaster may result in a situation that affects the national security of the United States.

- For those instances, appropriate U.S. Department of Homeland Security authorities and procedures will be utilized to address national security and response requirements.
- Any act or suspected act of terrorism utilizing weapons of mass destruction (WMD) will require coordination with U.S. Department of Homeland Security agencies and the Federal Bureau of Investigation (FBI).

This plan does not supplant the existing authority for the state Nuclear Emergency Plan as outlined in A.R.S. § 26-305.01, the Offsite Emergency Response Plan for Palo Verde Nuclear Generating Station, and the Nuclear Power Radiological Emergency Preparedness Appendix to the Nuclear/Radiological Incident Annex.

The SERRP may be used in conjunction with other State incident management and emergency operations plans developed under these or other authorities as well as memorandums of understanding (MOUs) among various State departments and agencies, political subdivisions, and municipalities.

Policies

This section summarizes policies and key concepts that are reflected throughout the SERRP including:

- Systematic and coordinated incident management, including protocols for:
  - Incident reporting;
  - Timely response action;
  - Alert and notification;
  - Mobilization of State resources to augment existing Federal, State, county, tribal and certain local capabilities;
  - Operating under differing threats or threat levels; and,
  - Integration of crisis and consequence management functions.
- Proactive notification and deployment of State and Federal resources in anticipation of, or in response to, catastrophic events in coordination and collaboration with other State departments and agencies, county, local, and tribal governments and private entities when and where possible.
- Activating specific components of the plan to facilitate the delivery of critical State and Federal resources, assets, and assistance.
- Organizing interagency efforts to minimize damage, restore impacted areas to pre-incident conditions if feasible, and/or implement programs to mitigate vulnerability to future events.
- Coordinating incident communication, worker safety and health, private-sector involvement, and other activities that are common to the majority of incidents (see Support Annexes Page BP-9).

Introduction – Continued

Policies - Continued

- Facilitating State support to State departments and agencies acting under the requesting department'(s) or agency's own authorities.
- Providing mechanisms for vertical and horizontal coordination, communications, and information-sharing in response to threats or incidents. These mechanisms facilitate coordination among State, county, and tribal entities and the Federal Government, as well as between the public and private sectors.
- Developing detailed supplemental operations, tactical, and hazard-specific contingency plans and procedures.

Assignments

The SERRP provides standing mission assignments to designated agencies with primary and support responsibilities listed within each ESF, Incident Annex and/or associated Appendix. State agencies designated as primary agencies serve under the auspices of the State Coordinating Officer (SCO) in accomplishing the ESF or Incident Annex missions.

Resource Coordination

Upon activation of an ESF, a primary agency is authorized in coordination with the SCO to initiate and continue actions to carry out the ESF missions. This may include tasking of designated support agencies to carry out assigned ESF missions.

Each ESF Primary Agency and tasked support agency will provide resources using its authorities and capabilities. ESF agencies will allocate available resources based on identified priorities as requested and as available.

- If resources are not available within local/county government, the ESF Primary Agency will seek to provide them from another primary or support agency.
- If the resource is unavailable from an ESF Primary Agency or tasked support agency, the requirement will be forwarded to the SEOC Logistics Section for further action.
- If a conflict of priorities develops as a result of more than one agency needing the same resource, the affected agencies will work directly with the SCO toward achieving resolution.
- If the SCO cannot resolve the conflict, the matter will be referred to the State Emergency Council *(See page BP-30 for additional State Emergency Council information)* for final resolution.
- Conflict resolution may be imposed by the Governor at any time.
- The SEOC will serve as a central information source regarding availability and disposition of State and/or Federal resources.

Response Requirements

State assistance provided under A.R.S. § 26-303 and 35-192 supplements local/county and possible tribal government response efforts upon request.

The Emergency Support Function Primary Agency will coordinate with the SCO and the affected local/county government to identify specific response/recovery requirements and will provide state resource assistance based on identified priorities.

Introduction – Continued

Multi-County Incident(s)

One or more emergencies/disasters may affect a number of counties and communities concurrently. In those instances, state government will:

- Upon request, provide technical assistance for response and/or recovery operations for each impacted/declared county.
- Identify a State liaison for each impacted /declared county to coordinate communications between the county and the SEOC.
- Under multiple county declarations, ESF agencies will be required to coordinate the provision of resources to support the operations of all of the declared counties through the SEOC.
- Provide representation to Incident Command Post(s) where critical or expedited State assistance precludes normal response activities or upon request.

Recovery Operations

The SCO is responsible for coordinating recovery activities. Recovery operations will be initiated based on the availability of resources that do not conflict with response operations.

Certain recovery activities may commence concurrent with response operations.

Additional information regarding recovery and mitigation activities is available in both ESF #6 (Mass Care, Housing and Human Services Annex) and ESF #14 (Recovery and Mitigation Annex).

Operating Facilities

In addition to the local-oriented and managed Incident Command Post (ICP), multiple State and Federal operating facilities may be activated to facilitate the movement and utilization of personnel and resources within the state.

- Single support facilities, (e.g., casualty collection points), are used primarily to support the operations of a single ESF or incident-specific Annex.
- Multiple support facilities used to support the operations of several ESF and/or Incident Annexes including the following:
    - **State Emergency Operations Center (SEOC)** utilizes a NIMS endorsed Multi-Agency Coordinating System (MACS) and is maintained and operated by DEMA to coordinate state response and support.
        - The SEOC is staffed with DEMA personnel and representatives from the activated ESF(s) primary and/or support agencies as dictated by the incident.
        - It serves as the initial point-of-contact for affected county governments, state response support agencies, public inquiry, and the media regarding State response activities.
        - In the event the SEOC becomes inoperable or uninhabitable, an alternate SEOC may be established at the Arizona State University Williams Gateway Complex.
    - **Staging Area (SA)** is the facility at the local or tribal level near the emergency/disaster site where personnel and equipment are assembled for immediate deployment to an operational site. Responsibility for designation and operation of the SA belongs to the local or tribal government.

Introduction – Continued

Operating Facilities- Continued

- **Base Camp (BC)** is a designated location under local, tribal or state control within the disaster area. It is equipped and staffed to provide sleeping facilities, food, water and sanitary services to response personnel. Under most circumstances local or tribal governments will organize and provide the BC.
- **Recovery Office (RO)** is a fixed facility in Phoenix, established by the State to provide impacted county and local jurisdictions with public and individual recovery assistance.
- **Joint Field Office (JFO)** is the primary location for the coordination of state/federal response and recovery operations during Presidential-declared disasters. It houses the Federal Coordinating Officer (FCO) and staff comprising the Emergency Response Team (ERT).
  - It will operate with a schedule sufficient to sustain the state and federal operations.
  - Except where facilities do not permit, the FCO will be co-located with the SCO at the JFO.
  - The JFO will be a leased/rented facility within reasonable proximity to DEMA. The Federal Advance Emergency Response Team (AERT) will assume the responsibility for procurement/equipage of the JFO.
- **Disaster Recovery Center (DRC)** is the primary location within an impacted community for federal/state/local and non-governmental recovery assistance to individuals and families affected by a federally declared event.
- **Individual Assistance Service Center (IASC)** is the State equivalent of a DRC providing government services
- **Joint Information Center (JIC) is a fixed facility in Phoenix. A JIC may be established near an incident area. A JIC** serves as a focal point for the coordination and dissemination of information to the public and media concerning incident prevention, preparedness, response, recovery, and mitigation.
  - The JIC develops, coordinates, and disseminates unified news releases. News releases are cleared through the coordination of impacted jurisdictional and response organization Public Information Officers (PIO) to ensure:
    - Consistent, accurate, one voice messages;
    - Avoiding the release of conflicting information; and,
    - The prevention of any negative impacts on emergency operations.
  - This formal approval process for news releases ensures protection of law enforcement sensitive information.
  - Agencies may issue their own news releases related to their policies, procedures, programs, and capabilities; however, these should be coordinated with the JIC.

Introduction – Continued

Donations

State government encourages financial contributions to private nonprofit voluntary organizations involved in disaster relief, rather than the specific donation of clothing, food and other goods.

- Should goods or services be offered, the state will coordinate the transportation and distribution of only those donations it accepts for use (See Donations Management and Spontaneous Volunteer Annex for additional information).
- The Emergency Response Fund, established under A.R.S. § 26-352, may accept donations to support hazardous materials emergency management activities. Contributions may be made through DEMA - AZSERC {A.R.S.} § 26-343(G).

Non-liability

- Under A.R.S. § 26-314 the state and its political subdivisions will not be liable for any claim based upon the exercise or performance, or the failure to exercise or perform, a discretionary function or duty on the part of the state or its political subdivisions or any employee of this state or its political subdivisions, excepting willful misconduct, gross negligence or bad faith of any such employee. This statute also covers volunteers and employees of another state rendering aid in this state.
- Under A.R.S. § 26-353 a licensed, certified or authorized emergency responder and its employees at the scene of an emergency, when the emergency response is provided in good faith, have the immunities provided in A.R.S. § 26-314 in carrying out the provisions of this article. The immunities provided in A.R.S. § 26-314, also apply to governmental entities, multi-jurisdictional planning organizations that encompass each district, members of each local emergency planning committee and their support personnel in carrying out the provisions of this article.

Mutual Aid

A.R.S. § 26-309 establishes the following provisions for mutual aid:

- Facilitates the rendering of aid to persons or property in areas within the state stricken by an emergency and to make unnecessary the execution of written agreements in times of emergency. Any emergency plans duly adopted and approved satisfy the requirement for mutual aid agreements.
- During an emergency, if the need arises for outside aid in any county, city or town, such aid may be rendered in accordance with approved emergency plans.
- The Governor may, on behalf of this state, enter into reciprocal aid agreements or compacts, mutual aid plans or other interstate arrangements for the protection of life and property with other states and the federal government. Such mutual aid arrangements may include the furnishing of supplies, equipment, facilities, personnel and services.
- Arizona is signatory to the Southwestern Interstate Compact which is a mutual aid compact among the following states:
    - Arizona
    - New Mexico
    - Nevada
    - Colorado
    - Utah

Introduction – Continued

Mutual Aid - Continued

- DEMA sponsors the Arizona Mutual Aid Compact (AZMAC), an agreement which all political subdivisions have subscribed.
- Arizona is signatory to the national Emergency Management Assistance Compact (EMAC) and will respond in accordance with the directives outlined in A.R.S. § 26-402.
- MAA's or MOU's from local jurisdictions and neighboring Mexican "sister" cities along the Arizona border to satisfy emergency assistance needs in the event of a catastrophic incident are encouraged.
- Letter of Agreement with tribal nations.

Financial Management

Under A.R.S. § 35-192:

- Paragraph A. The Governor may declare an emergency arising from such major disasters as provided in this section and incur liabilities therefore, regardless of whether or not the legislature is in session.
- Paragraph F. All liabilities incurred under the provisions of this section will be subject to the following limitations:
    - Paragraph F.1. *No liability will be incurred against the monies authorized without the approval of the Governor or the Adjutant General of the Department of Emergency and Military Affairs pursuant to section A.R.S. § 26-303, subsection H, for each contingency or emergency*.
    - Paragraph F.2. *Incurring of liabilities in excess of two hundred thousand dollars in any single disaster or emergency will not be made without consent of a majority of the members of the State Emergency Council (See page BP-30 for additional State Emergency Council information).*
    - Paragraph F.3. *The aggregate amount of all liabilities incurred under the provisions of this section will not exceed four million dollars for any fiscal year beginning July 1 through June 30. Monies authorized for disaster and emergencies in prior fiscal years may be used in subsequent fiscal years only for the disaster or emergency for which they were authorized. Monies authorized for disasters and emergencies in prior fiscal years, and expended in subsequent fiscal years for the disaster or emergency for which they were authorized, apply toward the four million dollar liability limit for the fiscal year in which they were authorized.*
- Paragraph H.2. of A.R.S. § 26-303, authorizes *the Adjutant General of the Department of Emergency and Military Affairs, with authorization by the Governor, to incur obligations of up to twenty thousand dollars for each emergency or disaster contingency. Claims are payable as though a state of emergency had been proclaimed.*

Further information regarding financial management is available in the Financial Management Annex to this plan.

Introduction – Continued

Public Affairs

Public Affairs activities will be undertaken to ensure the coordinated, timely and accurate release of a wide range of information to the news media and to the public about emergencies and other disaster related activities. These activities may be:

- Carried out from the SEOC or from the Joint Information Center (JIC) if established, utilizing a NIMS-defined Joint Information System (JIS).
- May be staffed with Federal, State, county, tribal and certain local, and voluntary organizations and private sector public information representatives.

Information intended for the news media and the public will be coordinated prior to release with all JIC agencies.

Further information regarding emergency public information is available in ESF 2, Communications and ESF 15, External Affairs.

After Action Reports

Following state response to an emergency/disaster:

- DEMA will coordinate the preparation of an after-action report documenting the state response effort.
- Within seven workdays upon request from DEMA, each state agency involved in the response effort will provide DEMA with an after-action report outlining that agency's involvement in the disaster.
- DEMA may submit a copy of the completed After-Action Report for all major incidents to the U.S. Department of Homeland Security Lessons Learned and Information Sharing (LLIS) system as an available resource to identify best practices and lessons learned.

Planning Assumptions

The SERRP is based on the following planning assumptions and considerations as presented in this section.

- Incidents are typically managed at the lowest possible geographic, organizational, and jurisdictional level.
- Incident management activities will be initiated and conducted using the ICS principles contained in the NIMS.
- The combined expertise and capabilities of State government at all levels, the private-sector, and NGOs may be requested to assist overwhelmed county(s) and tribal nation(s) in preventing, preparing for, responding to, and recovering from disastrous incidents.
- Incidents may:
    - Require activation of the State Emergency Operations Center (SEOC) to coordinate operations and/or resources.
    - Occur at any time with little or no warning in the context of a general or specific threat or hazard.
    - Require significant information-sharing at the unclassified and classified levels across multiple jurisdictions and between the public and private sectors.

Planning Assumptions - Continued

- Involve single or multiple geographic areas simultaneously.
- Have significant international impact and/ or require significant international information- sharing, resource coordination, and/or assistance.
- Span the spectrum of incident management to include prevention, preparedness, response, and recovery.
- Involve multiple, highly varied hazards or threats on a local, regional, or national scale.
- Result in numerous casualties; fatalities; displaced people; property loss; disruption of normal life-support systems, essential public services, basic infrastructure (banking, utilities); and significant damage to the environment.
- Impact critical infrastructures across sectors.
- Immediately or rapidly overwhelm capabilities of county, local, and tribal governments, and private-sector infrastructure owners and operators.
- Attract a sizeable influx of independent, spontaneous volunteers and supplies.
- Require prolonged, sustained incident management operations and support activities.
- Require long-term recovery, individual and family assistance activities.

Top priorities for incident management are to:

- Save lives and protect the health and safety of the public, responders, and recovery workers;
- Ensure security of the jurisdiction;
- Prevent an imminent incident, including acts of terrorism, from occurring;
- Protect and restore critical infrastructure and key resources;
- Conduct law enforcement investigations to resolve the incident, apprehend the perpetrators, and collect and preserve evidence for prosecution and/ or attribution;
- Protect property and mitigate damages and impacts to individuals, communities, and the environment; and
- Facilitate recovery of individuals, families, businesses, governments, and the environment.

- Deployment of resources and incident management actions during an actual or potential terrorist incident are conducted in coordination with the U.S. Departments of State and Homeland Security.
- Departments and agencies at all levels of government and certain NGOs, such as the American Red Cross, may be required to deploy to state-declared disasters on short notice to provide timely and effective mutual aid and/or intergovernmental assistance.
- The degree of State involvement in incident operations depends largely upon specific State authority or jurisdiction.
- Other factors that may be prevalent include:
  - A State department or agency, local, or tribal jurisdiction needs or requests external support.
  - The economic ability of the affected entity to ever recover from the incident.
  - The type or location of the incident (extended nuclear/radiological contamination).
  - The severity and magnitude of the incident.
  - The need to protect the public health, welfare, or the environment.

Planning Assumptions – Continued

- State departments and agencies support the mission in accordance with state and national authorities and guidance and are expected to provide:
  - Initial and/or ongoing response, when warranted, under their own authorities and funding;
  - Alert, notification, pre-positioning, and timely delivery of resources to enable the management of potential and actual State-declared disasters; and
  - Proactive support for catastrophic or potentially catastrophic incidents using protocols for expedited delivery of resources.
- For incidents that are Presidential-declared disasters or emergencies, Federal support to the State is delivered in accordance with relevant provisions of the Stafford Act (see Appendix - AR, Authorities and References).
- Under provisions of the Stafford Act and applicable regulations:
  - The Governor may request the President to declare a major disaster or emergency if the Governor finds that effective response to the event is beyond the combined response capabilities of the State and affected county governments or upon request from a tribal nation. Based on the findings of a joint Federal-State-local preliminary damage assessment (PDA) indicating the damages are of sufficient severity and magnitude to warrant assistance under the act, the President may grant a major disaster or emergency declaration. Note: In a particularly fast-moving or clearly devastating disaster, the PDA process may be deferred until after the declaration.
  - If the President determines that an emergency exists where the primary responsibility for response rests with the Government of the United States, or because the emergency involves an area or facility for which the Federal Government exercises exclusive or preeminent primary responsibility and authority, the President may unilaterally direct the provision of assistance under the act and will, if practicable, consult with the Governor of the impacted State.
  - United States Department of Homeland Security (USDHS) can use limited pre-declaration authorities to move initial response resources (critical goods typically needed in the immediate aftermath of a disaster such as food, water, emergency generators, etc.) closer to a potentially affected area.
- State response and recovery assistance takes many forms - including the direct provision of emergency life saving goods and services, infrastructure damage restoration and technical assistance to political subdivisions of the state through the Governor's Emergency Fund and/or government agencies; donations and volunteer goods and services to impacted individuals through the Arizona Voluntary Organizations Active in Disaster (AZVOAD) system.
- Federal assistance may also include the direct provision of goods and services, financial assistance (through insurance, grants, loans, and direct payments), and technical assistance.
- In a major disaster or emergency as defined in the Stafford Act, the President "*may direct any Federal agency, with or without reimbursement, to utilize its authorities and the resources granted to it under Federal law (including personnel, equipment, supplies, facilities, and managerial, technical, and advisory services) in support of State and local assistance efforts...*" [Sections 402.. (a) (1) and S02(a) (1) of the Stafford Act, 42 U.S.C. § S170a(1) and § S192(a)(1)].

Concept of Operations

This section describes the normal State coordinating structures, processes, and protocols employed in responding to incidents requiring State assistance.

State response under the SERRP will be based on situational needs to provide resources and recovery activities utilizing ESFs, Incident Annexes and/or Appendices as dictated by the incident. Nothing in the SERRP alters or impedes the ability of first responders to carry out their specific authorities or perform assigned responsibilities.

As with the National Response Framework (NRF), the SERRP is developed upon the premise that incidents are typically handled at the lowest jurisdictional level with defined escalation processes as required.

The SERRP facilitates coordination of requested resources among local, county, tribal, State agency, Federal government, NGOs, and the private sector without impinging on any group's jurisdiction or restricting the ability of those entities to do their job.

Disaster Condition

An emergency/disaster or terrorist incident:

- May overwhelm the capabilities of local, county or tribal government to provide a timely and effective response.
  - For example, the occurrence of a significant hazardous material or radiological incident in a high-risk, high population area may cause casualties, property loss, disruption of normal life support systems, and impact the regional economic, physical and social infrastructures.
- Has the potential to cause substantial health and medical problems, with the possibility of hundreds of deaths or injuries, depending on factors such as:
  - Time of occurrence,
  - Severity of impact,
  - Existing weather conditions,
  - Area demographics, and
  - The nature of local building construction.

Deaths and injuries could occur from the collapse of manmade structures and collateral events, such as fires and mudslides.

An emergency/disaster or terrorist incident may cause significant damage to the economic and physical infrastructure. *All disaster response organizations within the state operate under an Incident Command System (ICS) that is based in the principles of the National Incident Management System (NIMS). State agency resources dispatched to an incident will be prepared to assume an appropriate role within the local government's ICS.*

- An earthquake may trigger fires, floods or other events that will multiply property losses and hinder the immediate response effort.
- A catastrophic dam failure may significantly damage or destroy highway, airport, railway, communications, water, waste disposal, electrical power, natural gas and petroleum transmission systems.
- Police, fire, public health and medical, emergency management, and other personnel are responsible for incident management at the local, county or tribal level.

Concept of Operations – Continued

Disaster Condition - Continued

In some instances, a State or Federal agency in the local area may act as a first responder and may provide direction or assistance consistent with its specific statutory authorities and responsibilities.

In the vast majority of incidents, local resources and intrastate mutual aid normally provide the first line of emergency response and incident management support. The Governor may activate the Catastrophic Incident Annex according to the criteria established in the SERRP when an incident or potential incident is of such severity, magnitude, and/or complexity that it:

- Occurs instantaneously or with little warning.
- Immediately or rapidly overwhelms the State's ability to mount and sustain an emergency response.
- Creates significant disruption of State government.

State agencies, when directed by the Governor, will take actions to mobilize and deploy resources to assist in life, safety and property protection efforts as prescribed and coordinated under the Catastrophic Incident Annex.

- State departments/agencies have been grouped together under the ESFs and/or Incident Annex to facilitate the provision of response assistance. If state response assistance is required under this plan, it will be provided using some or all of the ESFs as necessary.
  - Agency missions, organizational structures, response actions and primary and support agency responsibilities are described in the ESFs.
- The coordinating structures and processes utilized in the SERRP are designed to:
  - Enable execution of the responsibilities of the Governor through the appropriate State departments and agencies.
  - Integrate Federal, State, county, tribal, NGO, and private-sector efforts into a comprehensive statewide approach to management of an incident of significant proportions.
- Each ESF may be assigned a number of missions. The designated primary agencies are responsible for managing the activities of the ESF and ensuring that mission(s) are accomplished. Primary agencies have the authority to execute response operations.
- **Primary agencies will:**
  - Coordinate directly with their agency for guidance to provide assistance and make operational decisions.
  - Designate agency staff members to collaborate with ESF agencies to provide assistance.
  - Use the ESF Annexes and appropriate Appendices of the SERRP as a basis for updating Standard Operating Procedures (SOP) to accomplish ESF mission(s).
- **Support agencies will:**
  - Assist the primary agencies in the process of exercising, reviewing, maintaining and implementing this plan, ESFs and Standard Operating Procedures.
  - Provide representatives to the SEOC that can be responsible for coordination with the primary agencies and make operational decisions.

Concept of Operations – Continued

Disaster Condition - Continued

Requests for assistance will be channeled from city/town government through county (CEOC) or tribal government to the SEOC.

- Based on local government's explicit and fully identified requirements, appropriate State response assistance will be provided.
- Conference calls will be made between tribal, local, county, state, and federal agencies to discuss the status of the incident.

A State Coordinating Officer (SCO), usually the ADEM Director, DEMA, is appointed by the Governor to coordinate state activities.

Typical SCO functions include but are not limited to:

- Working with the impacted county(s) emergency management director to identify all response and recovery requirements.
- Coordinating public information, legislative liaison, community/tribal liaison, outreach, and donation activities.
- Providing data for reporting purposes.
- Directing the SEOC response activities and supporting field operations.

Disaster Declaration Process

The provisions of this plan are applicable to all emergencies/disasters that require a proclamation of a State of Emergency by the Governor or in his/her absence, the State Emergency Council. *(See page BP-35 for additional State Emergency Council information).* State, county and local emergency/disaster activities and requests for disaster assistance will be made in accordance with the following procedures:

Town/City Government

Emergency response agencies from town/city government will respond to an emergency/disaster within their corporate limits, coordinate activities in accordance with their standard operating procedures (SOP), emergency operations plan (EOP) and Mutual Aid Agreements/Memorandums of Understanding.

- In the event any emergency/disaster situation becomes beyond the scope of control of effective response for the impacted local jurisdiction resources and active MAAs, the mayor, or town/city council of an incorporated city/town may proclaim a Local Emergency.

Concept of Operations – Continued

Disaster Declaration Process - continued

- Upon declaration of Local Emergency, the mayor will govern by proclamation and has the authority (as per A.R.S. § 26-311 to impose all necessary regulations to preserve the peace and order of the town/city, including but not limited to:
  - Imposing curfews in all or portions of the town/city;
  - Ordering the closure of any business;
  - Closing to public access any public building, street or other public area;
  - Calling upon regular and/or auxiliary law enforcement agencies and organizations;
    - Providing/requesting mutual aid to/from other political subdivisions; and
    - Obtaining commitments of local resources in accordance with emergency plans.
  - The Local Emergency proclamation should be forwarded to the county emergency services/management director in an expedient manner, i.e., voice followed by hard copy.

Indian Nations/Tribes

Indian nations/tribes located within the state are recognized as sovereign nations. The residents of these Indian nations/tribes are also citizens of the state and county within which they reside. An emergency/disaster may occur for which the members of the Nation/Tribe cannot provide satisfactory resolution.

County/State/Federal involvement for resolution of the situation requires that the Indian Nation/Tribe assume the same configuration as an incorporated community within a county.

- The Indian Nation/Tribe will issue a Local Emergency resolution to the associated county/counties for resolution of their problem. If the county cannot resolve the problem, the following procedures will be followed.

County Government

Upon receipt of the proclamation of a Local Emergency from an incorporated town/city or tribal request for support, the chairman of the board of supervisors or designee will:

- Provide available assistance requested to contain the incident (i.e., sheriff, public works, health, etc.);
- Notify the SEOC that a situation exists which may require the proclamation of a county Local Emergency.
- In the event a situation exists in the unincorporated portions of the county which may affect lives and property, the county will take necessary measures to bring the situation under control utilizing all county government resources.
- If the situation in either incorporated or unincorporated portions of the county is beyond the capability and resources of the county to control, the chairman of the board of supervisors or the board of supervisors may proclaim a Local Emergency to exist in accordance with A.R.S. § 26-311.
- The Local Emergency resolution and an Application for State Assistance will be forwarded to the Director, ADEM.

Concept of Operations – Continued

Disaster Declaration Process - Continued

State Government

- The officials of the affected political subdivision should forward a Local Emergency resolution and an Application for State Assistance to the ADEM Director, DEMA.
- The Director, ADEM, will advise the Governor of the situation and the Governor may proclaim a State of Emergency and execute all or portions of this plan.
- The Governor may declare an Emergency in the absence of a county/local request.
- A State of Emergency may be proclaimed by the Governor when disaster conditions exist and appear likely to overwhelm county governments (A.R.S. § 26-303, Paragraph 11).
- Upon execution of the SERRP, the ADEM Director will initiate state response by activating the SEOC and notifying the appropriate agencies assigned to the activated ESFs and Incident Annexes of the SERRP. These agencies will take appropriate actions in accordance with the SERRP and any respective agency Guidelines or Standard Operating Procedures (SOPs).
- In the event that the Governor is absent or inaccessible, the State Emergency Council *(See page BP-35)* may issue a State of Emergency proclamation (as per A.R.S. § 26-304). This action will be taken at a meeting of the council called by the ADEM Director or designee, and if not less than three council members, at least one of whom is an elected official, approves the action.
- Request for National Guard assistance will be forwarded to the ADEM Director via SEOC Operations Chief. The Director will evaluate the request and make appropriate recommendations to the Governor, or if the National Guard has been activated, relay the request to DEMA Military Affairs Division SEOC Liaison.
- Specific liabilities and expenses may be incurred to meet contingencies and emergencies arising from incidents relating to hazardous materials and search and rescue operations without the proclamation of a State of Emergency by the Governor.

Federal Government

The U.S. Department of Homeland Security National Operations Center (NOC) monitors developing or actual emergency/disaster occurrences. Before, during and after a disaster, the FEMA Regional Director is in close contact with the Governor's office and DEMA, as well as with federal agencies having disaster assistance responsibilities and capabilities. When federal aid is needed, the Governor or ADEM Director will contact the FEMA Regional Director for advice and assistance.

Concept of Operations – Continued

Disaster Declaration Process - Continued

Prior to requesting the President of the United States to declare a Major Disaster or Emergency, DEMA officials, in coordination with other state and local officials, and in accordance with PL 93-288, will:

- Survey the affected areas, jointly with FEMA staff if possible, to determine the extent of private and public damage;
- Estimate the types and extent of federal disaster assistance required;
- Consult with the FEMA Regional Director on eligibility for federal disaster assistance; and
- Advise the FEMA Regional Director if the Governor requests or intends to request a declaration by the President.

The Governor's "Request for Presidential Declaration must:

- Furnish information on the extent and nature of state resources that have been or will be used to alleviate the conditions of the disaster.
- Contain a certification by the Governor that state and local governments will assume all applicable non-federal cost share required by the Stafford Act.
- Include an estimate of the types and amounts of supplementary federal assistance required.
- As a prerequisite to a Governor's request for a Major Disaster or an Emergency Declaration, the Governor must take appropriate action under state laws and direct the activation of this plan. Only the Governor or Acting Governor can originate the request for a Presidential Declaration. The Governor's request for a Major Disaster declaration must be based upon a finding that the situation is of such severity and magnitude that effective response is beyond the capabilities of the state and the affected local governments and that federal assistance is necessary.

The completed request, addressed to the President, is sent to the FEMA Regional Director. The Regional Director evaluates the damage and the request for federal assistance and makes a recommendation to the DHS, Under Secretary – Federal Emergency Management Directorate, who in turn, recommends a course of action to the President.

For events that do not qualify under the definition of a Major Disaster, the Governor may request an Emergency declaration to:

- Provide assistance to save lives, protect property, public health and safety, or
- Lessen or avert the threat of a catastrophe.

The procedures for requesting and declaring a State Emergency are similar to those for Major Disaster declarations. The Governor's request should contain specific information:

- Describe State and local efforts and resources used to alleviate the situation; and
- A description of the type and extent of federal aid required.

Concept of Operations – Continued

Disaster Declaration Process - Continued

Examples of emergency assistance are temporary housing, mass care (food, water, and medical care), debris removal and emergency repairs to keep essential facilities operating.

If a request for a declaration or approval of certain kinds of assistance or designation of certain affected areas is denied, the Governor has the right to appeal.

The President of the United States or the U.S. Secretary of Homeland Security may declare an emergency in the absence of a Governor's request when the emergency involves a subject area for which the federal government exercises exclusive or preeminent responsibility and authority. In such a case, although the identification of need may come from a local government or other source, the recommendation must be initiated by the FEMA Regional Director or transmitted through him/her by another federal agency. The Governor or designate will be sought for consultation.

State Agency-to-State Agency Support

For some incidents for which a Presidential Declaration is not made and a State entity is responding to an incident under its own authorities, that entity may require additional assistance from other State departments or agencies that is not otherwise readily available to them. In such circumstances, the affected State department may request SEOC coordination to obtain that assistance.

The SEOC will use the ESFs as the mechanism for coordinating required support from other agencies. When such SEOC assistance is provided; the incident becomes a state-declared emergency/disaster, and the SEOC will coordinate State resource requests under the authority provided in A.R.S. § 26-303. In these situations, the SEOC designates a State Response Coordinator (SRC) to perform the resource coordination function (rather than a State Coordinating Officer (SCO) as occurs under a response to an overwhelmed political subdivision or tribal jurisdiction during a statewide or Presidential-declared emergency/disaster.

Organizational Structure

In accordance with NIMS processes, resource and policy issues are addressed at the lowest organizational level practicable. If the issues cannot be resolved at that level, they are forwarded up to the next level for resolution. Reflecting the NIMS construct, the SERRP includes the following command and coordination structures:

- Incident Command Post (ICP) on-scene using the Incident Command System (ICS)
- Area Command / Unified Command; (if needed);
- State, county Multi-Agency Coordination (MAC) centers
- Local, tribal, and private-sector Emergency Operations Centers (EOC);

Concept of Operations – Continued

Organizational Structure - Continued

For Presidential-declared disasters/emergencies (Stafford Act):

- Joint Field Operation (JFO), which is responsible for coordinating Federal assistance and supporting incident management activities locally;
- National Operations Center (NOC) - National Response Coordinating Center (NRCC), which supports and coordinates with the Regional Response Coordination Centers, the Federal response resources and attempts to resolve Federal resource support and/or other implementation conflicts forwarded by the JFO;
- Incident Advisory Council (IAC) a group of senior level Federal Officials that adjudicates matters that cannot be resolved by the NOC-NRCC and provides strategic advice to the Secretary of Homeland Security prior to or during an incident; and
- Domestic Readiness Group (DRG) which the White House convenes on a regular basis or by any one of its regular members to develop and coordinate implementation of preparedness and response policy and for issues that cannot be resolved at lower and provide strategic policy direction for the Federal response.

The organization to implement procedures under the SERRP is composed of State/county/local/tribal government NGO and private sector agencies. The structure is designed to be flexible to accommodate any incident response and recovery requirements regardless of size, cause, or complexity. State agencies provide support to the local agencies that are chartered to implement on-scene response operations.

The SEOC is the primary hub for State incident management operational coordination and situational awareness in statewide disasters or emergencies. The SEOC upon activation and incident driven may maintain a sustained 24/7 interagency coordination operation; fusing public safety, incident intelligence, emergency response, public information, public health & medical, mass care and private-sector reporting. The SEOC also facilitates emergency management information-sharing and operational coordination with other county, tribal, Federal, and nongovernmental EOCs.

SEOC roles and responsibilities include:

- Establishing and maintaining real-time communications links with county and departmental EOCs at the State level, as well as appropriate tribal, local, Federal and nongovernmental EOCs and relevant elements of the private-sector;
- Maintaining communications with private-sector critical infrastructure and key resources;
- Maintaining communications with county and Federal incident management officials;
- Coordinating resources pertaining to domestic incident management, and the protection against and prevention of terrorists attacks;
- Coordinating with the FBI and Arizona Counter Terrorism Information Center (ACTIC), entities for terrorism-related threat analysis and incident response, consistent with applicable Presidential Executive orders;
- Providing general domestic situational awareness, common operational picture, and support to and acting upon requests for information from the Office of the Governor and Arizona Department of Homeland Security.

Concept of Operations – Continued

Organizational Structure - Continued

The State response structure is composed of but not limited to the following departments and agencies:

- Arizona Mexico Commission
- Arizona Historical Society
- Arizona Power Authority
- Arizona State University
- Arizona Superior Courts
- Board of Funeral Directors and Embalmers
- Commission for the Deaf and Hard of Hearing
- Commission of Indian Affairs
- Corporation Commission
- Department of Administration
- Department of Agriculture
- Department of Banking
- Department of Fire, Building, and Life Safety
  - State Fire Marshal
- Department of Commerce
- Registrar of Contractors
- Department of Corrections
- Department of Economic Security
- Department of Education
- Department of Emergency & Military Affairs
  - National Guard
  - Division of Emergency Management
  - Arizona Emergency Response Commission
- Department of Energy
- Department of Environmental Quality
- Department of Health Services
- Department of Homeland Security
- Department of Housing
- Department of Insurance
- Department of Public Safety
- Department of Real Estate
- Department of Revenue
- Department of Transportation
- Department of Water Resources
- Game and Fish Department
- Geological Survey
- Industrial Commission
- Northern Arizona University
- Office for Americans with Disabilities
- Office of the Attorney General
- Office of the Governor
- Radiation Regulatory Agency
- State Emergency Council
- State Forestry Division
- State Mine Inspector
- State Parks Department
- Structural Pest Control Commission
- University of Arizona
- Veterinary Medical Examining Board

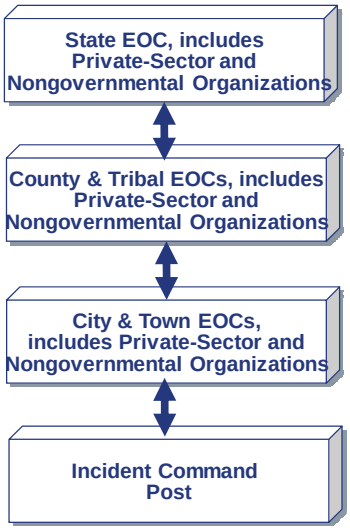
The ESF structure provides a modular concept to energize the precise components that can best address the requirements of a particular incident. For example, a large scale natural disaster or massive terrorist event may require the activation of all ESFs. A localized flood or wildland fire might only require activation of a select number of ESFs. Based on the requirements of the incident, ESFs provide the interagency staff to support operations of the SEOC, County EOCs and, if necessary, the JFO.

Arizona State Emergency Operations Center and its alignment with National Incident Management System (NIMS) principles, up to Statewide event: Graphic Number 1

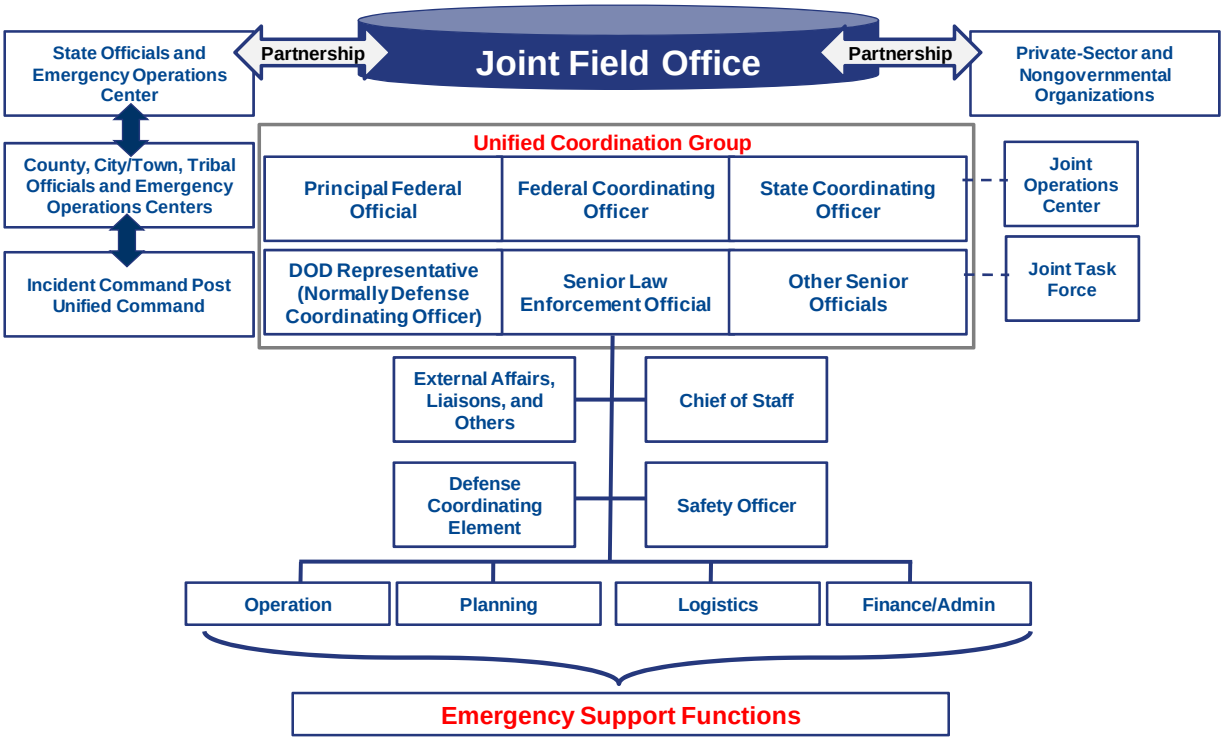
Arizona State Emergency Operations Center (SEOC)

The State EOC:

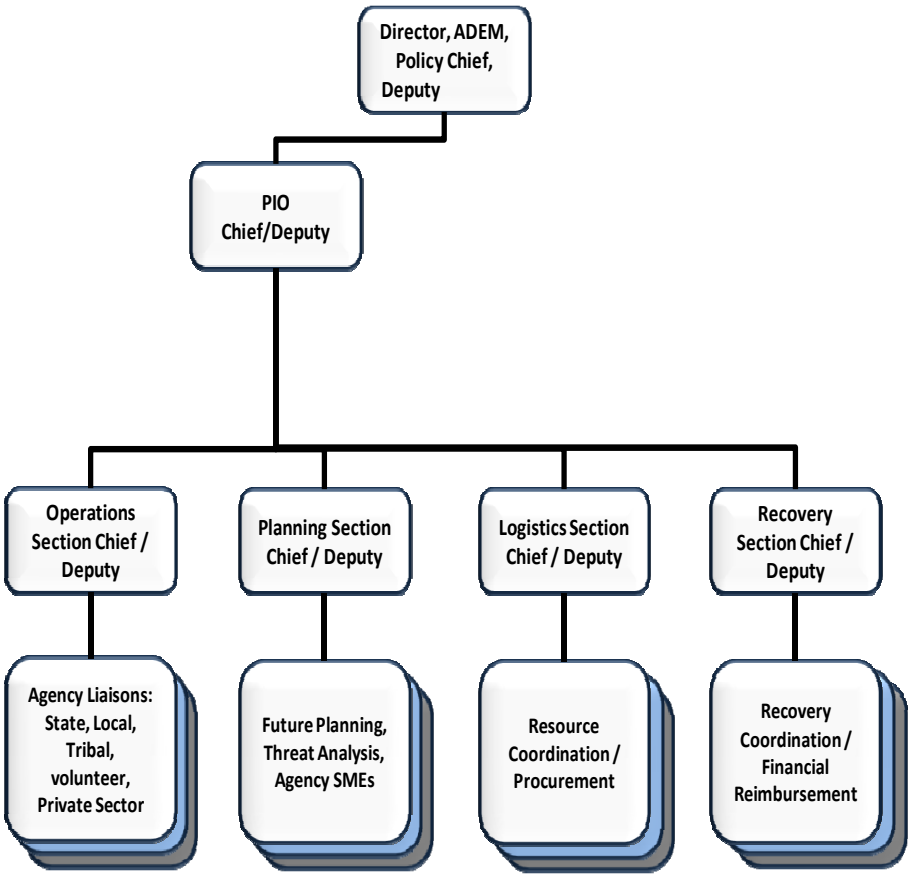
- **Is the central location from which activities supported by the State are coordinated.**
- **Uses Incident Command System principles to enable rapid dialogue/integration with all agencies.**
- **Helps ensure that those who are located at the scene have needed resources.**



Arizona State Emergency Operations Center and its alignment with National Incident Management System principles; example of Federal Joint Field Office activation in large disasters in Arizona: Graphic Number 2



ORGANIZATIONAL CHART – SEOC



SERRP Structure

Core Document = Basic Plan = 40 pageS

Doctrine, organization, roles and responsibilities, response actions and planning requirements that guide Arizona's response

Emergency Support Function Annexes = 15

Mechanisms to group and provide State and other resources and capabilities to support local responders

Support Annexes = 7

Essential supporting aspects of the State response common to all incidents

Incident Annexes = 6

Incident-specific applications of the SERRP

Standard Operating Procedures

Next level of detail in response actions tailored to agency liaisons working at the SEOC

17

The State Emergency Response and Recovery Plan provides a modular concept to energize response to all hazards. For example, a natural disaster or terrorist event may require activation of all Emergency Support Functions in the State Emergency Operations Center (SEOC). A regional flood or wildland fire might only require activation of a select number of Emergency Support Functions. The Policy Director decides the level of activation based on the requirements of the incident. Standard Operating Procedures are written by state agencies to guide agency liaisons working in their subject matter area of expertise within the SEOC.

Basic Roles and Responsibilities

This section discusses the roles and responsibilities of State, county, local, tribal, private-sector, and non-governmental organizations and citizens involved in support of incident management for the State of Arizona.

State, County, Local and Tribal Governments

Police, fire, public health and medical, emergency management, public works, environmental response, and other personnel are often the first to arrive and the last to leave an incident site.

- In some instances, a State or Federal agency in the local area may act as a first responder, and the local asset of State/Federal agencies may be used to advise or assist local officials in accordance with agency authorities and procedures.
- Mutual aid agreements provide mechanisms to mobilize and employ resources from neighboring jurisdictions to support the incident command.

When county resources and capabilities are overwhelmed, the Chairperson, Board of Supervisors may request State assistance through a declaration of emergency proclamation. Consequentially, the Governor may request Federal assistance under a Presidential emergency/disaster declaration. Summarized below are the responsibilities of the Governor, County Chairperson – Board of Supervisors, and Tribal Chief Executive Officer. A.R.S. § 26-308. Powers of local government; local emergency management establishment; organization

B. Each county and incorporated city and town of the state shall establish and provide for emergency management within its jurisdiction in accordance with state emergency plans and programs. Each unincorporated community may establish such emergency management programs.

Governor

As a State's chief executive, the Governor is responsible for the public safety and welfare of the people of the State.

The Governor:

- Is responsible for coordinating State resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents in an all-hazards context to include terrorism, natural disasters, accidents, and other contingencies;
- Maintains police powers to make, amend, and rescind orders and regulations, under A.R.S. § 26-302 and under certain emergency conditions;
- Provides leadership and plays a key role in communicating to the public and in helping people, businesses, and organizations cope with the consequences of any type of declared emergency within State jurisdiction;
- Encourages participation in mutual aid and implements authorities for the State to enter into mutual aid agreements with other States, tribes, and territories to facilitate resource-sharing;
- Is the Commander-in-Chief of the Arizona National Guard when in State Active Duty; and
- Requests Federal assistance when it becomes clear that State or tribal capabilities to respond to or recover from will be insufficient or are exhausted.

Basic Roles and Responsibilities – Continued

State, County, Local and Tribal Governments - Continued

Each county within the state will produce and maintain an Emergency Operations Plan (EOP) in support of the SERRP and will be based on and utilizes the Incident Command System (ICS) in conducting emergency response activities.

County Chairperson

The Chairperson – County Board of Supervisors, as the political jurisdiction's chief executive, is responsible for the public safety and welfare of the people of that county.

The County Chairperson:

- Is responsible for coordinating county resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
- Dependent upon county law, has extraordinary powers to suspend local laws and ordinances, such as to establish a curfew, direct evacuations, and, in coordination with the local health authority, to order a quarantine;
- Provides leadership and plays a key role in communicating to the public, and in helping people; businesses, and organizations cope with the consequences of any type of incident within the county or unincorporated town;
- May authorize negotiations and entrance into mutual aid agreements with other jurisdictions to facilitate resource-sharing; and
- Requests State and Federal assistance through the Governor when the jurisdiction's capabilities are insufficient or exhausted.

A.R.S. § 26-308. Powers of local government; local emergency management establishment; organization

D. State emergency plans shall be in effect in each such political subdivision of the state. The governing body of each such political subdivision shall take such action as is necessary to carry out the provisions thereof, including the development of additional emergency plans for the political subdivision in support of the state emergency plans.

-

Tribal Chief Executive Officer

The Tribal Chief Executive Officer as authorized by tribal law

- Is responsible for the public safety and welfare of the people of that tribe.
- Is responsible for coordinating tribal resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
- Has extraordinary powers to suspend tribal laws and ordinances, such as to establish a curfew, direct evacuations, and order a quarantine;
- Provides leadership and plays a key role in communicating to the tribal nation, and in helping people, businesses, and organizations cope with the consequences of any type of domestic incident within the jurisdiction;
- Negotiates and enters into mutual aid agreements with other tribes/jurisdictions and neighboring political subdivisions (counties) to facilitate resource-sharing;

- May request State and Federal assistance through the Governor, when the tribe's capabilities are insufficient or exhausted; and
- May elect to deal directly with the Federal Government.
- Federal agencies can work directly with the tribe within existing authorities and resources. (Although a State Governor must request a Presidential disaster declaration on behalf of a tribe under the Stafford Act).
- Negotiates and enters into mutual aid agreements with other tribes/jurisdictions and neighboring political subdivisions (counties) to facilitate resource-sharing;
- May request State and Federal assistance through the Governor, when the tribe's capabilities are insufficient or exhausted; and
- May elect to deal directly with the Federal Government.
- Federal agencies can work directly with the tribe within existing authorities and resources. (Although a State Governor must request a Presidential disaster declaration on behalf of a tribe under the Stafford Act).

State Agencies

State Emergency Council (SEC)

The State Emergency Council (SEC) was established under A.R.S. § 26-304 in 1971 and has a variety of duties related to State emergencies. ***A.R.S. § 26-304. State emergency council; membership; powers and duties; definition***

B. The powers and duties of the council include:

3. Making recommendations for orders, rules, policies and procedures to the governor.

4. Recommending to the governor the assignment of any responsibility, service or activity to a state agency relative to emergencies or planning for emergencies.

5. Issuing, in the event of inaccessibility of the governor, a state of emergency proclamation under the same conditions by which the governor could issue such a proclamation, if the action is taken at a meeting of the council called by the director and if not less than three council members, one of whom is an elected official, approve the action.

The SEC is composed of the following members or designees:

- The Governor
- Secretary of State
- Attorney General
- Adjutant General
- Director, Division of Emergency Management
- Directors of the following Departments:
  - Administration
  - Agriculture
  - Environmental Quality
  - Health Services
  - Public Safety
  - Transportation
  - Water Resources

- President of the Senate and Speaker of the House, as non-voting members.

The SEC does not have the authority to promulgate rules. However it does have the authority to make recommendations to the Governor on rules, policies, or procedures and will:

- Monitor each State-declared Emergency;
- Inform the Governor when a disaster is substantially mitigated;
- Approve and monitor the use of the Governor's Emergency Fund;
- Issue a State of Emergency in the absence or unavailability of the Governor; and
- Perform duties in accordance with A.R.S. § 26-304.

Division of Emergency Management

- Coordinate the cooperative effort of all governmental agencies, including:
  - The federal government;
  - State departments and agencies;
  - Political subdivisions;
  - Mutual aid and emergency compact partners; and
  - Non-governmental organizations.
- Provide the necessary coordination of state personnel and equipment to alleviate suffering and loss resulting from a disaster (A.R.S. § 26-305).
- Work with the Federal Coordinating Officer (FCO), during Presidential-declared disasters
- Function as the principal point of contact regarding state/ local activities, implementation of this plan, state compliance with the federal-state agreement and disaster assistance following a Presidential Declaration of Emergency or Major Disaster.

All state agencies tasked herein will:

- Appoint an emergency coordinator and an alternate to act and make decisions on behalf of the agency during emergencies/disasters.
- Develop and maintain Incident Operations Plans (IOPs) for accomplishing Primary and/or Support Agency responsibilities assigned in the SERRP ESFs and Annexes.
- Develop cooperative agreements and relationships with private organizations and associations that possess resources or capabilities for assistance.
- Establish and maintain liaison with federal counterparts to ensure currency of their procedures and available resources.
- Assign and train personnel to meet agency State response and recovery responsibilities prior to emergencies/disasters.
- Conduct exercises/drills of IOPs and participate in statewide exercises/ drills conducted by DEMA.

Basic Roles and Responsibilities – Continued

Non-governmental Organizations

Arizona has a number of voluntary organizations that provide assistance in responding to emergencies/disasters and that utilize the ICS structure. The American Red Cross (ARC) and The Salvation Army (TSA) will assume lead agency roles in most voluntary efforts associated with mass care, sheltering and donations management during incidents of statewide significance.

- A large number of voluntary organizations, including the ARC and TSA, have aligned themselves with the Voluntary Organizations Active in Disaster (VOAD Group). The Arizona VOAD Group is identified as AZVOAD.
- Although each voluntary organization is a stand-alone group, they readily communicate with each other, exchange ideas, supplies, equipment and volunteers. AZVOAD is not a controlling group and membership is completely voluntary by the organizations.

Federal Government

Secretary of the Department of Homeland Security

Pursuant to HSPD 5, the Secretary of Homeland Security is responsible for coordinating Federal operations within the United States to prepare for, respond to, and recover from terrorist attacks, major disasters, and other emergencies. HSPD 5 further designates the Secretary of Homeland Security as the "Principal Federal Official" for domestic incident management.

In this role, the Secretary is also responsible for coordinating Federal resources utilized in response to or recovery from terrorist attacks, major disasters, or other emergencies if and when any of the following four conditions applies:

- A Federal department or agency acting under its own authority has requested Department of Homeland Security assistance;
- The resources of State and local authorities are over- whelmed and Federal assistance has been requested;
- More than one Federal department or agency has become substantially involved in responding to the incident; or
- The Secretary has been directed to assume incident management responsibilities by the President.

Department of Justice

The Attorney General is the chief law enforcement officer in the United States.

In accordance with HSPD-5 and other relevant statutes and directives, the Attorney General has lead responsibility for:

- Criminal investigations of terrorist acts or terrorist threats by individuals or groups inside the United States, or
- Directed at U.S. citizens or institutions abroad, where such acts are within the Federal criminal jurisdiction of the United States,
- Related intelligence-collection activities within the United States, subject to applicable laws, Executive orders, directives, and procedures.

Basic Roles and Responsibilities – Continued

Federal Government - Continued

Department of Defense

The Secretary of Defense:

- Authorizes Defense Support of Civil Authorities (DSCA) for domestic incidents as directed by the President or when consistent with military readiness operations and appropriate under the circumstances and the law.
- Retains command of military forces under DSCA, as with all other situations and operations.

Concepts of "command" and "unity of command" have distinct legal and cultural meanings for military forces and operations. For military forces, command runs from the President to the Secretary of Defense to the Commander of the combatant command to the commander of the forces. The "Unified Command" concept utilized by civil authorities is distinct from the military chain of command.

Department of State

The Secretary of State has international coordination responsibilities for coordinating international prevention, preparedness, response, and recovery activities relating to domestic incidents along continental U.S. borders, and for the protection of U.S. citizens and U.S. interests overseas.

Other Federal Agencies

During a Presidential-declared disaster, other Federal departments or agencies may play primary, coordinating, and/or support roles based on their authorities and resources and the nature of the incident.

- In situations where a Federal agency has jurisdictional authority and responsibility for directing or managing a major aspect of the response, that agency is part of the national leadership for the incident and participates as a Senior Federal Official (SFO) or Senior Federal Law Enforcement Official (SFLEO) in the Joint Field Office (JFO).
- Some Federal agencies with jurisdictional authority and responsibility may also participate in the Unified Command at the Incident Command Post (ICP).
- Federal departments and agencies participate in the ESF structure as coordinators, primary agencies, and/or support agencies and/or as required to support incident management activities.

Several Federal agencies have independent authorities to declare disasters or emergencies. These authorities may be exercised concurrently with or become part of a major disaster or emergency declared under the Stafford Act. Some examples of agencies exercising independent authorities can be found in the National Response Framework (NRF).

Plan Administration

Administration of state and federal disaster assistance will be in accordance with the rules, policies, and procedures outlined on page BP-11 this document.

During active disasters, participating State agencies will submit daily Situation Reports (SITREP) to the Policy Section Chief.

- Each SITREP should
  - Contain pertinent information regarding agency response/recovery operations.
  - Be addressed to the Policy Section Chief, through the Planning Section Chief.
- A SITREP for the previous day may be faxed to the SEOC Planning Section to arrive by 1200 hours of the subsequent day.

Following the conclusion of a State of Emergency proclamation by the Governor, state agencies will submit an After-Action Report (AAR) to the ADEM Director.

AAR reports from participating agencies will be used to evaluate and improve existing plans and procedures.

Training and Exercises

DEMA will provide training, advisory and technical assistance to State/county/local/private/voluntary agencies.

DEMA will coordinate and conduct periodic exercises of this plan in order to ensure that effective and complete planning efforts associated with preventive, preparedness, response to, and recover from emergency and/or terrorism incidents, and compliance with national emergency response (NIMS/NRF) standards are maintained.

Training and exercises will be consistent with U.S. Department of Homeland Security and the Office of Domestic Preparedness guidelines and will include ICS training and use in exercises. ***A.R.S. § 26-305. Division of emergency management; duties; director; term; qualifications; compensation; emergency management training fund***

G. The emergency management training fund is established consisting of monies received from fees collected by the division for coordinating symposiums, training conferences and seminars relating to its powers and duties. The director of the division shall deposit all fees collected for these activities in the fund which shall be used only for expenses of the activities. All monies collected from each event that are in excess of the expenses of the event shall revert to the state general fund by the end of the fiscal year

Plan Development and Maintenance

DEMA, in coordination with other state departments and agencies, will review this plan annually and revise/update as needed.

Each state department/agency, county and local government will review and update their respective EOPs in accordance with this and all future promulgated SERRP releases.

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State of Arizona

Emergency Response and Recovery Plan

ESF #1
Transportation and Infrastructure Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency:

Department of Transportation (ADOT)

Support Agencies:

STATE

Department of Administration (ADOA)
Department of Corrections (ADC)
Department of Education (ADE)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

STATE - Continued

Department of Public Safety (DPS)
State Forestry Division (ASFD)
State Parks (ASP)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

The purpose of the Emergency Support Function (ESF) # 1 – Emergency Transportation and Infrastructure Annex is to describe disaster assistance available to State, county, local and tribal entities through the Department of Transportation's (ADOT) efforts in:

- Coordinating transportation infrastructure restoration and recovery activities.
- Supporting and assisting law enforcement agencies in traffic access and control.
- Providing access to transportation equipment and personnel as requested and as available.

Introduction - Continued

Scope

ESF #1 is designed to provide transportation support to assist in incident management throughout the state and its tribal nations upon request from an overwhelmed jurisdiction. Activities within the scope of ESF # 1 functions include:

- Processing and coordinating requests for State, Federal, private, and non-governmental transportation support.
- Coordination of alternate transportation services as required.
- Coordination of state agencies and resources to manage, restore, and maintain transportation arteries.
- Assess the damage to the transportation infrastructure.
- Analyze the effects of the disaster on the interstate and statewide transportation system.
- Monitor the accessibility of transportation capacity and congestion in the transportation system.
- Implement management controls as required.

Guidance for transporting people and supplies is contained in the ESF relating to the specific need (e.g., mass care, evacuation, search and rescue, etc.). However, it is essential to the orderly flow of resources for ESFs to advise ESF #1 of all transportation movements arranged directly.

Policies

State transportation planning employs the most effective means of transporting resources, including:

- Commercial transportation capacity.
- Capacity owned or operated by State departments and agencies.

State transportation planning recognizes county and tribal transportation policies and plans used to control the movement of relief personnel, equipment, and supplies, as well as jurisdictional established priorities for determining precedence of movement.

Arizona Department of Transportation (ADOT) Headquarters facilitates coordination between ADOT districts in the event of multi-district ESF #1 operations.

Movements of state personnel, equipment, and supplies are managed through prioritizing shipments.

- Each ESF is responsible for compiling, submitting, and updating information for inclusion in the ESF #1 prioritized shipments.
- State agencies are encouraged to use ESF #1 services to ensure the orderly flow of resources.
- State agencies should advise ESF #1 of all transportation movements arranged independently from ESF #1 activity.

Military transportation will be provided in accordance with the Basic Plan Authorities section of the SERRP.

The State of Arizona Emergency Operations Center (SEOC) supports ADOT with relevant situational awareness and threat information reports.

Planning Assumptions

A disaster or act of terrorism may severely damage the transportation infrastructure in the impacted area.

- Most localized transportation activities will be hampered by the lack of a useable surface transportation infrastructure.
- The damage may influence the means and accessibility level for relief services and supplies.
- Disaster responses that require usable transportation routes will be difficult to coordinate effectively during the immediate post disaster period.
- Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.
- The requirement for transportation routes during the immediate lifesaving response phase will exceed the availability of locally controlled or readily obtained assets.
- Transportation assistance will be provided according to the requirements of this plan.

Concept of Operations

General

ADOT and DEMA are responsible for coordinating state resources needed to restore and maintain transportation routes necessary to protect lives and property during an emergency/disaster.

ADOT provides a structure for managing and coordinating the complex operations of the transportation system and includes:

- Deployment of resources into and out of the incident area.
- The coordination of transportation recovery, restoration, and safety.
- Providing a means of facilitating or restricting the movement of personnel and goods as necessary.

Communications are established and maintained with:

- ESF # 5 – Emergency Management to report and receive assessments and status information.
- ESF # 7 – Resource Support.
- The SEOC.
- Joint Field Office (JFO) if established during Presidential-declared disasters or other Incident of National Significance.

All approved requests for State assistance and mission assignments for transportation support are submitted by the SEOC Operations Section to ESF # 1 for action.

The Director, Department of Transportation designates a representative(s) to the SEOC and JFO as required.

Concept of Operations - Continued

Actions

Initial Actions

Immediately upon notification of a threat or an imminent or actual incident with state response implications, Primary and Support Agency consideration is given toward:

- Implementation of internal plans to ensure adequate staff and administrative support.
- Providing appropriate representation to the SEOC, if and when requested in support of the ESF function.
- Expanding or surging internal crisis management center or operations.
- ADOT/DEMA initiation of relevant reporting to the Office of the Governor, Arizona Department of Homeland Security, and Federal Emergency Management Authority – Region IX (FEMA-RIX).

Continuing Actions

ESF # 1 staff coordinates the acquisition of transportation services to fulfill mission assignments in support of all activated ESFs when required.

The SEOC under the guidance from ADOT and upon request from overwhelmed jurisdiction:

- Coordinates with appropriate State, county, and tribal entities to facilitate the movement of people and goods to, from, and within the incident area.
- Participates in decisions regarding issues such as movement restrictions, critical facilities closures, and evacuations.

ADOT is responsible for the administrative support of individuals involved in state emergency transportation operations and for managing all financial transactions undertaken through mission assignments issued to ESF #1.

DEMA coordinates with and will assist ADOT operating administrations on the implementation of specific ADOT statutory authorities providing immediate assistance, such as long-term recovery of the transportation infrastructure, and any authorized mitigation efforts to lessen the effects of future incidents (See Public Assistance section – ESF # 14 – Short/Long Term Recovery and Mitigation).

Roles and Responsibilities

Primary Agency	Functions

Department of Transportation (ADOT)	• Coordinates the provision of State, Federal, private, and non-governmental transportation services in support of county, tribal and State governmental entities;
	• Coordinates the recovery, restoration and safety of the transportation infrastructure.
	• Manages ADOT headquarters ESF #1 function including the Emergency Transportation Center.
	• Provides trained personnel to staff ESF #1 responsibilities at the SEOC Operations Section, the JFO, or any other temporary facility in the impacted region as required.
	  • The representative to the SEOC - Operations Section, Public Safety Branch will serve as liaison between the SEOC and ADOT and provide information on road closures, infrastructure damage, debris removal, and restoration activities.
	  • Report departmental shortfalls and proposed actions to the Operations Section Chief at the SEOC or designated representative.
	• Implement ADOT emergency functions to include the prioritization and/or allocation of state resources necessary to maintain and restore the state's transportation infrastructure.
	• Assess the condition of highways, bridges, tunnels and other components of the state's transportation infrastructure and:
	  • Close those determined to be unsafe;
	  • Post signing and barricades;
	  • Notify law enforcement and emergency management personnel; and
	  • Protect, maintain and restore critical transportation routes and facilities.
	• Provide traffic control assistance, hazardous materials containment response and damage assessment.
	• Assist state and local government entities in determining the most viable available transportation networks to, from and within the disaster area and regulate the use of such networks.
	• Provide technical assistance to county(ies) in the assessment of damage to the transportation infrastructure and the analysis of the impact of the disaster on transportation operations in the disaster area.
	• Maintain records of cost and expenditures according to guidelines established in the Emergency Assistance Guide.

Roles and Responsibilities - Continued

Support Agency	Functions
STATE	
Arizona Corporation Commission (ACC)	• Regulates HazMat transportation by pipeline and rail through the adoption of the Federal Hazardous Materials Transportation Regulations (Arizona Constitution, Article 15; ARS §40-441, §40-442 & §40-801, et. seq., and AAC §R14-5-107 & §R14-5-202). • Responds to railroad incidents. • Supports state/local response and recovery efforts. • Responds in accordance with the memorandum of understanding, dated July 1986, and revised April 1988, between ACC and DPS. • Responds to incidents, evaluate and determine need for additional state/federal/ private sector resources. • Supports local emergency services and coordinate the federal/state/ private activities and resources. • Provides the SOSC with a railroad safety liaison between the SOSC and railroad officials, and offer technical assistance. • Assumes the role of SOSC for railroad incidents after the threat has been abated and cleanup determinations have been made. • Conducts railroad post-accident investigations.
Department of Administration (ADOA)	• Assists in identifying sources for and contracting transportation services. • Provides staffing to the SEOC upon activation and, • Joint Operations Center (JOC) to support ESF #1 functions when requested. • Provides ESF # 1 financial management assistance upon request.
Department of Corrections (ADC)	• Provides transportation assets and personnel as requested and as available.

Roles and Responsibilities - Continued

Support Agency	Functions
STATE - Continued	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Working through ESF #1, coordinates the acquisition, movement, and distribution of State-owned resources to the incident area upon request. • Initiates transportation actions prior to ESF #1 full activation with other County EOCs • Keeps ADOT informed of early transportation actions with counties, and • Assumes responsibility for closeout of actions after ADOT and other ESF #1 support agencies deactivate. • Assists in restoring the transportation infrastructure through ESF #3 – Public Works and Engineering and the Stafford Act program. • Initiates and coordinates State requests for Federal assets via EMAC and/or FEMA –Region IX prior to designation of Presidential-declaration.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provides staffing to the SEOC (and Joint Operations Center) to support ESF # 1 function when requested. • Provides military transportation capacity and personnel to move essential resources as requested and as available. • Assists in restoring the transportation infrastructure.
Department of Public Safety (DPS)	• Provides staffing to the SEOC to support ESF #1 function when requested in accordance with ESF #5. • Coordinates for road blocks on state and federal highways. • Provides for traffic control assistance. • Provides supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles). • Provides transportation support resources (e.g., mechanics, pilots)
State Forestry Division (ASFD)	• Provides staffing to the SEOC to support ESF #1 function when requested. • Provides transportation assets and personnel when State Forestry Division assets are the most effective method.
State Parks (ASP)	• Provides transportation assets and personnel when State Park assets are the most effective method.

FEDERAL	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

DEMA in collaboration with ADOT will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendices.

Attachments and Appendices

There are no attachments or appendices assigned to this Annex.

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State of Arizona

Emergency Response and Recovery Plan

ESF #2
Communications Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Arizona Counter Terrorism Information Center (ACTIC)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Economic Security (DES)
Department of Emergency & Military Affairs (DEMA)
- National Guard (AZNG)

Department of Health Services (ADHS)
Department of Homeland Security (AZDOHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game and Fish Department (AZGFD)
State Forestry Division (ASFD)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

Amateur Radio Emergency Services (ARES)
Amateur Radio Relay League (ARRL)
Civil Air Patrol (CAP)
Military Amateur Radio Systems (MARS)
Radio Amateur Civil Emergency Services (RACES)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

Emergency Support Function (ESF) # 2 - Communications Annex ensures the provision of State communications support to county, local, tribal, State agency, Federal and private sector response efforts during an incident that overwhelms a political subdivision, tribal nation or state agency. This ESF recognizes the National Response Framework (NRF) and the State's Communication Plan(s) as reference.

Scope

- This ESF # 2 will coordinate the establishment of temporary communications in the areas affected by an emergency/disaster. Support will include state agency secure and non-secure communications, commercially leased communications and communications services provided by voluntary groups such as Radio Amateur Civil Emergency Services (RACES), Civil Air Patrol (CAP), etc.
- This ESF supplements the provisions of the National Plan for Telecommunications Support in Non-Wartime Emergencies, hereafter referred to as the National Telecommunications Support Plan (NTSP).
- Where appropriate, communications services may be provided through various sources including Federal DHS programs; Shared Resources (SHARES) High Frequency (HF) Radio Program, Telecommunications Service Priority (TSP) Program, Government Emergency Telecommunications Services (GETS), and Wireless Priority Services (WPS).

Policies

- The State of Arizona Communication Plan serves as the basis for planning for the utilization of State telecommunications assets and resources in support of non-wartime emergencies
- County, local, and tribal officials, State departments/agencies, nonprofit organizations, and private-sector entities respond to the vast majority of incidents acting under their authorities or through agency or interagency contingency plans.
- The Cyber Incident Annex to the State of Arizona Emergency Response and Recovery Plan (SERRP):
    - Supports ESF # 2.
    - Outlines the provision of State cyber incident response coordination among other State departments and agencies.
    - Upon request, supports county, local, tribal, and private-sector entities in response to any statewide incident with cyber-related issues.

See Cyber Incident Annex for more information.

Planning Assumptions

- A disaster or act of terrorism may severely damage the communication infrastructure in the impacted area.
- Most local/tribal communication systems hampered by the lack of an interoperable infrastructure will be managed by the impacted area political subdivision's resources.
- The damage may influence the means and accessibility level for relief services and supplies.
- Disaster responses that require usable communications equipment will be difficult to coordinate effectively during the immediate post disaster period.
- Utilization of mobile emergency communication resources will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.
- The requirement for interoperable communication during the immediate lifesaving response phase will exceed the availability of locally controlled or readily obtained assets.
- Terrorist attacks have been shown to overload non-dedicated telephone lines and cellular telephones. In these instances, the Internet has proven more reliable for making necessary communications connections, although it should be recognized that computers may be vulnerable to cyber attacks in the form of viruses (See Cyber Incident Annex for more information).
- Communications assistance will be provided according to the requirements of this plan.
- Contractually should be able to piggyback (use/access) on vendor supplied communications capabilities and infrastructure (Accenture, Calence, Qwest, Cox etc.) during mitigation, planning, response and recovery phases of any incident or event.

Concept of Operations

General

- Emergency telecommunications management will occur on a bottom-up basis; decisions will be made at the lowest level, with only those issues requiring adjudication or additional resources being referred to the next higher management level.
- Implementation of any or all parts of the ESF # 2 Annex will be based on NIMS and ICS, overseen and directed by the State's Director of Emergency Management.
- All emergency telecommunications incidents and requirements are handled in accordance with the most current version of the State Communications Plan.
- ADEM is responsible for developing, maintaining and operating State emergency management communications systems which collect and disseminate information, receive requests for assistance, and coordinate disaster response activities with impacted county(s) and responding State agencies.
- ADEM will assist local jurisdictions in developing, maintaining and operating emergency management communications systems. Assistance will be provided for technical and program development guidance to assure a coordinated, integrated and interoperable statewide emergency communications network.
- In the event of a WMD or natural biological incident, use of interoperable, redundant communications systems that provide open but secure communication among all response elements is important to ensure a prompt and coordinated response. Strengthening communications among first responders, clinicians, emergency rooms, hospitals, mass care providers, and emergency management personnel is given top priority.
- The state emergency communications system utilizes both voice and data communications services, fixed and mobile, wired and wireless, including, RF, cellular and satellite communication systems. Primary backup communications is 2-way radio systems including a statewide VHF and 800-Mhz radio network that connects to the State and County emergency operations centers

Concept of Operations - Continued

- Amateur HAM radio is coordinated by the Radio Amateur Civil Emergency Services (RACES) group, utilizing HF, VHF and UHF amateur radio frequencies and radio networks

- The State of Arizona Emergency Communications Center (SECC), located in the State Emergency Operations Center (SEOC), is equipped to serve as a Net Control Station on selected radio nets. The SECC also interfaces and serves as an operating station within other state agency, law enforcement and National Guard communications nets.

ADEM determines whether to activate ESF # 2 based upon information from initial staff reports and State and county authorities.

Organization

- The ADEM Communications Officer supervises the SEOC communications system.

- Agencies will retain operational control of their communications systems and equipment during emergency operations.

- The State Coordinating Officer (SCO) has overall responsibility for the coordination of state telecommunications support in the response area.

- The normal emergency management telecommunication, incident coordination flow will be:

    - From Incident Commander (IC) to/from local/tribal EOC.

    - From local/tribal EOC to/from county EOC (CEOC).

    - From county EOC(s) to/from SEOC.

    - From SEOC to/from Federal Emergency Management Authority Region IX (FEMA-RIX) Regional Coordination Center (RCC) and intrastate EOC(s).

- The SEOC will serve as Net Control Station for the ADEM controlled communications system. It is the primary interface for national, regional and intrastate telecommunications operations.

Emergency response communications are established and maintained with:

- ESF #5 – Emergency Management Annex to report and receive assessments and status information.
- ESF #7 – Resource Support for equipment/personnel acquisitions.
- The SEOC.
- A Federal-established Joint Field Office (JFO) as needed during Presidential-declared disasters.

All approved requests for State assistance and mission assignments for State telecommunications support are submitted by the SEOC Operations Section to ESF # 2 for action.

Concept of Operations - Continued

Actions

Initial Actions

Immediately upon notification of a threat or an imminent or actual incident with state response implications, Primary and Support Agency(s) consideration is given toward:

- Implementation of internal plans to ensure adequate staff and administrative support.
- Providing appropriate representation to the SEOC, if and when requested in support of the ESF#2 mission(s).
- Expanding or surging internal crisis management center or operations.
- ADEM initiation of relevant reporting to the Office of the Governor, The Adjutant General Department of Emergency & Military Affairs (DEMA), Arizona Department of Homeland Security, and FEMA-RIX.

Continuing Actions

ESF # 2 staff (Primary /Support Agencies) coordinate the acquisition of telecommunications services to fulfill mission assignments in support of all activated ESFs when required.

The SEOC under the guidance from the SECC and upon request from an overwhelmed political subdivision:

- Coordinates with appropriate State, county, and tribal entities to facilitate the capability of initiating and sustaining interoperable communications with all response agencies.
- Participates in decisions regarding issues such as interoperability, equipment malfunctions, personnel and/or equipment shortages.

ADEM is responsible for the administrative support of individuals involved in State emergency telecommunications operations and for managing all financial transactions undertaken through mission assignments issued to ESF # 2.

ADEM coordinates with and will assist primary/support operating administrations on the implementation of specific statutory authorities providing immediate assistance, such as long-term recovery of the communication infrastructure, and any authorized mitigation efforts to lessen the effects of future incidents (See Public Assistance Appendix – ESF # 14 - Recovery and Mitigation).

Roles and Responsibilities

Primary Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Alerts the appropriate State departments/agencies; non-governmental organizations and private sector entities dependent on nature and complexity of incident. • Develop and maintain primary and alternate communications systems for contact with local jurisdictions, other state agencies, interstate and national agencies as required for mission support. • Develop and supervise a comprehensive statewide emergency communications program and plan. • Assist other state agencies and local jurisdictions in developing communications plans and systems that interface with and support the statewide emergency communications system. • Conduct training and communications system exercises to ensure reliable statewide emergency communications support.

Support Agencies	Functions
STATE	
ADOA Counter Terrorism Information Center (ACTIC) Department of Agriculture (ADA) Department of Economic Security (DES) Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG) Department of Health Services (ADHS) Department of Homeland Security (AZDOHS) Department of Public Safety (DPS) Department of Transportation (ADOT) Department of Water Resources (ADWR)	• As directed, update the Executive Staff of Agencies, Boards and Commissions as to the status of the incident. • Develop emergency communications support plans that provide alternate or supplementary support to the state emergency communications system. • Develop and implement internal security procedures. • Conduct or participate in periodic tests and/or exercises to ensure responsive and reliable emergency communications support. • Coordinate emergency communications support plans with the ADEM Communications Officer.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Game and Fish Department (AZGFD) State Forestry Division (ASFD)	• Develop emergency communications support plans that provide alternate or supplementary support to the state emergency communications system. • Develop and implement internal security procedures. • Conduct or participate in periodic tests and/or exercises to ensure responsive and reliable emergency communications support. • Coordinate emergency communications support plans with the ADEM Communications Officer.

LOCAL/TRIBAL	

County Emergency Management (CEM)	• Develop and maintain a primary and alternate communications capability for:
	  • Coordinating vital emergency services.
	  • Requesting and tracking State resources.
	  • Detailing incident management activities.

VOLUNTARY	
Civil Air Patrol (CAP) Amateur Radio Emergency Services (ARES) Amateur Radio Relay League (ARRL) Radio Amateur Civil Emergency Services (RACES) Military Amateur Radio Systems (MARS) Amateur Radio Operators	• Provide primary or alternate emergency radio communications support as requested and as available.

FEDERAL	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendices.

Attachments and Appendices

The following Appendix to this ESF #2 – Communications Annex has been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. This Appendix may be activated concurrent with the activation of ESF #2 or separately under its own tasking and assignments as dictated by the incident.

Appendices

Alert & Warning Appendix

State of Arizona

Emergency Response and Recovery Plan

ESF #2 - Alert and Warning Appendix

Appendix Coordinator:

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agency:

STATE

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Department of Public Safety (DPS)

Support Agencies:

STATE

Arizona Emergency Response Commission (AZSERC)

Arizona Radiation Regulatory Agency (ARRA)

Department of Agriculture (ADA)

Department of Environmental Quality (DEQ)

Department of Health Services (ADHS)

Department of Homeland Security (AZDOHS)

Department of Water Resources (ADWR)

LOCAL/TRIBAL

County Emergency Management (CEM)

FEDERAL

Federal Bureau of Investigation (FBI)

Federal Emergency Management Agency (FEMA)

National Weather Service (NWS)

Introduction

Purpose

The purpose of this Appendix #1 (Alert & Warning) to ESF # 2 – Communications Annex is to describe the State's processes associated with the issuance of notifying, alerting and/or warning information to the endangered public and to appropriate State disaster response organizations of a potential or impending threat or occurrence of an emergency/disaster of statewide significance.

Introduction - Continued

Scope

This Alert & Warning Appendix will establish the coordination of the State's departments/agencies, nongovernmental organizations and the critical infrastructure private sector entities through:

- Providing procedures to receive alerting information of impending natural or terrorist threats that could endanger significant populations within the state.
- Disseminating warning information and instructions of impending danger to impacted citizens and critical infrastructure.
- Alerting appropriate disaster response organizations.

Policies

The SERRP institutes an integrated concept, termed "Emergency Support Function # 2 – Communications Annex", as the approach used to manage emergency communications during disasters having statewide implications.

Incident communications at the State level incorporates the following processes:

- Control: Identification of incident communications coordinating, primary and supporting departments and agency roles, and authorities for release of information.
- Coordination: Specification of interagency coordination and plans, notification, activation, and supporting protocols.
- Communications: Development of message content such as incident facts, health risk concerns, pre-incident and post-incident preparedness recommendations, warning issues, incident information, messages, audiences, and strategies for when, where, how, and by whom the messages will be delivered.

General guidance on the authority to release information is in accordance with existing plans, operational security, law enforcement protocols, designated coordinating and primary agency assignments, and current procedures.

Nothing in this Appendix limits the authority of State departments, county, local, and tribal authorities from releasing information regarding an incident under their jurisdiction, particularly if it involves immediate health and safety issues.

County, local, and tribal authorities retain the primary responsibility for communicating health and safety instructions for their citizens.

Planning Assumptions

- An incident of disastrous statewide implications may occur with little or no notification.
- State government must be prepared to receive, evaluate and react to alert and warnings expeditiously.
- The State must notify appropriate governmental officials and response organizations, and issue information and instructions to the public of an impending disaster situation.

Planning Assumptions - Continued

- If the Emergency Alert System (EAS) or media are used to disseminate warning information, care must be given to ensure that the warning message is worded in such a way that the public takes the action requested but does not panic.
- Public officials and responders may not have the expertise necessary to prepare and release accurate warning information for many unplanned incidents.
- Accurate dissemination of warning information, including personal protection information, may mean the difference between life and death. Experts must have a hand in developing warning information.
- Critical State departments/agencies will ensure that important information about agents or self-protection is not inadvertently left out of a warning statement through preparing EAS warnings, public service announcements (PSAs), and other such statements in advance.

Alerting Phase

The Department of Public Safety (DPS) is designated as the 24/7 State Warning Point for impending natural disasters and will receive and relay alerting information through the National Warning System (NAWAS).

Upon receipt of information, the DPS Duty Officer will:

- Notify the appropriate county Warning Points that will execute local alert and warning procedures.
- Notify Division of Emergency Management (ADEM) or ADEM Duty Officer of pending alert.
- Assist ADEM and, when appropriate, the National Weather Service (NWS) by providing feedback information about incident activities in the affected area(s).

ADEM, upon notification from DPS, will:

- Alert the appropriate primary state agencies and confirm their receipt of notification.
- Contact the affected County, local jurisdictions and/or tribal government(s) to establish coordination and feedback channels as dictated by the nature and complexity of the incident.

Warning Phase

Pending Natural Disaster

The National Weather Service (NWS) issues weather statements, (Advisories, Watches and Warnings), and short-term forecasts (NOWcasts), for significant/severe weather events and flooding.

- These weather statements are transmitted via the National Weather Wire Service (NWWS) and NAWAS to State and county Warning Points.

Concept of Operations - Continued

Warning Phase - Continued

Pending Natural Disaster - Continued

The National Weather Service (NWS) issues.... Continued

- Information on the NWWS is also received by other subscribers throughout the state, for dissemination to the public.
- The National Oceanographic and Atmospheric Administration (NOAA) Weather Radio (NWR) is used to disseminate data about events within the listening area (about a 40-mile line-of-sight radius) by transmitters in Phoenix, Flagstaff, Yuma, Tucson and Las Vegas.
- NWS offices also use the Media Alert System for short-fused, severe weather events affecting, or expected to affect, populated areas.
- NWS Offices may make additional notifications as to Statements, Advisories, Watches, Warnings and NOWcasts.
- Feedback information is provided by local jurisdictions and county emergency management directors to the NWS to ensure predictions and appropriate upgrading of Watches or Warnings can be timely and accurate. The feedback loop consists of ADEM, DPS, NWS, county, tribal and local government.

Terrorist Incident

This section will cover some of the special considerations for disseminating warnings before and during a terrorist incident. PDD-39 designates the FBI, as the federal government agency through which all threat information should flow. Realistically, the FBI will not receive all threat information and will not always be in a position to determine whether warnings should be issued.

As threat information may be received from a wider variety of sources for a terrorist threat than for other emergencies, the State of Arizona will use the Arizona Counterterrorism Information Center (ACTIC) to gather terrorist-related information and disseminate appropriate warnings via the Homeland Security Information System (HSIN).

The State of Arizona also recognizes and utilizes the U.S. Department of Homeland Security's (DHS) National Terrorism Advisory System.

"The National Terrorism Advisory System, NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.

It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS alerts

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued.

NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or **elevated threat.** Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will issued more broadly to the American people through both official and media channels.

NTAS Alerts contain a **sunset** provision indicating a specific date when the alert expires – there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Alert Announcements

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – http://www.dhs.gov/alerts
- Via email signup at – http://www.dhs.gov/alerts
- Via social media
    - Facebook – http://facebook.com/NTASAlerts
    - Twitter – http://www.twitter.com/NTASAlerts
- Via data feeds, web widgets and graphics
    - http://www.dhs.gov/alerts

The public can also expect to see alerts in places, both public and private, such as transit hubs, airports and government buildings."

Roles and Responsibilities

Primary Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Alerts the appropriate State departments/agencies; non-governmental organizations and private sector entities dependent on nature and complexity of incident. • Establishes feedback channels with county, local and tribal governments, DPS and the National Weather Service (NWS) to ensure situation monitoring; • Disseminates terrorist incident or suspected terrorist act warnings for release to general public. • Recognize county Warning Points and Warning Point extensions for National Warning System (NAWAS) utilization; • Assist Warning Point facilities in maintaining the NAWAS communication system; • Develop and maintain Internal Operating Procedure (IOPs) for alerting of appropriate state agencies and establishing feedback channels; • Assist state and local agencies in preparing IOPs for alerting and warning systems implementation; and • Maintain coordination with federal agencies to improve plans, procedures and systems for providing alert and warning information;
Department of Public Safety (DPS)	• Functions as the State Warning Point, for receiving alerting and warning information, including suspected acts of terrorism and for relaying such information to ADEM, ACTIC, FBI and local governments; • Provide training in procedures for alerting ADEM, and affected local governments, and providing feedback information to ADEM or the NWS in weather related situations or the FBI in terrorist related incidents; • Identify a point of contact and an alternate for receiving an alert from ADEM; and, • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.

Support Agencies	Functions
STATE	
Arizona Emergency Response Commission (AZSERC)	• Provide technical assistance toward ensuring credible warning dissemination where chemical or other hazardous material agents are suspected.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Arizona Radiation Regulatory Agency (ARRA)	• Provide technical assistance in credible warning dissemination where nuclear or radiological agents are identified • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.
Department of Agriculture (ADA)	• Provide technical assistance in credible warning dissemination where food security and/or agro-terrorism are suspected. • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.
Department of Environmental Quality (DEQ)	• Provide technical assistance in credible warning dissemination where chemical or other hazardous material agents are suspected. • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.
Department of Health Services (ADHS)	• Provide technical assistance in credible warning dissemination where biological or chemical agents are suspected. • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.
Department of Homeland Security (AZDOHS)	• Assist in the interface between the Federal Government and the State during terrorist threats or events. • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.
Department of Water Resources (ADWR)	• Provide stream gauge, precipitation, and groundwater level data to the SEOC as requested. • Identify a point of contact and an alternate for receiving an alert from ADEM; and • Develop and maintain an IOP, which will include an alerting system for the primary agency and for support agencies and personnel.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM)	• Establish county/tribal Warning Points for pending natural disasters and suspected acts of terrorism; and • Disseminate Alert and Warning information; o Pass reports of significant/severe weather or flooding to the NWS office that has warning responsibility for their county/tribe; o Pass reports of terrorist or suspected terrorist activities to Regional Office of FBI, ACTIC and to DPS

FEDERAL	
Federal Bureau of Investigation (FBI)	• Notify DHS and other Federal agencies providing direct support to the FBI of a credible threat of terrorism; and • Provide initial notification to law enforcement authorities within the state of a threat or occurrence that the FBI confirms as an act of terrorism.
Federal Emergency Management Agency (FEMA)	• Is responsible for activation of the NAWAS to alert states of the potential for or an actual attack upon the United States or its territories. • Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.
National Weather Service (NWS)	• Prepares and disseminates Statements, Advisories, Watches, Warnings and NOWcasts about any severe weather or flooding in Arizona; and • Each NWS office maintains a County Warning Area (CWA). CWAs in Arizona are as follows: o Weather Forecast Office (WFO) Phoenix, AZ - which covers Maricopa, Yuma, La Paz, southern Gila and northwest Pinal Counties. o WFO Tucson, AZ - covers Cochise, Graham, Greenlee, Pima, southeast Pinal and Santa Cruz Counties. o WFO Flagstaff, AZ - which covers Apache, Coconino, Northern Gila, Navajo and Yavapai Counties. o WFO Las Vegas, NV - which covers Mohave Count
USA CERT and Multi-state ISAC	• ISAs require state to support and coordinate with US-CERT and MS-ISAC relative to cyber incident management on a national basis.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will be responsible for the development and on-going maintenance and administration of this Emergency Support Appendix and any related Attachments.

Attachments and Appendices

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan

ESF #3
Public Works and Engineering Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency:

RESPONSE

Arizona Corporation Commission (ACC)
- Utilities Division (UD)

Arizona Registrar of Contractors (ROC)

Department of Transportation (ADOT)

RECOVERY

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Arizona Radiation Regulatory Agency (ARRA)

Department of Administration (ADOA)

Department of Commerce (ADOC)
- Energy Office (EO)

Department of Environmental Quality (DEQ)

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Fire, Building, & Life Safety (DFBLS)

Department of Health Services (ADHS)

STATE - Continued

Department of Water Resources (ADWR)

LOCAL/TRIBAL

County Emergency Management (CEM)

PRIVATE/PRIVATE NON-PROFIT

Associated General Contractors of Arizona (AGCA)

Structural Engineers Association of Arizona (SEAoA)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

Emergency Support Function (ESF) # 3 – Public Works and Engineering assists the State response by coordinating and organizing the capabilities and resources of State government to facilitate the delivery of public works services, technical assistance, engineering expertise, construction management, and other support to prevent, prepare for, respond to, and/or recover from an incident, disaster or terrorist action that overwhelms available local and/or county resources.

Scope

ESF # 3 is structured to provide public works and engineering-related support for the changing requirements of statewide incident management to include preparedness, prevention, response, recovery, and mitigation actions.

Activities within the scope of this ESF include:

- Conducting pre and post-incident assessments of public works and infrastructure.
- Executing emergency contract support for life-saving and life-sustaining services.
- Emergency flood fighting operations.
- Emergency debris clearance for reconnaissance of damage areas and for passage of emergency personnel and equipment.
- Identification of emergency landfill areas for debris disposal.
- Temporary construction of emergency access routes, which include damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue and medical personnel to disaster victims.
- Emergency restoration of critical public services and facilities including supply of adequate potable water, temporary restoration of water supply systems and the provision of water for firefighting.
- Emergency demolition or stabilization of damaged structures and facilities designated by state or local government as immediate hazards to the public health and safety.
- Take temporary protective measures to abate immediate hazards to the public for health and safety reasons until demolition is accomplished.
- Technical assistance and damage assessment, including structural inspection.
- Technical advice and evaluations, engineering services, construction management and inspection, emergency contracting, emergency repair of wastewater and solid waste facilities and real estate support.

Policies

County, Local, and Tribal

- County, local, and tribal governments are responsible for their own public works and infrastructures and have the primary responsibility for incident prevention, preparedness, response, and recovery.
- County, local, and tribal governments are fully and consistently integrated into ESF # 3 activities.
- When activated to respond to an incident, the primary agencies for ESF # 3 develop work priorities in cooperation with County, local and/or tribal governments and in coordination with the State Emergency Operations Center (SEOC).

- County, local and tribal authorities are responsible for obtaining required waivers and clearances related to ESF # 3 support.

Private Sector

- The private sector is responsible for a large proportion of the State's infrastructure and participates in ESF # 3 incident action planning and other planning activities as appropriate.
- The private sector is a partner and/or lead for the rapid restoration of infrastructure-related services.
- Appropriate private-sector entities are integrated into the planning and decision-making processes as necessary.

Planning Assumptions

Situation

A natural disaster, human-caused incident or terrorist action may cause unprecedented property damage.

- Structures will be destroyed or severely weakened.
- Homes, public buildings, bridges and other facilities will have to be reinforced or demolished to ensure safety.
- Debris will make streets and highways impassable.
- Public utilities will be damaged and may be partially or fully inoperable.
- Equipment in the immediate disaster area may be damaged or inaccessible.
- Sufficient county/local resources may not be available to meet emergency requirements.

Assumptions

State assistance may be required to identify and to deploy resources from outside the affected area to ensure a timely, efficient and effective response. Activities associated with this response may consist of:

- Personnel and equipment assistance needed to clear debris.
- Rapid damage assessment and structural evaluations within the disaster area to determine potential workloads.
- Performing temporary emergency repairs to essential public facilities.
- Hazard reduction through stabilization or demolition of structures.
- Ensuring the availability of water for human health needs and firefighting activities.

Existing landfills may be overwhelmed by debris and need to be augmented by areas pre-designated for clean debris disposal.

Access to the disaster areas will be dependent upon the re-establishment of ground routes. In many locations, debris clearance and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities.

Emergency environmental waivers and legal clearances will be needed for disposal of materials from debris clearance and demolition activities.

Concept of Operations

General

Upon request from an impacted county government or tribal nation and/or when the Governor has proclaimed a State of Emergency, the Director, ADEM, or designee will activate the SEOC as outlined in ESF # 5 – Emergency Management Annex. The Directors, Department of Transportation (ADOT), Department of Health Services (ADHS), Department of Environmental Quality (DEQ), Department of Water Resources (ADWR) or assigned designee(s) and other State agencies deemed necessary, will respond to the SEOC and ESF # 5 and provide public works and engineering support to the affected area.

- The Department of Transportation, the Corporation Commission and the State Registrar of Contractors will collaborate as primary agencies for providing ESF # 3 technical assistance, engineering, and construction management resources and support during response activities.
- ADEM is the primary agency for providing ESF # 3 recovery resources and support, to include assistance under the Governor's Emergency Fund (GEF), and/or the Stafford Act Public Assistance Program.(Presidential-declared disasters). The GEF and Public Assistance Program provide supplemental disaster grant assistance for debris removal and disposal; emergency protective measures; and the repair, replacement, or restoration of disaster-damaged public facilities and the facilities of certain qualified private nonprofit organizations.
- The SEOC will coordinate state resources to assist local government in providing emergency services and to identify resources that could assist local utilities in emergency restoration.
- Should the combined resources of local, state and private agencies prove inadequate, the Director, ADEM, will, through the Governor, request federal activation of ESF# 3 of the National Response Plan (NRP).
- Close coordination is maintained with State agencies, county and tribal officials and, if necessary, Federal Emergency Management Authority (FEMA), to determine potential needs for support and to track the status of response and recovery activities.
- Priorities are determined jointly among Federal, State, county, and/or tribal officials. State and Federal ESF # 3 support is integrated into the overall Federal, State, county, tribal, nongovernmental organization (NGO), and private-sector efforts.
- Support agency representatives may be required to collocate with ESF # 3 field personnel to coordinate support with their agencies as necessary.
- ESF # 3 identifies recall representatives that can deploy to the SEOC. Following a Gubernatorial or Presidential emergency/disaster declaration, the SEOC may deploy Public Assistance staff to initiate activities to support recovery operations (See ESF # 14 –Recovery and Mitigation).

Incident Actions

Activities within the ESF # 3 emergency support function include but are not limited to the following:

- Coordination and support of infrastructure risk and vulnerability assessments.
- Participation in pre-incident activities, such as pre-positioning assessment teams and contractors, and deploying advance support elements.
- Participation in post-incident assessments of public works and infrastructure to help determine critical needs and potential workloads.
- Implementation of structural and nonstructural mitigation measures, including deploying of protective measures, to minimize adverse effects or fully protect resources prior to an incident.
- Execution of emergency contracting support for life-saving and life-sustaining services, to include providing potable water, ice, emergency power, and other emergency commodities and services.
- Providing assistance in the monitoring and stabilization of damaged structures and the demolition of structures designated as immediate hazards to public health and safety. Also, providing structural specialist expertise to support inspection of mass care facilities and urban search and rescue operations.

Roles and Responsibilities

Primary Agencies	Functions
Arizona Corporation Commission (ACC) – Utilities Division (UD)	• Assume the role of the coordinator for utility restoration. • Ensure safety of rail and pipeline utilities exposed to disaster. • Provide advice and recommendations to the SEOC on utility services. • Assist utilities in developing or improving emergency procedures. • Identify areas of assistance that can be provided to utilities. • Maintain a listing of emergency coordinators from each regulated monopoly utility in the state. • Keep the Director, ADEM, advised on the status of utility services. • Provide advice to local jurisdictions concerning utilities restoration and assistance.
Arizona Registrar of Contractors (ROC)	• Provide a list of structural contractors whose license are in dispute or in revocation upon request • Assist local and political subdivision jurisdictions in contractor disputes related to structural restoration and/or damage estimates associated with a disaster or terrorist incident.
Department of Transportation (ADOT)	• Provide personnel, equipment, supplies and other resources to assist in emergency operations such as temporary repairing of roads and bridges, debris removal, flood fighting and other related tasks. • Provide engineering support to conduct Preliminary Damage Assessments (PDAs) prior to a State or Presidential Disaster declaration and in the preparation of Project Worksheets (PWs) after a declaration. • Training for personnel selected to assist with the PDAs and PWs will be provided by ADEM before dispatch to the disaster area. • Provide technical expertise and assistance on the repair and restoration of transportation infrastructure (e.g., highways, bridges, tunnels, transit systems, and railways). • Provide advice and assistance on the transportation of contaminated materials. • Provide engineering personnel and support to assist in damage assessment, structural inspections, debris clearing, and restoration of the State's transportation infrastructure. • Administer special funding that can be used for repair or reconstruction of major highway facilities and railroads damaged infrastructure. • Identify operating personnel and equipment including any contract agreements with other resources. • Prepare procedures for documenting expenses (See State Disaster Recovery Guide).

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Arizona Radiation Regulatory Agency (ARRA)	• Enable radiological contaminated debris management activities by coordinating and/or providing resources, assessments, data, expertise, technical assistance, monitoring, and other appropriate support.
Department of Administration (ADOA)	• Provide technical assistance in contract management, procurement, construction inspection, and environmental and archeological assessments.
Department of Commerce (ADOC) – Energy Office (EO)	• Gather, assess, and share information on energy system damage and estimations on the impact of energy system outages within affected areas of the state. • Provide information concerning the energy restoration process such as projected restoration schedules, percent completion of restoration, geographic information on the restoration, and other information as appropriate.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Establish procedures for documenting expenditures. • Identify private resources, including those of the Associated General Contractors of Arizona (AGCA) to support local and county efforts in procurement of external consulting services for assessing the structural and fire safety of damaged buildings and lifelines (public works and utilities).
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel, supplies, transportation and equipment as requested and as available.
Department of Environmental Quality (DEQ)	• Provide personnel to assist in damage assessment of drinking water systems, waste water systems and the decision making process for determining necessary emergency repairs. • Coordinate with ADHS to determine the potability of water from public water systems, the suitability of other sources of water for treatment and/or consumptive use and in identifying hazardous materials having the potential to impact drinking water sources (e.g., ground and surface waters). • Assist in locating disposal sites for debris clearance activities. • Identify locations and provide safety guidance for areas affected by hazardous materials. Ensure the protection and cleanup of these areas. • Assist in locating suitable debris disposal sites and provide guidance on areas affected by hazardous materials (See ESF #10). • Issue emergency environmental waivers and legal clearances for disposal of materials from debris clearance and demolition activities.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Fire, Building, & Life Safety (DFBLS)	• Provide direct technical support and advice on procurement of external consulting services for assessing the structural and fire safety of damaged buildings and lifelines (public works and utilities). • Provide personnel to assist in damage assessment, structural inspections, debris clearance monitoring, and restoration of facilities in general as requested and as available.
Department of Health Services (ADHS)	• Provide SEOC guidance related to health problems associated with hazardous materials. • Coordinate with ADWR in determining the suitability for human consumption of water from local sources. • Collaborates with ARRA to enable contaminated debris management activities by coordinating and/or providing resources, assessments, data, expertise, technical assistance, monitoring, and other appropriate support.
Department of Water Resources (ADWR)	• Provide technical engineering expertise in determining emergency operations required for restoration and/or condemnation of irrigation, flood control facilities, dam safety, drainage channels and other related areas. • Provide engineering support to assist in evaluating damage to water control systems, such as dams, levees, and water delivery facilities and structures as requested and as available.
PRIVATE SECTOR	
Associated General Contractors of Arizona (AGCA)	• Organize lists of volunteers willing to respond to local emergencies and provide professional opinions on the safety of event-damaged structures. These professional services will primarily involve urban search and rescue operations and structure assessment.
Structural Engineers Association of Arizona (SEAoA)	• Organize lists of volunteers willing to respond to local emergencies and provide professional opinions on the safety of event-damaged structures. These professional services will primarily involve urban search and rescue operations and structure assessment.
FEDERAL GOVERNMENT	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in collaboration with the Arizona Department of Transportation (ADOT), the Arizona Corporation Commission (ACC), and the Arizona Registrar of Contractors (AZROC) will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendices.

Attachments and Appendices

Appendices

No Appendices have been assigned to this Annex.

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State of Arizona

Emergency Response and Recovery Plan
ESF #4 - Wildland Fire Appendix

Appendix Coordinators:

Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Arizona State Forestry Division (ASFD)

Primary Agencies:

Arizona State Forestry Division (ASFD)

Support Agencies:

STATE

Department of Corrections (ADC)
Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Environmental Quality (ADEQ)
Department of Fire, Building and Life Safety (DFBLS)
- Office of the Fire Marshal (OFM)

Department of Health Services (ADHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
State Parks (ASP)

FEDERAL:

Department of Agriculture (USDA)
- U.S. Forest Service (USFS)

Federal Emergency Management Agency (FEMA)

FEDERAL - Continued

National Weather Service (NWS)
Department of Defense (DOD)
Department of the Interior (DOI)
- Bureau of Indian Affairs (BIA)
- Bureau of Land Management (BLM)
- Fish & Wildlife Service (FWS)
- National Park Service (NPS)

VOLUNTARY:

American Red Cross (ARC)
Arizona Volunteer Organizations Active in Disasters (AzVOAD)
Arizona Statewide Independent Living Council (SILC)
Civil Air Patrol (CAP)
The Salvation Army (TSA)

Introduction

Purpose

ESF # 04 – Wildland Fire (WLF) Appendix enables the activation of State resources to specifically address the wildland fire suppression, mitigation and incident management.

Scope

ESF #04 Wildland Fire Appendix coordinates the use of personnel, equipment, and supplies in support of wildland-fire suppression activities on State and private lands where the State Forester has authority.

Policies

- Priority is given to public and firefighter safety, protecting property, in that order.
- State Forestry Division (ASFD), will develop and maintain of the State of Arizona Fire Management Mobilization Plan (FMMP).
- Coordination with, and support of, State and local fire suppression organizations is accomplished through the ASFD, under the National Incident Management System (NIMS).

Planning Assumptions

- National support is accomplished through the National Interagency Coordination Center (NICC) located at the National Interagency Fire Center (NIFC) in Boise, ID.
- State Forestry Division (ASFD) has a Preparedness and Mobilization Plan for the suppression of wildland fires occurring on State and private land.
- Essential assistance resources will be obtained utilizing ASFD Supplemental Dispatch System (See Attachments B – C, this Appendix).

Concept of Operations

- Upon notification of a potential or actual wildfire event that threatens to become an emergency/disaster, the State Forester will notify the Director, ADEM, who in turn may activate the State Emergency Operations Center (SEOC) if the situation warrants.

- Upon activation of the SEOC, appropriate Emergency Support Function (ESF) Annexes, including this Appendix to the Fire Service Annex (ESF #4) may be activated to provide support to ASFD of essential assistance activities.

- If the event exceeds, or is expected to exceed, the state's capabilities and resources, ASFD will facilitate the preparation and submission of a request to FEMA for a Fire Management Assistance Grant (FMAG).

Roles and Responsibilities

Primary Agencies	Functions

Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
	• Activate the SEOC to provide coordination of state non-firefighting support resources when a wildland fire threatens to result in an emergency/disaster
	• Develop operational procedures to include:
	  • Internal and external alert notification;
	  • Expenditure documentation to include the Supplemental Dispatch System; and
	  • Functional checklists.
	• Support ASFD by activating appropriate emergency response plans.
	• Coordinate assigned activities and missions with ASFD.
	• Provide personnel to the SEOC upon request.

Arizona State Forestry Division (ASFD)	• Develop and maintain the State of Arizona Fire Management Mobilization Plan (FMMP).
	• Assess and respond to wildland fire situations.
	• Manage response to wildland fires, requesting assistance from local/ state/federal agencies as required.
	• Maintain contact with the SEOC, on mission status.
	• Develop internal and external alert notification procedures.
	• Manage the State Fire Suppression Fund for wildland fires.
	• Maintain emergency rental contracts with local firefighting resources.
	• Notify and coordinate with electrical and other utilities to:
	  o Provide for safety around power lines, pipelines, etc. during wildland fire operations,
	  o Minimize the risk of facility damage and/or service interruption;
	  o Coordinate continuing actions in wildland fire situations.
	• Develop operational procedures to include:
	  o Expenditure documentation:
	  o The Supplemental Dispatch System
	  o Expenditure documentation
	  o Functional checklist development

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Corrections (ADC)	• Provide fire fighting personnel (certified wildland firefighter inmates from minimum security facilities); • Provide vehicles, water trucks and construction equipment.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel, supplies, transportation and equipment as requested and as available.
Department of Environmental Quality (ADEQ)	• Assume role of State On-Scene Coordinator (SOSC) for HazMat related issues and ensure environmental (air, waste, water) issues are addressed. • Monitor air quality and meteorological conditions and advise Incident Commander of unhealthy smoke levels for determining whether public evacuations are warranted. • Provide personnel to assist in damage assessment of drinking water systems, wastewater systems and the decision making process for determining necessary emergency repairs. • Coordinate with ADHS to determine the potabilty of water from public water systems, the suitability of other sources of water for treatment and/or consumptive use and in identifying hazardous materials having the potential to impact drinking water sources (e.g., ground and surface waters). • Assist in locating disposal sites for debris clearance activities. • Identify locations and provide safety guidance for areas affected by hazardous materials. Ensure the protection and cleanup of these areas. • Assist in locating suitable debris disposal sites and provide guidance on areas affected by hazardous materials (See ESF #10). • Issue emergency environmental waivers and legal clearances for disposal of materials from debris clearance and demolition activities.
Department of Health Services (ADHS)	• Assist county and tribal public health organizations in identifying additional emergency medical services; • Identify special needs supervised care facilities in evacuation area; • Provide epidemiologist services; • Identify ambulance support resources; and • Provide support from the state laboratory. • Provide interpretation of air quality data relating to public health. • Assist county public health agencies to ensure compliance with health and safety codes for food establishments relative to power outages.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Public Safety (DPS)	• Provide security for state property and evacuated areas; • Provide roadblocks on state and federal highways; • Assist in evacuation of threatened population from state lands; • Provide rotary and fixed wing aircraft; and Provide crime laboratory support for evidence collection, body identification and notification of next of kin.
Department of Transportation (ADOT)	• Support public alert requirements utilizing mobile variable message sign capabilities • Assist with traffic control • Provide personnel and equipment to aid in fire suppression activities as requested and as available.
Game & Fish Department (AZGFD)	• Respond as needed in case of fire threat to fisheries and hatcheries; • Respond as needed in case of movement of wildlife into inhabited areas due to fire/threat in their home territory. • Provide peace officers to control traffic; and • Provide transportation resources.
Other State Agencies	• Provide as available personnel, equipment and/or other resources on request of ASFD or the SEOC. • Identify key personnel for alert. • Develop procedures for documentation of expenditures. • Develop operational procedures. • Develop operational checklists.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM) Participating Fire Departments and/or Fire Districts	• Provide fire service assets during State and Presidential-declared emergencies/disasters upon request and as available. • Dispatch personnel or equipment to a disaster/emergency when requested by ASFD, the affected local jurisdiction under a mutual aid agreement, or the AFCA representative in the SEOC. • Assume their appropriate role in the Incident Command System (ICS) and/or provide incident command support as requested by the incident commander (IC) or, if ICS has not been established, initiate ICS. • Triage, stabilize, treat, transport and decontaminate the injured as appropriate. • Establish and maintain field communications and coordination with other responding emergency teams and hospitals. • Direct the activities of private, volunteer, bystander volunteers and other emergency medical units. • Assist in the evacuation of patients from affected hospitals and nursing homes. • Provide specialized teams to support disaster response or as pre-positioned assets to mitigate or respond to forecasted emergencies. • Provide a wide range of support at the scene based on the needs of the incident, including improvisational tasking. • Remain as state assets until released by the SEOC to return to their home jurisdiction. • Report situation, needs and mission status to the appropriate IC. • Provide local medical facilities (private and public) for medical care for casualties (see ESF #8 - Health & Medical Services).
PRIVATE SECTOR	
Arizona Fire Chiefs Association (AFCA)	• Assign a representative to participate in the SEOC upon request • Coordinate the use and deployment of needed fire service resources through Statewide Mutual Aid Mobilization and Deployment Plan. • Report on the status of fire service resources and operations; • Serve as a liaison with Arizona Department of Health Services to coordinate emergency medical assets; • Contact the county emergency management director when fire and support resources from his/her county are accessed; and Maintain a listing of fire service resources within the state, in cooperation with ASFD, the State Fire Marshall, and ADEM.

Roles and Responsibilities - Continued

Support Agencies	Functions
PRIVATE SECTOR	
Arizona Statewide Independent Living Council AZSILC	• Provide SEOC assistance and counseling on the special needs of victims and evacuees with limited abilities.
Arizona Voluntary Organizations Active in Disasters (AZVOAD)	• Coordinate the fulfillment of unmet disaster and victim needs through member organizations as requested and as available.
American Red Cross (ARC	• Provide provide reception and care centers, and shelters (see (ESF #6 – Mass Care). • Request babysitting assistance through AZVOAD for emergency service workers as well as evacuees. (See ESF#6-Mass Care.)
FEDERAL	
Department of Defense (DOD)	• Assumes full responsibility for firefighting activities on DOD installations. • Support firefighting operations on nonmilitary lands with personnel, equipment, and supplies under the terms of the existing interagency agreement, including the arrangement of liaisons as required (Presidential-declared disaster or Mutual Aid Compact only).
Department of the Interior (DOI) Department of Agriculture – Forest Service	• Assumes full responsibility for fighting wildfires burning on lands within their jurisdiction. • BIA is responsible for fire service activities on Tribal lands. • BLM is responsible for fire service activities on BLM lands. • NPS is responsible for fire service activities on Park Service lands. • USFS is responsible for fire service activities in the national forests.
Federal Emergency Management Agency (FEMA)	• Activate National Response Framework (NRF), ESF #4, upon Presidential Declaration of Emergency/Disaster to provide assistance through FMAG program.
National Weather Service (NWS)	• Provide fire/weather forecasting and Incident Meteorologists.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ASFD in collaboration with ADEM will be responsible for the development and on-going maintenance and administration of this Wildland Fire Appendix.

Attachments

Attachments

State Wildland Fire Assistance Process - Attachment A

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State of Arizona

Emergency Response and Recovery Plan

ESF #4
Fire Service Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Arizona State Forestry Division (ASFD)

Support Agencies:

STATE

Department of Corrections (ADC)
Department of Emergency & Military Affairs (DEMA)
- National Guard (AZNG)

Department of Environmental Quality (ADEQ)
Department of Fire, Building and Life Safety (DFBLS)
- Office of the Fire Marshal (OFM)

Department of Health Services (ADHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Game & Fish Department (AZGFD)

LOCAL/TRIBAL

County Emergency Management (CEM)
Fire Departments and Fire Districts

PRIVATE/PRIVATE NON-PROFIT

Arizona Fire Chiefs Association (AFCA)

FEDERAL

Federal Emergency Management Agency (FEMA)

National Weather Service (NWS)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) #4 – Fire Service is to optimize the use of fire service resources, including emergency medical services, throughout the state for emergencies/disasters requiring state fire service response and/or assistance.

Scope

ESF #4 coordinates resource allocations in support of firefighting and/or fire suppression activities upon request; this includes providing personnel, equipment, and supplies in support of State agencies/Fire Districts and overwhelmed local and tribal jurisdictions involved in all hazard, fire and life safety operations.

Policies

- Priority is given to public and firefighter safety and protecting property
- Coordination with, and support of, State and local fire suppression organizations is accomplished through the State Forestry Division (ASFD), under the National Incident Management System (NIMS).
- Wildland fire coordination with, and support of, State and local fire suppression organizations is accomplished through the Forestry Division (See Wildland Fire Appendix to this ESF # 4 for additional information) utilizing the Supplemental Dispatch System.
- All authorized and approved personnel, equipment and supplies associated with the incident shall comply with Intergovernmental Agreements and Cooperative Cost Rate Agreements that exist between Arizona State Forester and all affected county departments of emergency management.
- All requests (primary and ancillary) for personnel, equipment and/or supplies associated with the incident must be authorized and approved according to established local, county and State protocols.

Planning Assumptions

- Uncontrolled fires and life safety threats, may reach such proportions as to become an emergency/disaster. If not promptly controlled, even small fires can threaten lives and cause significant destruction of property and the environment.
- Fire service resources may be needed for response to other natural and technological emergencies/disasters.
- Wildland fire techniques may have to be applied to rural and/or urban fire situations.
- Fire service resources will be obtained from fire service agencies that desire to participate with the State in emergency situations.

Concept of Operations

- When fire and/or life safety threat exceeds, or is expected to exceed the resources of local government (including mutual aid), the county emergency management/services director will notify ADEM either directly, or through the Department of Public Safety (DPS) Duty Officer.
- If the situation warrants, the Director, ADEM, or his/her designee, will activate this ESF and/or open the SEOC.
- ADEM will coordinate with ASFD to execute the Supplemental Dispatch System for the tracking of all resources and supply orders.
- The AFCA will provide a fire service representative to the SEOC upon the request of the Director, ADEM, or his/her designee.
- ASFD will provide representatives to the SEOC when requested by the Director, ADEM, or designee to coordinate fire service resources.
- Natural or human caused emergencies /disasters, other than wildland fires, will be coordinated by ADEM.
- Wildland fires will be managed by the ASFD (see Wildland Fire Appendix for additional information).
  - Requests for firefighting assistance will be processed through OSF-FMD
- The memorandum of understanding between the AFCA and ADEM will dictate how fire service resources are accessed by ADEM during state and federal emergencies/ disasters.
- If mass casualties are involved and patients are to be transported to Maricopa County medical facilities, from anywhere in the State, the Maricopa County Medical Alerting System must be activated.
- All responding agencies must include:
  - Identification of key personnel
  - Alert notification
  - Operational checklists
  - Expenditure documentation.

Roles and Responsibilities

Primary Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate the planning for and response to natural and human caused fires, and life safety threats except wildland fires, which exceed or are likely to exceed the capability of local government. • Coordinate and manage the use of fire service resources responding to emergencies/disasters through the Supplemental Dispatch System. • Notify the AFCA and ASFD when this ESF is activated and request appropriate representatives to serve in the SEOC. • Provide support and coordination of resources as needed. • Develop operational procedures to include: o Internal and external alert notification; o Expenditure documentation; and o Operational checklists. • Coordinate continuing actions and recovery operations. • Maintains a listing of fire service resources in cooperation with Arizona State Forestry Division, the State Fire Marshal's Office and the AFCA.
Arizona State Forestry Division (ASFD)	• Maintain contact with the SEOC, advising of resource needs; • Assign representatives as required to the SEOC to coordinate fire service missions and resources in the operations and logistics groups; and • Procure resources through the Supplemental Dispatch System.
Department of Building. Fire & Life Safety (DFBLS) - Office of the Fire Marshall (OSFM)	• Provides fire fighting training, conducts fire safety inspections and coordinates some fire service operations in the state.
Department of Corrections (ADC)	• Provide fire fighting personnel (certified wildland firefighter inmates from minimum security facilities); • Provide vehicles, water trucks and construction equipment.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel, supplies, transportation and equipment as requested and as available.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Environmental Quality (ADEQ)	• Assume role of State On-Scene Coordinator (SOSC) for HazMat related issues and ensure environmental (air, waste, water) issues are addressed. • Monitor air quality and meteorological conditions and advise Incident Commander of unhealthy smoke levels for determining whether public evacuations are warranted. • Provide personnel to assist in damage assessment of drinking water systems, wastewater systems and the decision making process for determining necessary emergency repairs. • Coordinate with ADHS to determine the potability of water from public water systems, the suitability of other sources of water for treatment and/or consumptive use and in identifying hazardous materials having the potential to impact drinking water sources (e.g., ground and surface waters). • Assist in locating disposal sites for debris clearance activities. • Identify locations and provide safety guidance for areas affected by hazardous materials. Ensure the protection and cleanup of these areas. • Assist in locating suitable debris disposal sites and provide guidance on areas affected by hazardous materials (See ESF #10). • Issue emergency environmental waivers and legal clearances for disposal of materials from debris clearance and demolition activities.
Department of Health Services (ADHS)	• Assist county and tribal public health organizations in identifying available emergency medical services; • Identify special needs supervised care facilities in evacuation area; • Provide epidemiologist services; • Identify ambulance support resources; and • Provide support from the state laboratory. • Provide interpretation of air quality data relating to public health. • Assist county public health agencies to ensure compliance with health and safety codes for food establishments relative to power outages.
Department of Public Safety (DPS)	• Provide security for state property and evacuated areas; • Provide roadblocks on state and federal highways; • Assist in evacuation of threatened population from state lands; • Provide rotary and fixed wing aircraft; and • Provide crime laboratory support for evidence collection, body identification and notification of next of kin.
ADOT	• Resource support for traffic closures, and liaison with IMTs as needed.
Game & Fish Department (AZGFD)	• Respond as needed in case of fire threat to fisheries and hatcheries; • Respond as needed in case of movement of wildlife into inhabited areas due to fire/threat in their home territory. • Provide peace officers to control traffic; and

	• Provide transportation resources.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM) Participating Fire Departments and/or Fire Districts	• Provide fire service assets during State and Presidential-declared emergencies/disasters upon request and as available. • Dispatch personnel or equipment to a disaster/emergency when requested by ASFD, the affected local jurisdiction under a mutual aid agreement, or the AFCA representative in the SEOC. • Assume their appropriate role in the Incident Command System (ICS) and/or provide incident command support as requested by the incident commander (IC) or, if ICS has not been established, initiate ICS. • Triage, stabilize, treat, transport and decontaminate the injured as appropriate. • Establish and maintain field communications and coordination with other responding emergency teams and hospitals. • Direct the activities of private, volunteer, bystander volunteers and other emergency medical units. • Assist in the evacuation of patients from affected hospitals and nursing homes. • Provide specialized teams to support disaster response or as pre-positioned assets to mitigate or respond to forecasted emergencies. • Provide a wide range of support at the scene based on the needs of the incident, including improvisational tasking. • Remain as state assets until released by the SEOC to return to their home jurisdiction. • Report situation, needs and mission status to the appropriate IC.
PRIVATE SECTOR	
Arizona Fire Chiefs Association (AFCA)	• Assign a representative to participate in the SEOC upon request • Coordinate the use and deployment of needed fire service resources through Statewide Mutual Aid Mobilization and Deployment Plan. • Report on the status of fire service resources and operations; • Serve as a liaison with Arizona Department of Health Services to coordinate emergency medical assets; • Contact the county emergency management director when fire and support resources from his/her county are accessed; and • Maintain a listing of fire service resources within the state, in cooperation

	with ASFD, the State Fire Marshall, and ADEM.

Support Agencies	Functions
FEDERAL	
Department of Defense (DOD)	• Assumes full responsibility for firefighting activities on DOD installations. • Support firefighting operations on nonmilitary lands with personnel, equipment, and supplies under the terms of the existing interagency agreement, including the arrangement of liaisons as required (Presidential-declared disaster or Mutual Aid Compact only).
Department of the Interior (DOI) Department of Agriculture – Forest Service	• Assumes full responsibility for fighting wildfires burning on lands within their jurisdiction.
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.
Federal Emergency Management Agency (FEMA) - Emergency Preparedness and Response Directorate - U.S. Fire Administration	• Provide subject-matter experts/expertise regarding structural/urban/suburban fire and fire-related activities.
National Weather Service (NWS)	• Provide fire/weather forecasting as needed
U.S. Army Corps of Engineers (USACE)	• Provide contracting services through ESF #3 to urban and rural firefighting forces to obtain heavy equipment and/or demolition services as needed to suppress incident-related fires.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in collaboration with Arizona Fire Chiefs Association (AFCA) and ASFD and the will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendices.

Attachments and Appendices

The following Appendix to this ESF #4 – Fire Service Annex has been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. This Appendix may be activated concurrent with the activation of ESF #4 or separately under its own taskings and assignments as dictated by the incident.

Attachments

Fire Service Roles and Responsibilities - Attachment A

Appendices

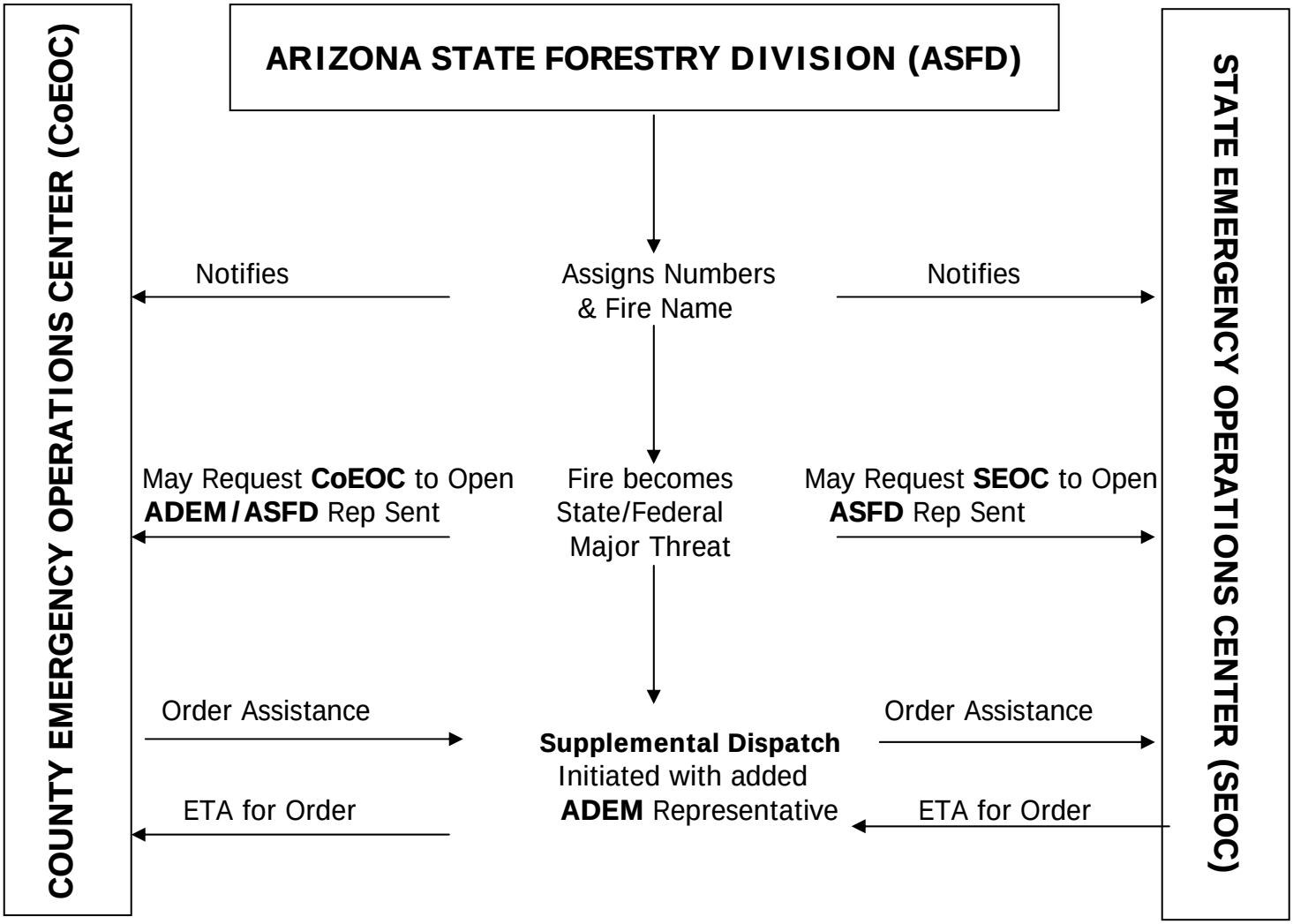
Wildland Fire Appendix and Related Attachments

State Wildland Fire Assistance Process

WILDLAND FIRE

Notify State Forestry Division Dispatch

(800) 309-7081

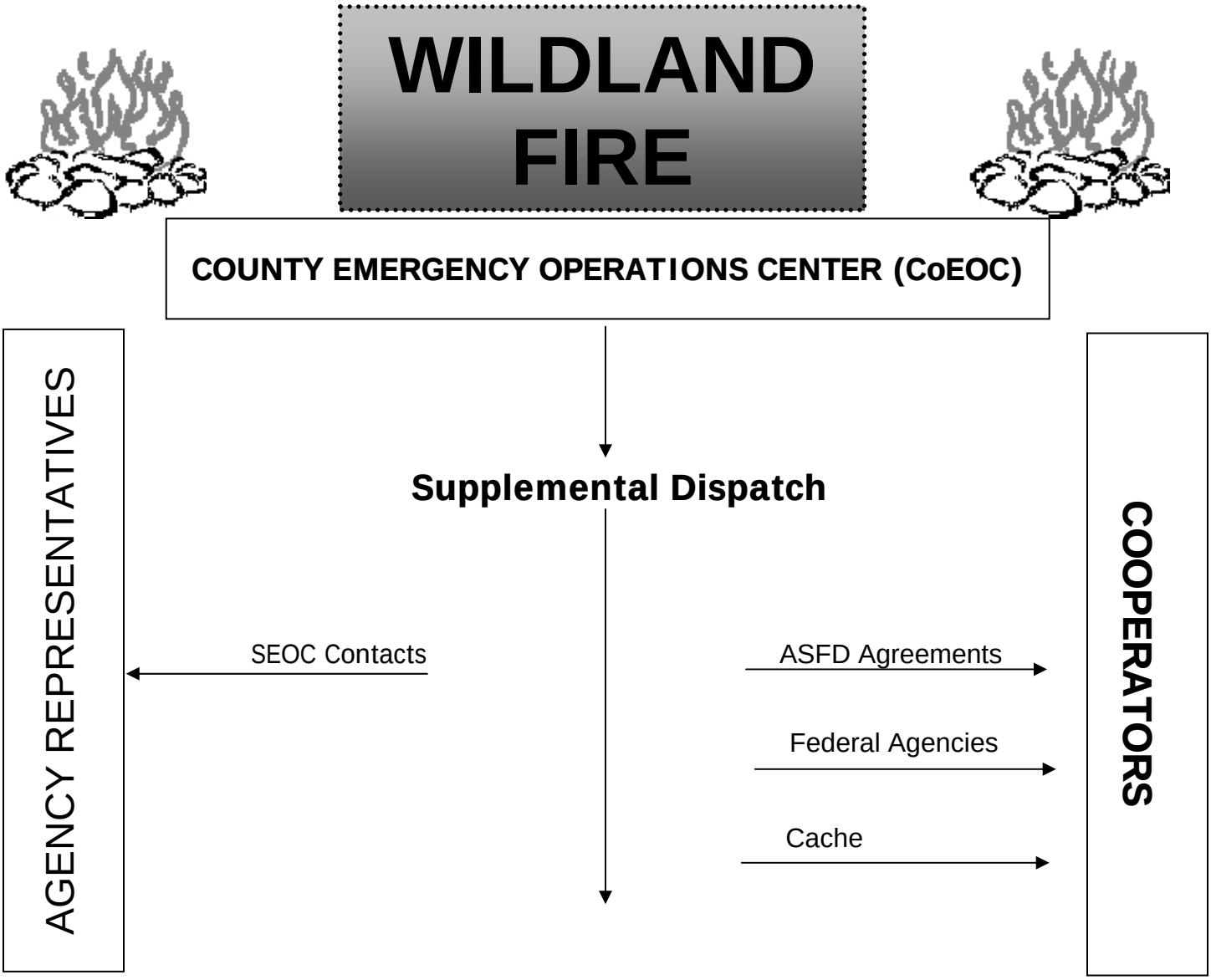


ALL WILDLAND FIRE RELATED REQUESTS FOR ASSISTANCE* **MUST** BE PLACED THROUGH THE

STATE FORESTRY DIVISION

* 44 CFR §204.42.2.(f) states, in part, that "Essential assistance activities that may be eligible include, but are not limited to, police barricading and traffic control, extraordinary emergency operations center expenses, evacuations and sheltering, search and rescue, arson investigation teams, public information, and the limited removal of trees that pose a threat to the general public."

County Wildland Fire Ordering Process



ALL WILDLAND FIRE RELATED REQUESTS FOR RESOURCES **MUST** BE PLACED THROUGH **SUPPLEMENTAL DISPATCH**

State Agency Wildland Fire Assistance Process

WILDLAND FIRE

Notify State Forestry Division Dispatch
(800) 309-7081

DURING THE FIRE	**ADOT** Traffic Control Equipment Water Tenders Dozers & Transports Pickups, Cars, Etc. People **DPS** Vehicles/Equipment People Barricades **ADEQ** Equipment People	**FIRE IMT/LOCAL IM (OFFICIAL)** **ASFD** **FEDERAL FIRE AGENCIES**
DAMAGED BY FIRE SUPPRESSION ACTIVITIES	**TEMPORARY REPAIRS** Equipment Buildings Fences Guardrails Roads Barricades	**FIRE ICT** **ASFD** **FEDERAL LAND MGMT AGENCIES** **FEDERAL HWY** **INSURANCE**
DAMAGED BY FIRE	**PERMANENT REPAIRS** Equipment Buildings Fences Guardrails Roads Barricades	**FEDERAL HWY** **ADEM** **FEDERAL LAND MGMT AGENCIES**
DAMAGED POST FIRE	**INFRASTRUCTURE** Culverts Roads	**FEDERAL HWY** **ADEM**

Guidelines For Obtaining Assistance In

WILDLAND FIRE EVENTS

ALL WILDLAND ESSENTIAL ASSISTANCE REQUESTS **MUST** BE PLACED THROUGH THE

ARIZONA STATE FORESTRY DIVISION

Essential Assistance Activities include but are not limited to:

- Law enforcement barricading and traffic control
- Extraordinary emergency operations center expenses
- Evacuations and sheltering
- Search and rescue
- Arson investigation teams
- Public information activities
- Limited removal of trees that pose a public safety threat

State of Arizona

Emergency Response and Recovery Plan

ESF #5
Emergency Management Annex

ESF Coordinator:

Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Arizona Corporation Commission (ACC)
Arizona Radiation Regulatory Agency (ARRA)
Arizona Registrar of Contractors (ROC)
Attorney General's Office (AGA)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Commerce (ADOC)
Department of Corrections (ADC)
Department of Economic Security (DES)
Department of Education (ADE)
Department of Emergency & Military Affairs (DEMA)
- National Guard (AZNG)

Department of Environmental Quality (DEQ)
Department of Fire, Building & Life Safety (DFBLS)
Department of Health Services (ADHS)
Department of Homeland Security (AZDOHS)
Department of Housing (ADOH)
Department of Public Safety (DPS)
Department of Revenue (ADOR)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game and Fish Department (AZGFD)

STATE - Continued

Geological Survey (AGS)
Government Information Technology Agency (GITA)
Industrial Commission (ICA)
State Forestry Division (ASFD)
State Mine Inspector (ASMI)
State Parks (ASP)

LOCAL/TRIBAL

All local and tribal jurisdictions

FEDERAL

Federal Emergency Management Agency (FEMA)
Federal Bureau of Investigation (FBI)
National Weather Service (NWS)

VOLUNTARY

American Red Cross (ARC)
Arizona Statewide Independent Living Council (SILC)
Arizona Voluntary Organizations Active in Disaster (AzVOAD)
Civil Air Patrol (CAP)
The Salvation Army (TSA)

Introduction - Continued

Purpose

Emergency Support Function (ESF) # 5 – Emergency Management is responsible for coordinating overall activities of State-level government for incident response and the management of State resources in support of an overwhelmed political subdivision, State agency, or tribal nation's request for assistance.

ESF # 5 provides the core management and administrative functions toward fulfilling the mission of the State of Arizona Emergency Operations Center (SEOC).

- The purpose of the center is to ensure coordinated and effective resource response when an emergency exhausts the capabilities of a political subdivision (county) or tribal entity and, if necessary with multiple state and/or federal response agencies.
- Coordination of all state-directed response and recovery services will be through the SEOC Section Chiefs and the designated State Coordinating Officer (SCO) to provide for the most efficient management of resources.

Scope

Utilizing the principals and objectives of the National Incident Management System (NIMS) and the Incident Command System (ICS) ESF # 5:

- Serves as the support ESF for all State departments and agencies across the spectrum of statewide incident management from prevention to response and recovery.
- Facilitate information flow in the pre-incident prevention phase in order for the potential placement of assets on alert or to preposition assets for quick response.
- Transitions and is responsible for support and planning functions during the post-incident response phase.
- Provides core emergency management and coordination activities of State resources during emergency operations.
- Ensures the efficient use of all resources to protect lives and property.

ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual incidents of statewide significance. This includes:

- Alert and notification,
- Deployment and staffing of Department of Emergency & Military Affairs (DEMA) and the Division of Emergency Management (ADEM) emergency response teams,
- Strategic incident action planning,
- Coordination of operations, logistics and material, information management,
- Facilitation of requests for Federal assistance,
- Resource acquisition and management (to include allocation and tracking), worker safety and health, facilities management, financial management, and other support as required.
- Describe to the public the procedures and support requirements necessary for the activation of the SEOC; and
- Collect and process disaster conditions and disseminate emergency public information about an actual or a potential emergency situation.

Introduction - Continued

Policies

- ESF #5 is responsible for establishing the State support infrastructure in support of the affected area in anticipation of requirements for prevention, response, and recovery Federal assistance.
- Governors' requests for Federal assistance to the President under the Stafford Act are coordinated through the SEOC.
- Resource allocation and ESF and Incident Annex taskings are coordinated through ESF # 5 using the SEOC mission assignment process and other procedures outlined in the State of Arizona Emergency Response and Recovery Plan (SERRP) Financial Management Support Annex. For catastrophic incidents, ESF # 5 implements the Execution Checklist for proactive deployment of State staff and emergency response teams as outlined in the SERRP Catastrophic Incident Annex.
- ESF # 5 SEOC Policy Section staff identifies and resolves resource allocation issues identified at the SEOC. Those issues that cannot be resolved at the SEOC level are referred to the Governor's Emergency Council.
- ESF # 5 staff provides the informational link between FEMA Region IX RRCC.
- ESF # 5 serves as the centralized conduit for State situation reports from various activated ESFs.
- Activated and responding State departments and agencies participate in the strategic incident action planning process coordinated by ESF #5.
- ESF # 5 provides representatives to staff key positions on County Emergency Operations Centers in support of SEOC Planning and Operations Section activities upon request.
- ESF # 5 staff establishes required field facilities, supplies, and equipment to support State activities related to the coordination of incidents of statewide significance. These facilities include, but are not limited to:
    - The Joint Information Center (JIC),
    - Mobilization centers,
    - State staging areas,
    - Disaster Recovery and Individual Assistance Centers and
    - The Joint Field Operation (JFO) in Presidential-declared disasters.
- ESF # 5 staff supports the implementation of mutual aid agreements to ensure a seamless resource response to affected jurisdictions.
- ESF # 5 maintains an on-call workforce of trained and skilled reserve employees to provide surge capability to perform essential emergency management functions on short notice and for varied duration.
- The SEOC is responsible for notifying the State departments and agencies, as well as county, local and tribal emergency management organizations, of potential threats to enable the elevation of operational response postures or the pre-positioning of assets.

Planning Assumptions

- Many hazards (natural and human-caused) have the potential for causing disasters that require centralized coordination.
- There is an immediate and continuous demand by officials involved in response and recovery efforts and the media for information about the developing or ongoing disaster or emergency situation.
- During emergencies/disasters, resource management and coordination functions can be accomplished at the State and impacted county(s) emergency operations centers (EOC), and allow field personnel to focus on essential tactical functions.
- Responsibility for the performance of local emergency response functions is charged to respective agencies that do similar activities during routine operations. Where such an alignment of local emergency functions and non-emergency operations is not possible, the establishment of a local emergency management organization is anticipated.
- During an emergency, the Governor exercises direction and control, establishes policy and provides overall supervision of the operations of state government.
- The primary agency head(s) is/are responsible for the coordination and performance of their respective assigned emergency support functions (ESF).

Concept of Operations

General

- ESF # 5 provides a trained and experienced staff to fill management positions in the Policy, Operations, Planning, and Logistics/Finance and Administration Sections of the SEOC, including qualified State representation to activated JFO(s) during Presidential-declared disasters.
- Upon activation of this ESF # 5, the Governor will exercise direction of state response operations under authorities granted by Arizona Revised Statute (ARS §26-303).
- The Director, ADEM, on behalf of the Governor, will coordinate operations and provide necessary emergency management direction for state agency response and recovery activities (ARS §26-305).
- The director of each state agency assigned ESF or Incident Annex Primary Agency (PA) or Support Agency (SA) response responsibilities must:
  - Identify a minimum of one primary and two alternate individuals to manage disaster response operations and ensure that the respective agency Standard or Internal Emergency Operating Procedures (guidelines) (SOP/IOP) outline:
    - The specific emergency authorities that designated successors assume during emergencies.
    - The circumstances under which the successor's authorities become effective and are ended.
  - Exercise emergency management of their operations from normal duty or pre-determined emergency location.
  - Maintain operational control of the agency's personnel, equipment and supplies not assigned to Incident Management Team.
- Overall statewide coordination will be exercised from the SEOC upon its activation. State agency representative(s) will report to the SEOC upon the request of the Director, ADEM.

Concept of Operations - Continued

Facilities

State emergency operations facilities include:

Primary SEOC

Located on the Papago Park Military Reservation (PPMR) in Phoenix, AZ., a one-story structure with an operational area of approximately 3000 square feet that includes offices, an operations arena, communication rooms, kitchen facilities, dining area, restroom and shower facilities. The structure is self-contained with emergency back-up systems to maintain operations for a period of up to two weeks.

This primary facility is:

- Utilized to coordinate state emergency operations. It will maintain communications with affected political subdivisions, responding state agencies and the Governor.
- Partially or fully staffed on a 24-hour basis as determined by the Director, ADEM or designee.

Alternate SEOC

A joint Division of Emergency Management/Arizona State University (ASU) agreement, this alternate SEOC is located within a building on the campus of ASU – Williams Gateway Complex. The building houses a functional emergency coordination center which includes an operations and communications area, kitchen and restroom facilities plus redundant back-up power capabilities. A minimum of three hours notice is required to make the space available as an alternate SEOC.

An agreement remains in effect to utilize the City of Prescott EOC in the event the primary and alternate SEOC become compromised.

Field Offices

May be established in the emergency/disaster area and staffed by appropriate agencies and organizations to more effectively coordinate State response activities.

Joint Information Center (JIC)

A functional element of the SEOC and may operate from the primary SEOC or other designated facility on the PPMR depending on the extent of the operation. This structure is a single story facility that includes a media conference room, news production room, kitchen and restroom facilities.

Activation Procedures

The SEOC will be activated in response to natural and technological emergencies or any significant event which endangers public health, safety or welfare, public property, or which disrupts essential community services.

The level of SEOC activation will be incident driven. The more complex the incident, the potential for more complex State resource coordination demands may arise.

For Palo Verde Nuclear Generating Station (PVNGS) activation procedures see ESF #18 – (Nuclear Power Radiological Emergency Preparedness Annex).

Concept of Operations - Continued

Activation Procedures - Continued

Activation of the SEOC may be accomplished by the Director, ADEM, Adjutant General, DEMA, or the Assistant Director, Operations, ADEM: or, by the ADEM Duty Officer.

The initial phase of activation consists of calling and alerting all or a part of the designated SEOC staff, as determined by the magnitude of the event and the Director, ADEM, or the Assistant Director, Operations. As required, representatives of other state/federal/private agencies will be alerted and directed/requested to report to the SEOC.

Organizational Structure

ESF #5 is organized in accordance with the National Incident Management System (NIMS). The ESF #5 structure supports the general staff functions described in the NIMS Multi-agency Coordination Center (MAC); e.g., SEOC, CEOC, other State departmental EOCs. ESF #5 activities are grouped in the following functional SEOC Sections:

Policy Section (Command Support)

This section is responsible for the strategic direction of state level emergency operations. It performs or supports the command function by providing senior staff, strategic incident action planning direction and capabilities, public information advisories, and may include representation from other state agencies or jurisdictions and the federal government. Mutual aid liaison at the policy level is established here. Strategic direction is articulated from the Policy Section. Policy typically consists of the following members:

- Section Chief: Director, ADEM or designee;
- MAC Section Chiefs;
- Governor;
- Adjutant General;
- ADEM Lead State Public Information Officer (PIO);
- Other state agency public information officers;
- Governor's Press Secretary;
- Agency Directors;
- Other SEOC Sections (see below); and
- ADEM support personnel.

The Policy Section also includes the following sub-elements:

- The Joint Information Center (JIC). This group is responsible for processing and disseminating emergency public information.
- Public Inquiry (PI). PI is responsible for receiving and responding to public inquiries regarding the disaster. Releasable information will be submitted via the ADEM PIO and the JIC.

Concept of Operations - Continued

Organizational Structure - Continued

Operations Section

This section is responsible for state coordination of incident response assets. Tactical level liaison and the coordination of mutual aid partners will be accomplished by the Operations Section. Operations personnel monitor and assess current incident conditions, shortfalls and unmet human needs. The section may be composed of representation from the following state-affiliated organizations:

- Section Chief: Assistant Director, Operations, ADEM;
- Department of Emergency & Military Affairs
  - National Guard;
- Department of Public Safety;
- Department of Transportation;
- Department of Health Services;
- Department of Homeland Security;
- Civil Air Patrol;
- State Forestry Division (ASFD);
- Department of Corrections;
- American Red Cross
  - -Grand Canyon Chapter Disaster Services;
- The Salvation Army;
- Arizona Voluntary Organizations Active in Disasters;
- Arizona Radiation Regulatory Agency;
- Department of Building and Fire Safety;
- Department of Environmental Quality;
- Department of Agriculture;
- Department of Commerce
  - Energy Office;
- Arizona Statewide Independent Living Council;
- State Board of Funeral Directors and Embalmers;
- MMRS Advance Team Liaison (if activated);
- Federal Joint Operations Center (JOC) Liaison;
- ADEM Search and Rescue Coordinator;
- Other ADEM Representatives and support personnel;
- Other state/county/local/tribal representatives;
- Other state/voluntary/private sector representatives;

During incidents at the Palo Verde Nuclear Generating Station (PVNGS) or other radiological emergency the Operations Section may also include:

Technical Operations Unit (TOU)

The TOU is responsible for gathering and interpreting technical data; i.e., radiological and/or biological findings, hazardous materials, and seismic information required for policy decisions. This unit may contain the following members:

- Director, Arizona Radiation Regulatory Agency;
- ARRA technical support staff;
- Department of Health Services;
- Department of Environmental Quality;
- National Weather Service;
- State agency representatives;
- Private agency representatives

Concept of Operations - Continued

Organizational Structure - Continued

Planning Section

This section coordinates elements of information to provide incident and threat analysis.

The Planning Section is responsible for:

- Monitoring and reporting the current situation status.
- Projecting and planning for possible future incident developments.
- Producing incident action plans (IAP) that describes the strategic direction and objectives of the SEOC during the incident period.
- Working directly with other SEOC staff elements to coordinate operational requirements.
- Producing situational response reports (Situation Reports – SitRep) and
- Facilitating periodic and/or critical SEOC briefings.

The Planning Section staffing normally consists of the following members:

- Section Chief
- Situation Status Coordinator
- Incident driven planning coordinators
- Other (incident dependent) state/federal department/agency representatives; and
- ADEM support staff

Logistics Section

This section primary responsibility is to coordinate, procure and track requests for personnel, resources, communications augmentation, supplies, etc., required to support state response.

The elements of the Logistic Section are:

- Information and Technology Management
- Resource Support
- Communications
- SEOC Support and Fiscal Services

Requests for assets, whether internal or external, are validated and processed by this section. Logistics handles the financial aspects of an emergency, maintains the message center and documents the utilization of resources.

This section typically consists of the following members; Section Chief, Information Systems manager, resource coordinator, Department of Administration liaison; State Forestry Division representative, and appropriate ADEM support staff (See SEOC Standard Operating Procedures).

When appropriate, the Logistics Section activates the Safety Officer to liaison with Department of Labor/Occupational Safety and Health Administration (DOL/OSHA) for coordinating and implementing the safety functions required by the incident command staff. (See the Worker Safety and Health Support Annex for details.)

Roles and Responsibilities

Coordinating/Primary Agency	Functions
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Assume responsibility for the operation and maintenance of the SEOC and coordination with Arizona State University or the City of Prescott on the operation and maintenance of the Alternate SEOC. • Provide staffing for all EOC positions. Staffing for the sections will be according to the SEOC Standard Operating Procedures (SOP) including which ESFs are activated, the size and composition of the organizational structure, and the level of SEOC Section staffing. • Upon notification that the SEOC is to be activated, notify the appropriate agencies and request agency representation at the SEOC. • Provide information on emergency information to the public through the media. • Coordinate State planning activities including immediate, short-term, and long-range planning. The response planning and operations implementation priorities of the State Government are developed, tracked, and implemented through ESF # 5. • Coordinate the use of remote sensing and reconnaissance operations, activation and deployment of assessment personnel or teams, and Geographic Information System support needed for strategic incident management. • Coordinate overall State staffing and emergency management activities at the JFO upon activation (Presidential-declared disaster)

Support Agencies	Functions
STATE	
All State departments and agencies	• Support agencies' responsibilities and capabilities are outlined in the SERRP Basic Plan and Emergency Support Function (ESF) and/or Incident Annexes/Appendices. • Support agencies provide personnel to the SEOC, as requested, to assist ESF operations and provide reports to ESF # 5. • All agencies, as appropriate, identify staff liaisons or points of contact to provide technical and subject-matter expertise, data, advice, and staff support for operations that fall within the domain of each agency. • Support capabilities of other organizations may be used as required and available. • All ADEM components/directorates provide support as required.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
All local and tribal jurisdictions	• The board of supervisors of each county and tribal leadership should establish and maintain an EOC. The purpose of an EOC is to provide emergency coordination of the county's resources and a point of contact with the incident command post and/or other activated EOC operations. Staffing and organization will be as directed by the board of supervisors or tribal leaders. • Local government should establish an EOC. This EOC may be located with the county EOC. The chief executive (mayor) has the responsibility for the functionality of the emergency response element(s) within their community.
PRIVATE/VOLUNTARY	
All private and voluntary organizations	• Private and certified voluntary organizations may be requested to send a decision-making representative that can provide information to the SEOC as appropriate.
FEDERAL	
Department of Homeland Security (DHS)	• ESF #5 of the National Response Framework (NRF) – Emergency Management, may be activated to support federal information processing activities.
National Weather Service (NWS)	• Provide a meteorologist representative to the SEOC upon request.
Other locally –situated Federal agencies	• Representatives from other local federal agencies may be asked to provide an SEOC representative as needed.
Federal Bureau of Investigation (FBI)	• In the event of a terrorist incident or suspected use of WMD agents a FBI liaison may be requested at the SEOC for the purpose of interfacing with representatives of their Joint Field Operations (JFO)
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions. • During a Presidential-declared disaster within the State, a FEMA Region IX representative may be requested to participate in SEOC activities and to interface with the established Joint Field Office (JFO)

In accordance with A.R.S. § 26-303(E.2.): "The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will be responsible for the development and on-going maintenance and administration of this Emergency Management Annex (ESF # 5).

Attachments and Appendices

Appendices

Continuity of Government Appendix

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State of Arizona

Emergency Response and Recovery Plan

ESF #6
Mass Care, Housing and Human Services Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

VOLUNTARY

American Red Cross (ARC)

Support Agencies:

STATE

Commission for the Deaf & Hard-of-Hearing (ACDHH)

Department of Agriculture (ADA)/ State Veterinarian

Department of Homeland Security(ADOHS)

Department of Economic Security (DES)

Department of Health Services (ADHS)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Department of Housing (ADOH)Arizona Health Care Cost Containment System (AHCCCS)

Arizona State University (ASU)

VOLUNTARY

Arizona Voluntary Organizations Active in Disasters (Arizona VOAD)

Citizens Corps Program (CCP)

The Salvation Army (TSA)

PRIVATE/PRIVATE NON-PROFIT

Arizona Humane Society (AZHS)

Mental Health Association of Arizona (MHAAZ)

Arizona Statewide Independent Living Council (SILC)

LOCAL/TRIBAL

County/Tribal/Local Emergency Management

County /Tribal Health

County Sheriff (CSO)

FEDERAL

Federal Emergency Management Agency (FEMA)

Health and Human Services (DHHS)

Small Business Administration (SBA)

Introduction

Purpose

The purpose of the SERRP Emergency Support Function (ESF) #6 – Mass Care, Housing, and Human Services is to support county, local, and tribal government and nongovernmental organization (NGO) efforts to address the non-medical mass care, housing, and human services needs of the whole community (individuals, households, and families) impacted by an incident(s) of overwhelming proportions through:

- Coordination of State, county, local, tribal, government and non-government organizations, and if necessary, Federal response and recovery resources.
- Support of the operations of the American Red Cross' Safe and Well Web Site information system to collect, receive and report information about the status of clients and assist with family reunification.
- Coordination of the bulk distribution of emergency relief supplies to disaster clients.

Scope

ESF #6 promotes the delivery of services, the coordination and implementation of State and Federal programs to assist individuals, households, and families impacted by State emergencies or Presidential-declared disasters during the response and initial recovery phases. Catastrophic Incident:

- In the event of a disaster/emergency of catastrophic proportions that **immediately** overwhelms a political subdivision(s) resulting in extraordinary human/animal care and services and places a severe burden on State resources is addressed in the Catastrophic Incident Annex of the SERRP.

Incidents that evolve into catastrophic proportions will follow normal established response protocols.

This ESF #6 encompasses three primary functions:

Mass Care

Involves the coordination of non-medical mass care services to include:

- Sheltering of clients, and as necessary service animals, pets, companion animals, and livestock.
- Organizing feeding operations for clients and animals.
- Providing emergency first aid at designated sites.
- Collecting and providing information on clients to family members (American Red Cross, Safe and Well Website).
- Coordinating distribution of emergency relief items (Donations Management Annex).
- Family Reunification activities (Family Reunification appendix forthcoming).

Housing

Involves the provisions of assistance through available government and non-government programs for short -term and transitional housing needs of eligible clients; such as:

- Lodging
- Rent
- Transitional

Introduction - Continued

Scope - Continued

This ESF #6 encompasses three primary functions: - Continued

Human Services

Focuses on coordinating client-related recovery efforts through available government and non-government programs such as:

- Counseling.
- Case management intake.
- Expediting the process of new disaster benefits claims.
- Mortuary services.
- Animal/pet services (See Animal Protection Appendix this ESF).
- Identifying support for persons with access & functional needs

Policies

Policies of ESF # 6 apply to State departments and agencies and the American Red Cross for activities relating to potential or actual State emergencies, or Presidential-declared disasters.

- This ESF may be activated to initiate State response to an official request from an impacted county, local or tribal jurisdiction.
- State assistance and support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Reducing duplication of effort and benefits, to the extent possible. This includes streamlining assistance and identifying recovery and mitigation measures to support State, county, local and/or tribal planning efforts.
- All government/voluntary/private resources will be utilized based on the needs of individuals, households and families impacted by the event as requested and as available.
- All State-authorized services will be:
  - Provided without regard to economic status, race, religious, political, ethnic or other affiliation.
  - Administered in accordance with all relevant and applicable federal, state and local rules and regulations;
- Assignment of personnel to support ESF #6 functions will be in accordance with the rules and regulations of their respective parent agencies; this Annex will coordinate with ESF # 3 (Public Works & Engineering), ESF # 5 (Emergency Management), ESF # 8 (Health & Medical), ESF # 14 (Recovery and Mitigation), ESF # 15 (External Affairs) Annexes regarding public and individual assistance as appropriate. This plan will not supersede local ARC chapter response and relief activities.
- ARC relief operations will:
  - Conform to the ARC Board of Governors' Disaster Services Policy Statements.
  - Conform to the Memorandum of Agreement between FEMA and the ARC establishing ARC as the co-lead with FEMA for the Mass Care Component of ESF-6. Copy of Agreement is on file.
  - Maintain administrative and financial control over its activities.

Planning Assumptions

- Many emergencies/disasters have necessitated evacuation of affected areas. Government and the ARC have assumed the responsibility for the provision of temporary emergency shelter and care for clients.
- Individuals and families can be deprived of normal means of obtaining food, clothing, shelter and medical needs.
- Family members/caregivers may become separated and unable to locate each other.
- Individuals may develop serious physical or psychological problems requiring specialized medical or behavioral services.
- There may be large numbers of dead and injured, which also may leave a large number of specialized population groups (e.g., senior citizens and children) without support.
- A certain percentage of the sheltered population may require shelter for an extended period of time.
- A significant number of people may be left temporarily (or permanently) homeless and require short and/or long term housing assistance.
- Many individuals and families will have no insurance or insufficient coverage to properly address damage to or loss of property.
- As a result of a catastrophic emergency/disaster in adjacent states, Arizona may be requested to provide mass care services to evacuees (See Catastrophic Incident Annex – Evacuee Reception Appendix for additional information).
- A large population segment of the impacted area(s) will have pets, support and/or companion animals, or livestock that require emergency assistance (See Animal Protection Appendix this ESF for additional information).
- Affected healthcare facilities may open alternate care sites (not co-located with general population shelters).
- Shelters must plan for integrating those with access and functional needs into the general population shelter and plan for providing the required functional needs support services.

Concept of Operations

General

- For the purposes of the SERRP, the American Red Cross functions as an ESF primary organization in coordinating the use of State (and Federal) mass care resources in the context of statewide incidents. For the purposes of ESF #6, any reference to State departments and agencies with respect to responsibilities and activities in responding to an incident includes the American Red Cross.
- Initial response activities will focus on meeting urgent human needs of disaster clients. Often recovery efforts may commence as response activities are taking place and may be sustained for extended periods of time.
- Close coordination will be required among those agencies and organizations responsible for providing assistance toward response operations and recovery activities, including those providing long-term recovery assistance.
- Mass Care Conference Calls - Conference calls are an important process for coordination with stakeholders outside the State EOC. The State Mass Care Conference call is held daily and stakeholders are expected to attend. Additional coordination conference calls may be required.

Concept of Operations - Continued

General - Continued

- Government must be prepared to provide for the urgent basic needs of people and pets displaced by emergencies/disasters.
- ESF # 6 functions are divided into three main areas (Mass Care, Housing, and Human Services). The principle activities for each functional area are described in the following sections.

Mass Care

Mass Care function includes overall coordination, sheltering, feeding, and other activities to support emergency needs of the whole community as described below:

Coordination

This includes coordination of the requested or required State and/or Federal assistance in support of non-medical mass care services, and the gathering of information related to sheltering and feeding operations in the impacted area.

Emergency First Aid

Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites under the auspices of the ARC.

Shelter

Sheltering, feeding and emergency first aid activities of evacuated clients will begin immediately after the emergency/disaster. Establishment of a State Multi-Agency Sheltering Task Force (STF) if the estimated emergency sheltering involves multiple jurisdictions or if the need exceeds the sum of non-governmental organizations' (NGO) capacities. The STF is responsible for coordinating the procurement of the additional assets; any resources needed may include a combination of in-state and federal resources.

- Standard Operating Guide for Multi-Agency Sheltering Task Force (STF) is contained in ESF #6 - Multi-Agency Sheltering Task Force (STF) Appendix.
- The provision of required emergency shelter for emergency/disaster clients includes:
  - Use of the National Shelter System to coordinate use of shelter sites in existing structures.
  - Creation of temporary facilities, such as tent cities.
  - Use of similar facilities outside the disaster-affected area, should evacuation be necessary.
  - Pre-staging of these facilities may occur when emergencies/disasters are anticipated.
- Evacuees will be directed to a selected shelter facility. They will be registered and be provided essential goods (bedding, clothing, personal care, etc.) and food by the ARC, school district, tribe or voluntary agency.
- If the evacuee chooses to reside with friends, relatives, or other facilities they will be requested to register with a designated public shelter. This process will help ensure that evacuees can be located for reuniting with or responding to family member inquiries (Safe and Well Website).
- Sheltering, feeding and emergency first aid activities on tribal lands may be provided by tribal authorities in coordination with local, state, and voluntary organizations.
- Access and Functional Needs (AFN) shelter support: 1. Upon a shelter(s) opening, ADEM has AFN Shelter Support Packages available for immediate deployment. These packages contain items such as ramps, toilet-seat risers, hand-held shower heads, portable charging station devices and other misc. items. 2.

- The AZ Department of Health Services (ADHS) manages a large cache of durable medical equipment and consumable medical supplies that is deployable to shelters upon need. Bariatric chairs, medical/hospital beds, wheelchairs and other misc. items are stored in a warehouse.

- Functional Assessment Service Team (FAST) function will support emergency shelters. A trained team member will deploy to an emergency shelter to conduct functional assessments of individuals with access and functional needs, and facilitate the process of requesting the resources needed.

- In the event of a terrorist attack or suspected terrorist incident sheltering requirements may be adjusted to include actions outlined in Catastrophic Incident Annex (CAT), Nuclear/Radiological Incident Annex (N/RIA), Oil & Hazardous Material Incident Annex (O/HIA), and/or the Biological Incident Annex (BIO).

- Sheltering for an incident involving the Palo Verde Nuclear Generating Station will be implemented according to The Offsite Emergency Response Plan For Palo Verde Nuclear Generating Station (PVNGS) (See also Nuclear/Radiological Incident Annex Appendix 1 - Nuclear Power Radiological Emergency Preparedness).
- See Animal Protection Appendix to ESF # 6 for sheltering of pets, companion animals, and livestock for additional information.

Feeding

The provision for feeding disaster clients and emergency workers is accomplished through a combination of fixed sites, mobile feeding units and bulk food distribution. Establish a State Multi-Agency Feeding Task Force (FTF) if the estimated feeding involves multiple agency involvement or if the need exceeds the sum of non-governmental organizations' (NGO) capacities or if the state is required to purchase food for disaster feeding. The Task Force is responsible for coordinating the procurement of the additional assets; any resources needed may include a combination of in-state and federal resources.

- Feeding is provided to clients through a combination of fixed sites, mobile feeding units, and Household Food Distribution of food;
- Feeding operations are based on sound nutritional standards to include meeting requirements of clients with special dietary needs to the extent possible; (See ESF #11 – Agriculture and Natural Resources Annex Appendix 1 – Nutrition and Food Distribution).
- Parent organizations of relief workers should plan to provide for those workers to be self-supporting for the first 72 hours after arrival in the affected area. Feeding for emergency workers will be provided by the workers' parent organization.
- Standard Operating Guide for Multi-Agency Feeding Task Force (FTF) is contained in ESF #6 - Multi-Agency Feeding Task Force (FTF) Appendix. Standard Operating Guide for Household Food Distribution is contained as a attachment to the ESF #6 – Multi-Agency Feeding Task Force SOG
- Guidelines on the feeding of animals will be addressed in ESF #6 – Animal Protection Appendix.

Safe and Well Website Information System

Inquiries regarding individuals residing within the affected area will be collected and provided within the limits established by law for the release of personal information to immediate family members outside the affected area through a Safe and Well Website operated and maintained by the American Red Cross (ARC). This will also aid in reunification of family members. The website link is: https://safeandwell.communityos.org/cms/

- Safe and Well Information consists of those persons identified on shelter lists, National Disaster Medical System (NDMS) casualty lists and any information made available by the state/county/community EOCs and hospitals. This list will be collected and made available to immediate family members via the ARC.
- An initial moratorium, not to exceed 48 hours, may be issued to allow activation of the system and determination of the affected area.
- Information about persons injured and remaining within the affected area will be provided by local medical units' inputs to the Safe and Well Information Website.

- Information on casualties evacuated from the affected area to other medical facilities will be provided by the NDMS tracking system. The listing of disaster-related deaths will be limited to the number of officially confirmed fatalities.

Distribution of Emergency Relief Items

Sites will be established for the distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of disaster clients for essential items (see Donations Management Support Annex).

Housing

The ESF # 6 housing function addresses needs of clients in the affected areas, and is accomplished through the implementation of programs and services designed to:

- Identify solutions for short- term & transitional housing for clients as appropriate.
- Provide assistance for the short- term and transitional housing needs of eligible clients. Housing assistance provided to clients may include:
  - Rental assistance
  - Transitional housing
- Identify the various factors that could impact the incident-related housing needs and help develop a plan of action to provide housing assistance in the most effective, expedited, and efficient manner available at the time.

Human Services

The ESF # 6 human services component assists clients in the affected area(s) through implementation of programs and services designed to:

- Assess the situation and coordinate an effective response, utilizing effective recovery case management methodology.
- Implementation of an appropriate plan based on the resources available to assist all clients.
- Coordinate the support of various recovery services impacting individuals and households through available governmental and non-governmental programs.
- Coordinate and identify individuals with access and functional needs within the impacted area, to include (but are not limited to):
  - The elderly
  - People with physical, developmental, sensory, and/or cognitive (behavioral/mental) disabilities
  - Assisted care persons in private institutions and homes
  - Children unaccompanied by an adult
  - People communicating in languages other than English (including sign language)
- Support immediate, short-term assistance, for individuals, households, and groups dealing with the anxieties, stress, and trauma (including crime victim compensation) associated with a disaster, act of terrorism, and/or incident of mass criminal violence as appropriate.
- Support expedited processing of new disaster benefits claims.
- Ensure water, ice, and other emergency commodities and services requirements are delivered to appropriate entities.

Concept of Operations - Continued

Organization

State (SEOC)-Level Response Structure

- Following ESF # 6 activation, the primary agencies convene at the State Emergency Operations Center (SEOC) to evaluate the situation and respond accordingly.
- Primary and support agencies are available on an "as needed" basis for the duration of the emergency response period.
- ESF # 6 may provide representatives to the Joint Field Operations, if activated (Presidential-declared disaster or other Incident of National Significance).
- ESF # 6 liaisons may also be assigned to other ESFs and/or related functions as needed. Included as a liaison, upon need, is a SME AFN Liaison.
- Liaisons from Federal support agencies assist the ESF # 6 at the JFO as necessary, and otherwise are available on an "as needed" basis for the duration of the emergency response period.

SEOC Initial Actions

- Assesses the situation, validates resource requests from county/tribal jurisdiction(s), and forecasts response needs.
- Provides technical assistance to the impacted county/tribal ESF # 6.
- Coordinates and manages ESF # 6 resource requests with Federal Emergency Management Agency (FEMA Region IX).
- Validates resource requests from the regional ESF #6.
- Establishes communications with the national ESF # 6 response structure, if necessary.
- Provides reports to the JFO ESF # 6 response structure, if activated and as requested.

SEOC Actions: Ongoing

- Provides guidance for identifying potential housing resources.
- Works with Federal, State, county, tribal, and local authorities on the development of a recovery plan, as appropriate.
- Provides coordination support for case management, for crisis counseling, disaster unemployment assistance, and disaster legal services.
- Assists with coordination and implementation of disaster assistance programs, including support, as appropriate, for individual assistance centers.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	**Response** • Activates SEOC and appropriate primary/support agencies. • Provide mass care, housing and human resources direction, coordination and availability of resources activities. • Coordinates logistical and fiscal activities supporting priorities and activation associated with ESF #6. • Coordinate information on available habitable housing units, within or adjacent to the disaster or affected area for use as emergency shelters. • Provide assistance to human and animal evacuees if necessary (See – Animal Protection Appendix this ESF). • Act as liaison between the ARC and state agencies. ARC will request assistance from state agencies through the SEOC Operations Section. • Assist in the provision of medical supplies and services. **Recovery** • Assist in establishing priorities for and the coordination of the transition of ESF #6 response operations to recovery activities via Recovery Support Functions. • Assist in victim confidentiality and the release of information for recovery services, benefits eligibility, and notification of relatives.

Primary Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	**Recovery** • As the primary agency for recovery activities pursuant to a Gubernatorial or Presidential-declared disaster or emergency, ADEM Recovery Section provides ESF #6 staff to various assignment locations, as appropriate. **On-Going** • Plans and supports regular meetings with the primary and support agencies related to preparedness, response, and recovery activities. • Provide leadership in coordinating and integrating overall State/Federal efforts associated with mass care, housing, and human services. • Provide leadership of the Access and Functional Needs Task Force
American Red Cross (ARC)	• Support local government in the management and coordination of sheltering, feeding, emergency first aid services, and support services to the disaster-affected population. • Provide appropriate authorities in response to disaster welfare inquiries and family reunification requests.

	• Manage mass care logistical and related fiscal activities. • Provide governmental liaison to the SEOC.

Support Agencies	Functions
STATE	
Commission for the Deaf & Hard of Hearing (ACDHH)	• Ensure Mass Care, Housing & Human Services messages are delivered to this population in an accurate and timely manner. • Provide technical assistance to SEOC and other county, local, and tribal entities upon request.
Department of Agriculture (ADA)	• Provide support involving the emergency relocation of livestock. • Provide Federal food products as overseen by the department upon request and as available.
Department of Economic Security (DES)	• Provide human services assistance for those individuals, households and families with mass care and disaster recovery needs including those with Access and functional needs currently enrolled in Arizona DES programs. • Assist county authorities in identifying victims with special emergency needs within their respective jurisdictions.
Department of Health Services (ADHS)	• Assist cities/counties/tribes to ensure that health standards are maintained in shelters (see ESF 8 - Public Health). • Provide non-medical volunteers through ESAR-VHP to augment personnel assigned to shelters upon request and as available. • Provide technical assistance for shelter operations related to food/nutrition vectors, water supply, and waste disposal. • Assist in the provision of medical supplies, medical screenings and shelter surveys. • Administer Crisis Counseling Program and other disaster-related behavioral health relief as necessary.
Department of Housing (ADOH)	• Provide assistance with acquiring resourcing short-term and long term housing solutions to impacted survivors.
Department of Public Safety (DPS)	• Provide assistance to the Department of Transportation (ADOT) and local governments in coordinating traffic control and directing evacuees to reception/care centers or shelters. • Coordinates for security of reception/care centers or shelters.
Department of Transportation (ADOT)	• Assist the DPS and local law enforcement in directing evacuees and emergency workers to county reception /care centers or shelters.
Arizona Statewide Independent Living Council (SILC)	• May be called upon to provide technical assistance in sheltering operations, food services and other considerations associated with access and functional needs.
Arizona State University	• May be called upon to provide technical & physical assistance in sheltering operations, food services and other considerations.
Arizona Health Care Cost Containment System (AHCCCS)	• Provide human services assistance for those individuals, households and families with mass care and disaster recovery needs

Support Agencies	Functions
COUNTY	
County/Tribal/Local/Emergency Management	• Maintain responsibility for shelter operations in the unincorporated portions of the county. • Coordinate county operations support requests and tribal jurisdiction ESF #6 needs between the State EOC and impacted jurisdiction(s). • Establish reception and care centers to register evacuees and direct them to an appropriate shelter (Red Cross, faith-based, etc.). The county EOC will work with the SEOC to ensure that evacuees' needs are met. • Ensure that law enforcement support is provided for internal and external shelter security. • Ensure that fire protection and safety services are provided through available community fire departments. • Ensure that emergency medical support is readily available for shelters. • Coordinate with Public Health to ensure sheltering needs are met for assisted care patients in private homes, with limited abilities and latchkey children. • Review Shelter Management Guidelines (Attachment B) this ESF.
County /Tribal Health	• Provide medical services and equipment to shelters and triage centers as requested and as available • Assist shelter operations within jurisdictional boundaries including nutritional guidelines, public health advisories, etc. • Ensure health standards are maintained at shelters. • Ensure sheltering needs are met for assisted care patients in private homes, persons with access and functional needs and latchkey children.
County Sheriff (CSO)	• Assist local and tribal authorities with law enforcement activities including, crowd control, surveillance, shelter security, etc. as requested and as available.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
Incorporated Communities	• Maintain responsibility for shelter operations within their jurisdiction. Specific organizations located within the community, (i.e., local ARC chapter, school district superintendent, other local voluntary organization(s), etc.) may be requested to assist with sheltering operations. • Coordinate the need for additional sheltering or existing shelter logistical needs with the county EOC. • Ensure that local law enforcement provide for internal and external shelter security. • Ensure that fire protection and safety services are available to shelter(s) through community fire department(s). • Ensure that emergency medical support is readily available for shelter(s). • Ensure the sheltering needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children. • Ensure health standards are maintained at shelters. • Coordinate shelter decontamination and/or “shelter sealing” needs with County Public Health and County EOC. • Review Persons with Special Emergency Needs Appendix and Shelter Management Guidelines (Attachment B) this ESF

• VOLUNTARY	
• Arizona Voluntary Organizations Active in Disaster (Arizona VOAD)	• May be called upon to have member organizations provide assistance in sheltering operations, food services and other identified needs, including housing and human services for disaster victims and families. • Provide governmental liaison/representative to the SEOC upon request.
• Citizens Corps Program (CCP)	• Provide certified human resources to complement State response and recovery activities upon request and as available.
• The Salvation Army (TSA)	• Support the management and coordination of bulk distribution of emergency relief items (See Spontaneous Volunteer & Donations Management Annex). • Provide governmental liaison to the SEOC.

Roles and Responsibilities - Continued

Support Agencies	Functions
PRIVATE SECTOR	
Arizona Humane Society (AZHS)	• Provide technical assistance regarding care and welfare for animals exposed to disaster. • Assist in procurement of animal shelter, food, health and medical care needs as requested and as available.
Mental Health Association of Arizona (MHAAZ)	• Provide volunteer disaster behavioral health services, as requested and as available. • Provide technical assistance to SEOC during incident response and recovery operations.

FEDERAL	
Federal Emergency Management Agency (FEMA) Health and Human Services (DHHS) Small Business Administration (SBA)	• See ESF #6 of the National Response Framework (NRF) for federal agency information

In accordance with A.R.S. § Title 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM and Primary Agencies will be responsible for the development and on-going maintenance and administration of this Mass Care, Housing and Human Services Emergency Support Annex (ESF # 6) and any related Appendices.

Attachments and Appendices

The following Appendices to this ESF #6 - Mass Care, Housing and Human Services Annex have been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. These Appendices may be activated concurrent with the activation of ESF #6 or separately under its own tasking and assignments as dictated by the incident.

Appendices

Animal Protection Roles and Responsibilities - Attachment B

PVNGS Reception and Care Center - Attachment C

Shelter Management EOP Guidelines - Attachment D

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State of Arizona

Emergency Response and Recovery Plan

ESF #6 – Sheltering Appendix

Appendix Coordinator:

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Commission for the Deaf & Hard-of-Hearing (ACDHH)

Department of Agriculture (ADA)

Department of Economic Security (DES)

Department of Health Services (ADHS)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Emergency Information Network (AZEIN)

Arizona Health Care Cost Containment System (AHCCCS)

LOCAL/TRIBAL

County/ Tribal Emergency Management (CEM)

County Tribal Public Health (CPH)

County Sheriff (CSO)

VOLUNTARY

American Red Cross (ARC)

Arizona Statewide Independent Living Council (SILC)

Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Citizens Corps Program (CCP)

The Salvation Army (TSA)

PRIVATE/PRIVATE NON-PROFIT

Arizona Humane Society (AZHS)

Mental Health Association of Arizona (MHAAZ)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) #6 – Mass Care, Housing, and Human Services – Sheltering Appendix (SHL) is to ensure that sufficient state assets are available during a potential or actual incident to provide accurate, coordinated and timely emergency response to sheltering needs for all citizens and guests within the State.

Introduction - Continued

Scope

- Local, county and tribal governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens who require shelter within their jurisdiction(s).
- The State must also develop parallel plans that address responses for this population should the local, county and/or tribal governments become overwhelmed and unable to provide or sustain assistance to this population.
- Certain State departments/agencies may have physical responsibility for vulnerable populations that require sheltering through custodial care as described in State Statutes and/or through contracts with private/non-profit organizations that provide services to them on behalf of the state.

Planning Assumptions

Emergency response to disasters and emergencies start at the local level, it is the primary responsibility of those local, county and tribal governments to attempt to provide evacuation sheltering within their jurisdiction and to plan accordingly. Sheltering needs addressed in this appendix are designed to meet emergency conditions and should not be confused with disaster housing issues which are addressed in another section of the Mass Care, Housing & Human Services Annex.

- There are several different shelter options which are available to local, county, tribal and State governments.
- In most instances the governmental unit(s) impacted will work directly with their local chapter of the American Red Cross to fulfill their needs.
- In certain instances, the incident may dictate and/or create a situation where the Red Cross program may not be able to accommodate some or all of the sheltering needs of the government.
- Impacted governmental unit(s) should have planning in place to implement, sustain/support, and/or operate shelters for all displaced persons and any attendant service animals.
- Some incidents may require the population to remain in place (Shelter-In-Place). In this type of sheltering it may become necessary for local, county, tribal, and/or State governmental units to provide support to individuals who are being sheltered in this manner.

Concept of Operations

General

The State of Arizona does not currently have a law that allows government to forcefully evacuate a person from their residence even when there is potential and/or substantial evidence that remaining there may pose a threat to their personal well being.

This plan recognizes the existence of following shelter types or alternatives:

Traditional Red Cross Shelter

This shelter is where the Red Cross occupies the facility, plans, directs and controls every aspect of the Red Cross services provided at the Shelter. This will probably be the most prevalent used.

Red Cross / Partner Shelters

Similar to the traditional Red Cross shelter except that much of the staffing is provided by the Partner agency. Red Cross will however remain in charge of planning, organizing, and direction and control of the Red Cross services provided in the shelter.

Red Cross Supported Shelters

These are shelters where a community agency wishes to extend their services to their community as part of their own mission while maintaining administrative control of their facilities and services. Negotiated levels of financial, logistical, material or technical support by each party will be provided either prior to the incident or at the time of the incident.

Independently Managed Shelters

These are shelters are run by community agencies that have determined that they want to retain administrative control of the activities related to the provision of shelter and do not wish to abide by the Red Cross Disaster Code of conduct and/or may not want to be supported by the Red Cross. Although the Red Cross may on a case by case basis to provide assistance in the following resources: bulk distribution of supplies, casework, feeding, health, and/or mental health services. (Note: should these agencies elect to open these types of shelters, they do so with the assumption that the State shall not be held liable for expenses occurred in their operation, unless other agreement(s) have been reached.

Government Shelters

These are shelters established by local, county, tribal, and/or State government either with the intention of the eventual transfer of the shelter to the Red Cross or until operation ceases.

Reception And Care Centers (RCC)

- May often be used during incidents as a temporary shelter until it is determined that longer term needs are required and/or actual shelters can be staffed and supplied.
- These are different from shelters in that they are interim and may not meet basic shelter requirements such as showers, cots, formal meals, etc.

Residential (Home) Shelters

In many cases during emergencies and disasters, individuals will open their own homes to neighbors, friends, family and even strangers. **For planning purposes, this is not recognized as a formal shelter and the State cannot and will not assume any liability in support of this type sheltering.** Note: Individuals/families impacted by the emergency/disaster staying in residential-type of shelter may seek assistance through the Family Service operations of the American Red Cross to obtain assistance with food and other potential costs/or items in accordance with Red Cross Policies and Procedures.

Concept of Operations – Continued

It is important that the State of Arizona have a defined mechanism for coordination of its response. The State Emergency Response and Recovery Plan (SERRP) is the primary mechanism for coordination of the State's response to overwhelmed counties and will guide the State response. It defines State departmental responsibilities for sector-specific responses, and provides the structure and mechanisms for effective coordination among Federal, State, county, and tribal authorities, the private sector, and non-governmental organizations (NGOs).

Organization

- Red Cross will remain the primary provider of emergency traditional sheltering needs within the State.
- The State operates as a coordination center, the actual operational oversight of any shelter supported by this appendix, remains with the local, county, or tribal jurisdiction where it is placed until it is no longer needed and demobilized or is transitioned to Red Cross oversight.
- County, local and/or tribal government requests for sheltering assistance beyond those available through the ARC will be coordinated through the State Emergency Operations Center (SEOC).
- In response, the SEOC in collaboration with the ARC will:
    - Identify facilities resources available throughout the State using the National Sheltering System (NSS) website. If no suitable locations are identified on the NSS, the State will coordinate with the local, county and tribal government(s) impacted to determine potential alternates.
    - Evaluate resource requests for staffing and identify potential resources available from the voluntary, private and governmental sectors. The volunteer sector assessment procedures will follow the plan described in the Volunteer Management Support Annex in the SERRP. Private sector and other government resources may be addressed via the SEOC Logistics Unit.
    - Requests for food, cots, blankets, comfort type kit materials, for shelters will be coordinated through the SEOC Logistics Section. The Red Cross may be a potential resource for some of these items, even if they are unable to actually assume responsibility for the shelter(s).
- Once, resources for the above have been identified by the State, the SEOC Mass Care Branch will coordinate with the Red Cross and the local, County and/or tribal jurisdiction to finalize the details.
- As with any shelter operation it is imperative that any Public Information messages be coordinated through the Joint Information System (JIS) and/or Joint Information Center (JIC).

Special Considerations

Some individuals are not candidates for this general population shelter program. This will require local, county, tribal and State governments to plan on how to address their needs during a disaster or emergency. Special Considerations may be addressed by the establishment of a location within the shelter facility where their needs are addressed.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with ESF and Appendix primary and support agencies. • Conducting periodic ESF/Appendix meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating ESF and Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	**Response** • Activates SEOC and appropriate primary/support agencies. • Act as liaison between the ARC, local, county and/or tribal jurisdictions and state agencies. ARC, local, county and/or tribal jurisdictions will request assistance from state agencies through the SEOC Operations Section Mass Care Branch. • Coordinate mass care emergency sheltering resource request activities in support of local, county, and tribal requests/needs. • Coordinate information on available habitable housing units, within or adjacent to the disaster or affected area for use as emergency shelters. (Including those listed on the National Shelter System (NSS) website. • Coordinate staffing required supporting State sheltering operations, through volunteer, private sector, and/or governmental resources. Note: for volunteer staffing specifics see Volunteer Management Support Annex in SERRP. • Coordinates logistical and fiscal resource activities supporting State identified shelter resources that are deployed. • Coordinate State Shelter public information, through the Joint Information System (JIS) and/or Joint Information Center (JIC) if established. **Recovery** • Assist in establishing priorities for and the coordination of the transition of emergency sheltering response operations to short term and ~~long term~~ ~~intermediate~~ transitional housing recovery activities. • Assist in victim confidentiality and the release of information for recovery services, benefits eligibility, and notification of relatives. **On-Going** • Plans and supports regular meetings with the primary and support agencies related to preparedness, response, and recovery activities. • Provide leadership in coordinating and integrating overall State/Federal efforts associated with mass care, housing, and human services.

Roles and Responsibilities

Support Agencies	Functions
STATE	
Department of Economic Security (DES)	• Provide human services assistance for those individuals, households and families with mass care and disaster recovery needs including access and functional needs currently enrolled in ADES programs. • Assist county authorities in identifying clients/ survivors with access and functional needs emergency needs within their respective jurisdictions.
Department of Health Services (ADHS)	• Assist cities/counties to ensure that health standards are maintained in shelters (see ESF 8 - Public Health). • Provide healthcare volunteers through ESAR-VHP to augment personnel assigned to shelters upon request and as available. • Provide technical assistance for shelter operations related to food/nutrition vectors, water supply, and waste disposal. • Assist in the provision of medical supplies and services. • Administer Crisis Counseling Program and other disaster-related behavioral health relief as necessary in shelters.
Commission for the Deaf & Hard of Hearing (ACDHH)	• Ensure sheltering messages are delivered to this population in an accurate and timely manner. • Provide technical assistance to SEOC and other county, local, and tribal entities upon request.
Department of Agriculture (ADA)	• Provide support involving the emergency relocation of livestock. • Provide Federal food products as overseen by the department upon request and as available.
Department of Public Safety (DPS)	• Provide assistance to the Department of Transportation (ADOT) and local governments in coordinating traffic control and directing evacuees to reception/care centers or shelters. • Coordinates for security of reception/care centers or shelters.
Department of Transportation (ADOT)	• Assist the DPS and local law enforcement in directing evacuees and emergency workers to county reception /care centers or shelters.
Arizona Emergency Information Network (AZEIN)	• Coordinate with Mass Care Branch of SEOC, to ensure that appropriate shelter information is available in a timely manner for the public.
Arizona Statewide Independent Living Council (SILC)	• May be called upon to provide technical assistance in sheltering operations, food services and other considerations associated with access and functional needs.

Roles and Responsibilities

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM)	• Maintain responsibility for shelter operations in the unincorporated portions of the county. • Coordinate county and tribal jurisdiction(s) shelter support requests between the State EOC and impacted jurisdiction(s). • Establish reception and care centers to register evacuees and direct them to an appropriate shelter (Red Cross, tribal, approved faith-based or government operated). The county EOC will work with the SEOC to ensure that evacuees' needs are met. • Ensure that law enforcement support is provided for internal and external shelter security. • Ensure that fire protection and safety services are provided through available community fire departments. • Ensure that emergency medical support is readily available for shelters. • Coordinate with Public Health to ensure sheltering needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children. • Coordinate unmet shelter decontamination needs with SEOC and local jurisdictions. • Review Vulnerable Population Appendix and Shelter Management Guidelines (Attachment B) within ESF#6 Annex.
County Public Health (CPH)	• Provide medical services and equipment to shelters and triage centers as requested and as available. • Assist shelter operations within jurisdictional boundaries including nutritional guidelines, public health advisories, etc. • Ensure health standards are maintained at shelters. • Ensure sheltering needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children.
County Sheriff (CSO)	• Assist local and tribal authorities with law enforcement activities including, crowd control, surveillance, shelter security, etc. as requested and as available.

Support Agencies	Functions
LOCAL/TRIBAL - Continued	
Incorporated Communities and Tribal Jurisdictions	• Maintain responsibility for shelter operations within their jurisdiction. Specific organizations located within the community, (i.e., local ARC chapter, school district superintendent, other local voluntary organization(s), etc.) may be requested to assist with sheltering operations. • Coordinate the need for additional sheltering or existing shelter logistical needs with the county EOC. • Ensure that local law enforcement provide for internal and external shelter security. • Ensure that fire protection and safety services are available to shelter(s) through community fire department(s). • Ensure that emergency medical support is readily available for shelter(s). • Ensure the sheltering needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children. • Ensure health standards are maintained at shelters. • Coordinate shelter decontamination needs with County Public Health and County EOC. • Review Vulnerable Populations Appendix and Shelter Management Guidelines (Attachment B) contained in this ESF#6.

VOLUNTARY	
American Red Cross (ARC)	• Provide sheltering within available resources to local, county and tribal government. • Provide government liaison to the SEOC, upon request. • Coordinate with SEOC in potential support to non Red Cross shelters. • Coordinate with SEOC to identify possible shelters that could transition to Red Cross as resources become available. • Coordinate with SEOC in a Joint Information System (JIS) and/or Joint Information Center (JIC) to ensure common message in reference to shelters. • Provide the Safe and Well website tool, an internet connection and user support. • Coordinate with SEOC the distribution of emergency relief items • Ensure that those requiring services which cannot be provided at Red Cross shelters are directed to appropriate resources for sheltering.
The Salvation Army (TSA)	• Support the management and coordination of bulk distribution of emergency relief items (See Donations Management Support Annex). • Assist in supporting sheltering upon request. • Provide governmental liaison to the SEOC, upon request.

Support Agencies	Functions
VOLUNTARY - Continued	
Citizens Corps Program (CCP)	• Provide certified human resources to complement State response and recovery activities upon request and as available.
Arizona Voluntary Organizations Active in Disaster (AzVOAD)	• May be called upon to provide assistance in sheltering operations, food services and other identified needs, including housing and human services for disaster victims and families. • Provide governmental liaison to the SEOC upon request.
Arizona Statewide Independent Living Council (SILC)	• May be called upon to provide technical assistance in sheltering operations, food services and other identified needs for individuals with access & functional needs.
PRIVATE SECTOR	
Arizona Humane Society (AZHS)	• Provide technical assistance regarding care and welfare for animals exposed to disaster. • Assist in procurement of animal shelter, food, health and medical care needs as requested and as available.
Mental Health Association of Arizona (MHAAZ)	• Provide volunteer disaster behavioral health services, as requested and as available. • Provide technical assistance to SEOC during incident response and recovery operations.

FEDERAL	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will review and revise this Sheltering Incident Appendix to the ESF #6 Mass Care, Housing, and Human Services Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

Attachments

Attachments

Attachment A - Animal Protection Roles and Responsibilities

Attachment B - PVNGS Reception and Care Center

Attachment C - Shelter Management EOP Guidelines

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Coordinating Agency

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Agriculture (ADA)
- Animal Services Division (ASD)

PRIVATE SECTOR

Arizona Humane Society (AZHS)
Arizona Veterinary Medical Association (AZVMA)
Disaster Medical Committee (AzVMA-DMC)

Support Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Department of Environmental Quality (DEQ)
Department of Health Services (ADHS)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game & Fish Department (AZGFD)
University of Arizona – College of Agriculture (UA-COA)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

Arizona Statewide Independent Living Council (SILC)
Arizona Voluntary Organizations Active in Disasters (Arizona VOAD)
Society for the Prevention of Cruelty to Animals (AZSPCA)
The Salvation Army (TSA)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) #6 – Mass Care, Housing, and Human Services – Sheltering Appendix (SHL) Animal Protection is to ensure that sufficient resources are available during a potential or actual incident to provide accurate, coordinated and timely emergency response to sheltering needs for pets & other animals within the State.

Scope

- Local, county and tribal governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on pets & other animals that require shelter within their jurisdiction(s).
- The State must also develop parallel plans that address responses for this population should the local, county and/or tribal governments become overwhelmed and unable to provide or sustain assistance to this population.

Planning Assumptions

Emergency response to disasters and emergencies start at the local level, it is the primary responsibility of those local, county and tribal governments to attempt to provide evacuation sheltering within their jurisdiction and to plan accordingly. Sheltering needs addressed in this appendix are designed to meet emergency conditions and should not be confused with disaster housing issues which are addressed in another section of the Mass Care, Housing & Human Services Annex.

- There are several different shelter options which are available to local, county, tribal and State governments.
- In most instances the governmental unit(s) impacted will work directly with Department of Agriculture (ADA) - Animal Services Division (ASD) and/or the Arizona Humane Society (AZHS) to fulfill their needs.
- Impacted governmental unit(s) should have planning in place to implement, sustain/support, and/or operate pet & other animal shelters.
- Some incidents may require the population to remain in place (Shelter-In-Place). In this type of sheltering it may become necessary for local, county, tribal, and/or State governmental units to provide support to individuals who are being sheltered in place with pets or other animals.

Concept of Operations

General

The State Emergency Response and Recovery Plan (SERRP) is the primary mechanism for coordination of the State's anticipated response to incidents involving vulnerable populations to overwhelmed jurisdictions. It defines State departmental responsibilities for sector-specific responses, and provides the structure and mechanisms for effective coordination among county, local, and tribal authorities; State and Federal government; the private sector, and non-governmental organizations (NGOs).

Services being delivered to satisfy the needs of the pet & other animal population will be accomplished through the required Emergency Services Functions (ESFs) of the SERRP.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-Incident Planning and Coordination • Maintaining ongoing contact with Appendix primary and support agencies. • Conduct periodic Appendix meetings and conference calls. • Coordinate efforts with corresponding private-sector organizations. • Coordinate Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Agriculture(ADA) - Animal Services Division (ASD)	• Responsibility for the care of livestock. This includes licensing of zoological and wildlife parks, marine animal aquariums, and laboratory animal research facilities. These facilities are required by regulation to develop and maintain emergency action plans. • Coordinate with Department of Health Services, and Game and Fish in the disposal of carcasses.

PRIVATE SECTOR	
Arizona Humane Society (AZHS)	• Operate animal shelters, collection points and rescue services for displaced, stray or abandoned animals as a result of emergencies and disasters. • Conduct pre-event coordination to establish MOU's with vendors, landowners, kennels, and adjoining Humane Societies to support animal collection and shelter operations and for establishing procedures to reunite animals with their owners. • Consolidate and coordinate the response efforts of volunteer humane groups including grief counseling for those losing their companion animals. • Provide critical incident stress management counseling for AHS staff as required. • Coordinate with Department of Health Services, Department of Agriculture, Arizona Game & Fish Department and the Arizona Veterinary Medical Association on the development of a plan to dispose of mass fatality contaminated and non-contaminated carcasses from impacted area.
Arizona Veterinary Medical Association (AZVMA)	• Cooperate and coordinate with AHS and local Humane Societies to accomplish AHS emergency response and recovery objectives; • When requested, provide a liaison officer to the SEOC Operations Group to provide advice and coordination of pet food, equipment, pharmaceutical supplies, etc.; and • Coordinate among AZVMA members to provide local emergency veterinary medical care to impacted areas and in extreme circumstances utilize veterinary medical facilities for limited emergency care and treatment of human patients.

Roles and Responsibilities - Continued

Primary Agencies	Functions
PRIVATE SECTOR - Continued	
Disaster Medical Committee (AzVMA-DMC)	• Establish and operate Disaster Veterinary Medical Assistance Centers. • Assume responsibility for the diagnosis and hospitalization of diseased or injured animals that may be saved and rehabilitated; and for the euthanasia and disposal of deceased animals. • Chair a committee consisting of representatives from AzVMA, the State Veterinarian's Office, University of Arizona College of Agriculture (Veterinary Diagnostic Lab/Life Sciences), Game and Fish Dept, and ADEQ that will advise the Director, ADEM, on procedures for collection and disposal of animal mass fatalities.

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate SEOC and appropriate ESFs, Appendices as dictated by the incident. • Coordinate SEOC emergency planning and establish alert, warning, and mobilization protocols. • Coordinate state agency response and recovery operations in accordance with AEMS doctrine.
Department of Environmental Quality (DEQ)	• Protect human health and the environment by ensuring that all applicable state laws and regulations regarding water quality and solid waste disposal and related matters are adhered to.
Department of Health Services (ADHS)	• Establish policies and regulations with respect to animals that are infected or suspected to be infected with rabies and have bitten humans. • DHS-Behavioral Health will provide grief-counseling support to pet owners in coordination with the AHS. • Coordinate with Department of Agriculture, Arizona Humane Society, the Arizona Game & Fish Department and the Arizona Veterinary Medical Association on the development of a plan to dispose of mass fatality contaminated and non-contaminated carcasses from impacted area.
Department of Transportation (ADOT)	• Support SEOC operations as capabilities permit.
Department of Water Resources (ADWR)	• ~~Provide technical advice on groundwater contamination issues.~~ • Provide assistance on technical and policy matters related to surface and ground water.
Game & Fish Department	• Maintain responsibility for the capture and relocation of wildlife within

(AZGFD)	impacted area. • Provide diagnosis and hospitalization of diseased or injured wild animals that may be saved and rehabilitated; and for the euthanasia and disposal of deceased wildlife. • Coordinate with Department of Health Services, Arizona Humane Society, the Department of Agriculture, and the Arizona Veterinary Medical Association on the development of a plan to dispose of mass fatality contaminated and non-contaminated carcasses from impacted area.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
University of Arizona (UA) - College of Agriculture (COA)	• May support disaster operations by providing laboratory and diagnostic services.

LOCAL/TRIBAL	
County Emergency Management (CEM)	• City and County Animal Control, with the appropriate and available assistance of local law enforcement, fire-rescue-EMS, veterinary associations and humane societies, will conduct rescue, medical assistance, and shelter operations for pets and other “companion” animals. • Local jurisdictions will coordinate with county EOC (CEOC) the procurement of additional animal shelter(s) and shelter needs (food, cages, carriers, etc.). • CEOC will coordinate all unmet animal protection and shelter needs with the SEOC and local jurisdictions. • CEOC will coordinate activities involved with the protection of wildlife with AZGFD

VOLUNTARY	
Arizona Statewide Independent Living Council (SILC)	• May be called upon to provide technical assistance in service animal sheltering operations, food services and other identified needs for individuals with access and functional needs.
The Salvation Army (TSA)	• Support the management and coordination of bulk distribution of emergency relief items for animals impacted by disaster (See Donations Management Support Annex). • Assist in supporting pet sheltering needs upon request and as available. • Provide governmental liaison to the SEOC, upon request.
Society for the Prevention of Cruelty to Animals (AZSPCA)	• May be called upon to provide technical assistance in service animal sheltering operations, food services and other identified needs for individuals with access and functional needs.

	• Assist in supporting pet sheltering needs upon request and as available.
Arizona Voluntary Organizations Active in Disaster (Arizona VOAD)	• May be called upon to provide assistance in pet sheltering operations, food services and other identified needs, including temporary pet and other animal housing. • Provide governmental liaison to the SEOC upon request.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL	
Federal Emergency Management Agency (FEMA)	• Provide access to National Veterinary Medical Assistance Team (VMAT) upon request.

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DESIGNATED RECEPTION AND CARE CENTERS (RCC)

RCC	Location
WICKENBURG AREA	
Wickenburg High	1090 S Vulture Mine Road 928-684-6600
BUCKEYE AREA	
Buckeye Union H.S.	902 Eason Ave 623-386-4423
GOODYEAR AREA	
Desert Edge H.S.	15778 West Yuma Road 623-932-7500

Note: Additional shelters can be designated or auxiliary (aux) can be opened based upon need as determined by shelter staff

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State of Arizona

Emergency Response and Recovery Plan

ESF # 6 – Sheltering Appendix - Attachment D

Shelter Management EOP Guidelines

For Counties, Tribal, and Local Jurisdictions

Introduction

Purpose

The purpose of this Sheltering Annex is to provide:

- For the protection of the public from the effects of hazards through minimal shelter requirements and other mass care provisions.
- An understanding of the assignment of personnel to manage emergency shelters, as well as notification of personnel to open shelters to house evacuated persons due to a nuclear power plant incident, natural or human-caused emergency and/or disaster.

Planning Assumptions

Situation

Based upon the *Local Jurisdiction's Name* hazard analysis, there are several emergencies for which shelters may be required including severe storms, tornados, floods, hazardous material accidents, fires and fixed nuclear facility incidents.

The *Local Jurisdiction's Name* Emergency Management Office and the American Red Cross have identified and surveyed potential shelters in the jurisdiction and have determined which would be appropriate to use during disasters. Shelters that have been determined to be sufficient for citizen needs are documented by the American Red Cross in shelter agreements and mass care facility surveys. It is highly recommended that the potential shelter(s) is prepared for a access & functional needs to a minimum of ten (10) percent of projected shelter capacity.

Assumptions

Sufficient in-jurisdiction sheltering exists to meet the needs of an evacuation during emergencies or disasters.

For out-of-jurisdiction evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.

A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelter.

Concept of Operations

The American Red Cross (ARC) independently provides mass care to all disaster victims as part of a broad program of disaster relief, sources as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L.93-288 as amended by the Stafford Act of 1988). The responsibilities assigned to the American Red Cross as the primary agency for ESF #6 at no time will supersede those responsibilities previously assigned to the American Red Cross by its congressional charter.

The ARC will provide shelter and mass care to the whole community. The Department of Health Services (ADHS), the Department of Economic Security (ADES) and the *Local Jurisdiction's Name* Health Department and, as necessary, the *Local Jurisdiction's Name* Department of Social Services will assure that shelter care is made available to complement American Red Cross services, and in those situations in which American Red Cross cannot provide shelter and mass care.

The *Local Jurisdiction's Name* Emergency Management Coordinator and the American Red Cross will coordinate shelter location. Operations will mutually be supported with shared personnel and support services of American Red Cross and *Local Jurisdiction's Name* Department of Social Services whenever possible. Sheltering for an incident involving the Palo Verde Nuclear Generating Station will be implemented according to the Fixed Nuclear Facility Emergency Response Off-Site Plan (see ESF #18).

Disaster or emergency shelter planning and design should include provisions to accommodate a minimum of ten (10) percent of shelter capacity for access and functional needs populations

The *Local Jurisdiction's Name* Health Department will provide assistance as requested by shelter management.

Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans, which are approved by *Local Jurisdiction's Name* Social Services and Emergency Management Office, for continued care of their clientele when in shelters. This includes those persons with access and functional needs.

Specific Functions and Responsibilities

Shelter Personnel

Shelter Personnel Assignments and Notification will be made, respective of direction and control, by:

- Emergency Services Director of Red Cross
- Director – *Local Jurisdiction's Name* Health Department
- Director – *Local Jurisdiction's Name* Department of Social Services

Shelter Managers

Shelter Managers will be appointed and designated by qualification, respective of direction and control, by:

- Emergency Services Director of Red Cross
- Director – *Local Jurisdiction's Name* Health Department
- Director – *Local Jurisdiction's Name* Department of Social Services

Specific Functions and Responsibilities - Continued

Shelter Staff Alert List

Current lists of shelter staff, and qualified shelter managers are maintained by the individual agencies in both hard copy and digital form. Each agency is responsible for ensuring their respective lists contain the most currently available contact information.

Staffing Recommendations

- Administrative - Shelter Management (24 hours)
- Technical/Maintenance
- Communications (24 hours)
- Medical
- Mental Health
- Security (24 hours)
- Sanitation (24 hours)
- Radiological Monitors (as needed)

Shelter Communication

Primary communication for the Emergency Operations center to the shelters and from shelter to shelter will be by commercial telephone. The backup communication will be radio. With order to preference, the Priority List for communications is to be as follows:

- Amateur Radio
- Radio Equipped Law Enforcement Vehicles
- Radio Equipped Fire Trucks
- Radio Equipped Ambulances
- Computer via internet
- Messenger Service

In the event a radio equipped vehicle or person is not available for backup support, then the next available organization on the Priority List will be assigned to this mission. A Communications Log will be maintained for all incoming and outgoing messages

Shelter Security

Shelter security will be provided on a 24-hour basis by the *Local Jurisdiction's Name* Sheriff's/Police Department or designated law enforcement agency.

Shelter Supplies and Equipment

Kits containing pens, paper, pads etc., I.D. badges, registration forms, communication/shelter logs will be stored at the Red Cross and distributed to the shelter by the Red Cross.

Shelter Food

The American Red Cross, the local School System, Southern Baptist Disaster Relief, VOAD member organizations, approved local resources, or The Salvation Army may provide food for the shelter. It is recommended that these and other local sources be considered and included in the jurisdiction's emergency management planning activities. Feeding organizations should give consideration for accommodating some of the more common dietary concerns such as: Vegetarian, Balanced meals that are Diabetic Friendly; Kosher or Halal Diets (options other than pork); diary free; gluten intolerance; low or sodium free and other cultural sensitive diets.

Shelter Clothing

Shelter clothing will be provided by the *Local Jurisdiction's Name* Department of Social Services with assistance from Red Cross and the Salvation Army and other local organizations, if required.

Radiological Monitoring/Decontamination

Various *Local Jurisdiction's Name* Fire Department(s) have been assigned to conduct radiological monitoring and decontamination. Signs to designate monitoring and decontamination areas will be contained in a kit or separate items as needed from Fire Department(s) supply stocks.

Shelter Records

The shelter staff will maintain Registration Forms, a Communication Log, a Shelter Daily Log, receipts of expenditures, etc.

Shelter Expenditures

The American Red Cross will pay shelter operation expenses for ARC-operated shelters. **Shelter Clothing**

Red Cross Director or representative will notify shelter manager to close shelter. Red Cross Director or representative will complete inventory of supplies and equipment. Red Cross will turn vital records over to Emergency Management.

Other

Local Jurisdiction's Name Department of Social Services will provide assistance to persons in shelters requiring additional services. Red Cross and *Local Jurisdiction's Name* Department of Social Services will conduct cleanup of the shelter respectively.

Direction and Control

The American Red Cross will direct and control ARC shelter/mass care operations in conjunction with Jurisdiction's Name Emergency Management. The *Local Jurisdiction's Name* Health Department will provide support, unless otherwise stated in this appendix.

The Director of the *Local Jurisdiction's Name* Health Department will assist in identification and provision of additional services which may be required for clients being sheltered.

The *Local Jurisdiction's Name* Director of the Health Department () will coordinate with American Red Cross on shelter/mass care operations for the *Local Jurisdiction's Name*.

Assumption of financial responsibility dictates direction and control.

Continuity of Government

The line of succession for shelter and mass care is:

1. Director of Emergency Services, American Red Cross
2. *Local Jurisdiction's Name* Emergency Management Coordinator
3.
4. Director *Local Jurisdiction's Name* Health Department.

State of Arizona

Emergency Response and Recovery Plan

ESF #7
Resource Support Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Corporation Commission (ACC)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Commerce (ADOC)
Department of Corrections (ADC)
Department of Emergency & Military Affairs (DEMA)-National Guard (AZNG)
Department of Environmental Quality (DEQ)
Department of Health Services (ADHS)
Department of Homeland Security (AZDOHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game and Fish Department (AZGFD)
Radiation and Regulatory Agency (ARRA)
State Forestry Division (ASFD)
State Parks Department (ASP)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

American Red Cross (ARC)
The Salvation Army (TSA)
Arizona Voluntary Organizations Active in Disaster (AzVOAD)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

Emergency Support Function (ESF) # 7 – Resource Support Annex addresses the provision of State resource support to a county(s), tribal government(s), and/or State department/agency(s), prior to, during, and after an incident of statewide significance. This includes the coordination of Federal, non-profit organizations (NPO), and private sector resource response efforts during an incident that overwhelms a political subdivision, tribal nation or state agency.

Scope

This annex involves the provision of logistical and resource support to county, tribal governments and state organizations during the **immediate response** phase of an emergency/disaster.

- This support may include relief supplies, office or other space required, office equipment, office supplies, telecommunications, contracting services, transportation services and personnel required to support immediate response activities.
- It also provides logistical support for requirements not specifically identified in other ESFs (e.g., stocks surplus to the needs of state government).
- This ESF also addresses the effort and activity necessary to evaluate, locate, obtain and provide essential material resources.

This ESF #7 will coordinate the State's resource support activities in the areas affected by an emergency/disaster. Resource support may include activities involving:

- State departments/agencies,
- Intrastate emergency management mutual aid agreements,
- Non-profit organizations,
- Other states through the Emergency Management Agency Compact (EMAC),
- The private sector,
- Spontaneous donations of material/resources/volunteers, and
- The Federal Government through the National Response Framework (NRF).

This ESF also recognizes that prior to or during an incident of catastrophic proportions within the State; the Federal Government may provide immediate deployment of pre-identified Federal resources to the affected area prior to actual formal request from the State.

Policies

- In accordance with assigned responsibilities and upon activation of this ESF #7, logistical support will be provided to the affected area.
- Support agencies will furnish equipment and personnel resources to meet ESF requirements as requested and as available. Support by agencies will be ended at the earliest practical time.
- Supplies and equipment will be provided from current state stocks then, from commercial sources. Supplies will not be stockpiled.

- All procurement will be made according to current state laws and regulations. Current laws and regulations authorize other than “full and open competition” under any “situation of unusual and compelling urgency”. Department of Administration (ADOA) is the central procurement agency for state government. All procurement actions will be made according to the ADOA's statutory and administrative requirements and will be accomplished using the appropriate state emergency fund citation and reimbursement procedures.
- The provision of logistical support necessary for state response will be the major element in the execution of this ESF.
- The State reserves the right to determine what will be provided to the requestor as long as it will meet the requirements of the requestor.
- The State will manage resources in accordance with NIMS.

Planning Assumptions

- State requirements will be met from resources outside the emergency/disaster area and local resources will be available to the state in support of response operations.
- Transport of resources will require a staging area. Appropriate local/state officials should mutually agree upon the use of selected sites and facilities.
- Activation of intrastate and interstate mutual aid agreements will be invoked by a proclamation of disaster by the governor.
- Logistical resource support will be required for the immediate relief response.

Concept of Operations

Situation

- Significant emergencies/disasters may overwhelm the capabilities and exhaust the resources of local/tribal governments. This ESF will be activated to render state assistance. State assistance will be coordinated from the State of Arizona Emergency Operations Center (SEOC) by state/local agencies, volunteers, the private sector, non-profit organizations and Federal representatives.
- In responding to these incidents, ADEM and other state emergency response agencies will adhere to the National Incident Management System (NIMS) Integration Center (NIC) policies (in development) regarding the national typing protocol for personnel, teams, facilities, supplies, and major items of equipment available for assignment to or use during incidents.

Actions

Initial Actions

Immediately upon notification of a threat or an imminent or actual incident with state response implications, Primary and Support Agency(s) consideration is given toward:

- Implementation of internal plans to ensure adequate staff and administrative support
- Providing appropriate representation to the SEOC, if and when requested in support of the ESF function.
- Expanding or surging internal crisis management center or operations.

- ADEM initiation of relevant reporting to the Office of the Governor, The Adjutant General Department of Emergency & Military Affairs (DEMA), Arizona Department of Homeland Security, and FEMA-RIX.

Continuing Actions

ESF #7 staff (primary /support agencies) coordinate the acquisition of resources to fulfill mission assignments in support of all activated ESFs when required.

The SEOC under the guidance from the SEC and upon request from an overwhelmed political subdivision:

- Coordinates with appropriate State, county, and tribal entities to facilitate the capability of initiating and sustaining resource support to all response agencies.
- Participates in decisions regarding issues such as identifying the appropriate resource that will best meet the requested need, at the appropriate time and location requested for personnel, equipment or facility shortages, etc.

ADEM is responsible for managing all financial transactions undertaken through mission assignments issued to ESF #7.

General

- The SEOC will be responsible for the coordination of state agency resource management activities.
- ADEM determines whether to activate ESF #7 based upon information from initial staff reports and State and county authorities.
- Upon notification from the Director, ADEM, primary and support agency representatives will be requested to report to the SEOC upon activation of this ESF to coordinate respective departmental resource support activities. These actions may include:
    - Committing available resources;
    - Maintaining a list of available categories of resources;
    - Maintaining records of all expended resources expended, such as equipment, materials, supplies and personnel hours; and
    - Requesting federal activation of ESF # 7, Resource Support, of the National Response Framework (NRF).
- The SEOC will also initiate procurement actions for equipment and supplies not available through state agencies.
- The following items are resources that may be required during an emergency/disaster:
    - Heavy equipment: machinery for debris clearance, bulldozers, graders, backhoes, drag lines, small and large dump trucks and 4-wheel drive vehicles.
    - Specialized equipment: firefighting and rescue equipment, water pumps, vacuum trucks and personal protective equipment.
    - Temporary shelters: American Red Cross shelters, hotels and motels, local public facilities (schools, parks and recreation areas, National Guard facilities) and private facilities (churches, clubs, private homes).
    - Food centers: wholesalers, supermarkets, grocery stores, frozen food lockers, restaurants and food banks.
    - Medical care: hospitals, clinics, veterinary facilities, pharmacies, ambulances and emergency medical services.
    - Fuels: state/county/local government fuel supplies, private/company owned service stations, local fuel suppliers and privately owned fuel supplies (large corporations, farmers, etc.)
    - Transportation: state/county/local government, public and private school and privately owned transportation.

- Communications: state/county/local government systems, commercial and private/volunteer systems and networks.

- Before requesting the activation of ESF # 7 of the National Response Framework (NRF), the state must identify staging areas in or close to the disaster area. National Guard or federal military installations may be used for staging and material handling. Local/state/federal officials should agree upon the use of these facilities before an emergency/disaster.
    - The following federal military installations are located in Arizona:
        - Luke Air Force Base, Glendale;
        - Davis-Monthan Air Force Base, Tucson;
        - Marine Corps Air Station-Yuma, Yuma;
        - Fort Huachuca, Sierra Vista; and
        - Yuma Proving Grounds, Yuma.
    - The National Guard maintains armories/facilities in numerous cities and towns throughout the state.

Roles and Responsibilities

Primary Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate all State resources that are requested and tasked to the emergency/disaster. • Manage resources in accordance with NIMS. • Ensure that all procurement will be made according to current state laws and regulations. Current laws and regulations authorize other than “full and open competition” under any “situation of unusual and compelling urgency”. Department of Administration (ADOA) is the central procurement agency for state government. All procurement actions will be made according to the ADOA's statutory and administrative requirements and will be accomplished using the appropriate state emergency fund citation and reimbursement procedures. • Coordinate with the Federal Government during Catastrophic Incidents to determine what prepackaged response resources are actually needed under the Federal Catastrophic Incident Supplement.

Support Agencies	Functions
STATE	
Arizona Corporation Commission (ACC) Department of Administration (ADOA) Department of Agriculture (ADA) Department of Commerce (ADOC) Department of Corrections (ADC) Department of Environmental Quality (DEQ)	• Implement internal plans to ensure adequate staff and administrative support • Providing appropriate representation to the SEOC, if and when requested in support of the ESF function. • Expanding or surging internal crisis management center or operations. • Provide resources as requested and tasked.
Game and Fish Department (AZGFD) Department of Health Services (ADHS) Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG) State Forestry Division (ASFD) State Parks Department (ASP) Department of Public Safety (DPS) Department of Transportation (ADOT) Radiation and Regulatory Agency (ARRA) Department of Homeland Security (AZDOHS) Department of Water Resources (ADWR)	• Implement internal plans to ensure adequate staff and administrative support • Providing appropriate representation to the SEOC, if and when requested in support of the ESF function. • Expanding or surging internal crisis management center or operations. • Provide resources as requested and tasked.

LOCAL/TRIBAL	
County/Emergency Management (CEM) Tribal Emergency Management (TEM)	• Develop and maintain listing of local resources. • Prepare to support other counties/tribal nations under intrastate mutual aid agreements.
VOLUNTARY AGENCIES	
American Red Cross (ARC) The Salvation Army (TSA) Arizona Voluntary Organizations Active in Disaster (AzVOAD)	• Resources as requested.
FEDERAL	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendix.

Attachments and Appendices

Attachments - Appendices

No attachments or appendices have been assigned to this Annex.

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State of Arizona

Emergency Response and Recovery Plan

ESF #8
Health and Medical Services Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Department of Health Services (ADHS)

Department of Agriculture (ADA)

- Plant and Animal Services

Primary Agencies:

STATE

Department of Health Services (ADHS)

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Commission for the Deaf & Hard-of-Hearing (ACDHH)

Department of Agriculture (ADA)

Department of Environmental Quality (DEQ)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Department of Water Resources (ADWR)

Radiation Regulatory Agency (ARRA)

Arizona Healthcare Cost Containment System (AHCCCS)

LOCAL/TRIBAL

County Emergency Management (CEM)

County/Tribal Health

VOLUNTARY

American Red Cross (ARC)

Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Citizens Corps Program (CCP)

The Salvation Army (TSA)

Medical Reserve Corps (MRC)

PRIVATE

American College of Surgeons (ACS)

Arizona Chapter of the American College of Emergency Physicians (AzCEP)

Arizona Humane Society (AZHS)

Arizona Medical Association (ARMA)

Arizona Nurses Association (AZNA)

Arizona Osteopathic Medical Association (AOMA)

Arizona Pharmacy Alliance (AzPA)

Arizona Veterinary Medical Association (AZVMA)

Mental Health Association of Arizona (MHAAZ)

United Blood Services (UBS)

U.S. Food and Drug Administration (USFDA)

U.S. Department of Veteran Affairs (VA)

Purpose

Emergency Support Function (ESF) #8 –Health and Medical Services Annex provides the mechanism for coordinated State (and if necessary, Federal) assistance to supplement county, local, and tribal resources in response to public health and medical care needs for potential or actual Incidents of statewide significance and/or during a developing potential health and medical situation.

Resources will be furnished:

- When county, tribal and local resources are overwhelmed and/or when public health and/or medical assistance is requested from the State of Arizona via established protocols.
- To assure continuance of medical care services and the availability of medical supplies to the impacted area(s).
- Provide for emergency medical treatment of disaster mass casualties.
- To include veterinary and/or animal health issues when appropriate.

Scope

As the primary agency for ESF #8, the Arizona Department of Health Services (ADHS) coordinates the provision of health and medical assistance to fulfill the requirements identified by the affected county, local, and tribal authorities.

ESF #8 uses resources primarily available from:

- ADHS, including its operating divisions and the Arizona State Laboratory
- Other ESF #8 support agencies and organizations through the coordination and collaboration with the Division of Emergency Management (ADEM) and the State Emergency Operations Center (SEOC).

Catastrophic Incident

In the event of a disaster/emergency of catastrophic proportions that **immediately** overwhelms a political subdivision(s) resulting in extraordinary human/animal care and services and places a severe burden on State resources is addressed in the Catastrophic Incident Annex of the SERRP.

Incidents that evolve into catastrophic proportions will follow normal established response protocols. ESF #8 provides supplemental assistance to county, local, and tribal governments in identifying and meeting the public health and medical needs of victims of an incident of statewide significance whether natural or human-caused. This support is categorized in the following core functional areas:

- Assessment of public health/medical needs (including behavioral health)
- Public health surveillance
- Medical care personnel
- Medical equipment and supplies
- Public Health and Medical Information
- Patient Evacuation
- Food Safety & Security
- Community and Healthcare Recovery
- Coordinate mental and behavioral health care through behavioral health associations

Policies

- According to A.R.S. 36-787, ADHS is the lead agency for crafting public information strategies and messages during a declared public health emergency. Once a public health emergency is declared and state PHIMS is activated, communications demands will increase. This will raise the need to communicate health risk to local populations (for example, if a human case of avian influenza is reported in Arizona). As communications demands escalate, state and local health departments will activate emergency communications plans and system, including local and state hotlines.

- The Director, ADHS, through the collaboration with the SEOC, coordinates statewide ESF #8 preparedness, response, and recovery actions. These actions do not alter or impede the existing authorities of any department or agency supporting ESF #8.

- ADHS coordinates all ESF #8 response actions consistent with ADHS's internal policies and procedures.

- Each ESF #8 organization is responsible for managing its respective response assets after receiving coordinating instructions from ADHS via the SEOC.

- The ADHS Health Emergency Operations Center (HEOC) facilitates the coordination of the overall statewide ESF #8 health and medical response. During ESF #8 activations, the HEOC maintains frequent communications with the SEOC via the ADHS SEOC representative (See SEOC and HEOC Standard Operating Procedures for further information).

- All local and tribal organizations (including those involved in other ESFs) participating in response operations report public health and medical requirements to their county level counterpart via the County Emergency Operations Centers (CEOC).

- A virtual Joint Information Center will be established to allow multiple PIOs to coordinate timely, accurate and consistent public information in a virtual environment, without PIOs co-locating. The virtual JIC will release general medical and public health response information to the public after consultation with ADHS. When possible, a recognized spokesperson from the public health and medical community (local, State, or Federal) delivers relevant community messages under the auspices of ADHS and the Lead State Public Information Officer (LSPIO). The Lead State PIO must be notified on ALL public health, medical, agricultural and animal disease outbreak response messages. Note - A physical JIC or satellite JICs may be established based on the incident.

- Other satellite JICs may also release general medical and public health response information at the discretion of the respective JIC or IC Public Information Officer, after consultation with ADHS.

- To ensure patient confidentiality, the release of medical information by ESF #8 is in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Inquiries about patients are managed by ADHS Public Information Officer in coordination with the respective JIC. (See the ESF #15 – External Affairs Annex for more details.)

- In the event of a zoonotic disease outbreak, or in coordination with ESF #11 – Agriculture and Natural Resources during an animal disease outbreak, public information may be released after consultation with the Department of Agriculture (ADA). See ESF #11 for more detailed information.

- As the primary agency for ESF #8, ADHS determines the appropriateness of all requests for public health and medical information.

- As the primary agency for ESF #8, ADHS is responsible for consulting with and organizing Federal public health and medical subject-matter experts, as needed.

Planning Assumptions

- Many casualties requiring emergency transportation and medical care may occur as the result of an incident of statewide significance.
- Persons receiving medical care before the incident will continue to require treatment.
- The systems and facilities that provide medical services may be impaired or totally disrupted by the incident.
- Facilities that survive with little or no structural damage may be rendered unusable or only partially usable because of a lack of utilities (power, water, sewer) or because staff are unable to report for duty as a result of personal injuries and/or damage/disruption of communications and transportation systems.
- Medical care and public health services are essential elements of an emergency, disaster or terrorism incident response. State government must maintain the capabilities to initiate coordinated emergency health and medical care.
- The state may augment local governments and request federal emergency medical assistance during an emergency/disaster (see ESF #8 of the National Response Framework (NRF) and the National Disaster Medical System (NDMS) Appendix to this ESF for more information).
- Health and medical issues that may need to be addressed include:
  - Multiple deaths and injuries.
  - Behavioral health crisis counseling (see Behavioral Health Appendix to this ESF for more information).
  - Environmental contamination.
  - Transportation of medical casualties out of disaster area.
  - Infectious disease control.
  - Public information and education; assistance.
  - Guidance to hospitals, health care providers and first responders.
  - Provision of emergency medical services.
- A major medical and environmental emergency resulting from Chemical, Biological Radiological Nuclear Explosives (CBRNE) weapons of mass destruction (WMD) could produce a large concentration of specialized injuries and problems that could overwhelm the county, local and/or tribal public health and medical care system(s).
- In the event of a suspected or confirmed chemical, biological, or radiological act of terror, supplemental assistance to local governments will be provided to:
  - Identify the product
  - Stabilize and mitigate the circumstances
  - Treat patients
  - Provide technical assistance until State and Federal resources are in place to support on-going incident management activities

(See - Metropolitan Medical Response System (MMRS) Appendix to this ESF and the appropriate Incident Annex(s), including the Terrorism Incident Law Enforcement and Investigation Annex for more information).

Concept of Operations

General

- In the early stages of an incident, it may not be possible to fully assess the situation and verify the level of assistance required. In such circumstances, ADHS may provide assistance under its own statutory authorities. In these cases, every reasonable attempt is made to verify the need before providing assistance.
- ESF #8 coordinates with the appropriate State, county, local, and tribal medical and public health officials and organizations to determine current medical and public health assistance requirements.
- Upon notification of a health and/or medical incident of statewide significance, ADHS will activate the ADHS Health Emergency Operations Center (HEOC), if not already activated due to an escalating health emergency (e.g., biological incident).
- The Director(or designee), ADEM will activate the SEOC upon:
  - Notification from ADHS authorities.
  - Request from an impacted county EOC for health or medical assistance.
  - Determination through ADEM threat and situation analysis team that a potential or significant and escalating health and /or medical situation exist within the State.
- As the Coordinating and a Primary Agency (PA) for ESF #8, ADHS and certain critical, disaster-oriented support agency representatives of this ESF #8 will report to the SEOC at the request of SEOC Operations Section Chief and convene within two (2) hours following alert notification.
- Alternatively and/or concurrently, other ESF #8 support members may be requested to report to their usual offices within two (2) hours and thereafter maintain continuous communications links with the SEOC.
- The ADHS will participate in the on-going response and recovery activities of the SEOC and will respond to the incident, as outlined in the Public Health Annex Appendix of this ESF.
- The ADHS will coordinate the provision of resources to county and local agencies and organizations upon request and as available. Personnel representing an ESF #8 organization are expected to have extensive knowledge of the resources and capabilities of their respective organization and have access to the appropriate authority for committing such resources during the activation.
- During the response period, primary and support agencies will evaluate and analyze medical and public health assistance requests and responses, and develop and update assessments of medical and public health status.
- Responding agencies will also maintain accurate paperwork, logs and timekeeping information to support after-action reports, process improvements and cost-reimbursements.
- Initial response activities will focus on meeting urgent human health needs of disaster victims.
- Close coordination will be required among those agencies and organizations responsible for providing assistance toward response operations and recovery activities, including organizations providing animal care assistance.
- Primary and support agencies will use locally available health and medical resources to the extent possible to meet the needs identified by jurisdictional authorities. Additional requirements will be met primarily from prearranged sources throughout the state in coordination with the SEOC.

Actions

Initial Actions

- ADEM will provide logistical, resource management and state-coordinated response support to ESF #8 through the SEOC**.**
- The SEOC enhances staffing immediately on notification of an actual or potential public health or medical emergency. (See also the Biological Incident Annex for more details.)
- DPS is the lead State agency during a bioterrorism incident (See the Terrorism Support Annex), and ADHS is the lead State agency for all health and medical incidents (See Public Health Appendix this ESF). In the event of a terrorist incident or suspected terrorist incident the invocation of the Terrorism Incident Law Enforcement and Investigation Annex of the SERRP will be automatic and all activities described in this ESF #8 will be performed and exercised in concert with federal and state requirements stated therein.
- Upon notification of activation for a potential or actual incident of statewide significance by ADHS and in collaboration with ADEM, consults with the appropriate ESF #8 organizations to determine the need for assistance according to the functional areas listed below**:**
    - Assessment of Public Health/Medical Needs: In collaboration with the SEOC, ESF #8 response may mobilize and deploy ESF #8 personnel to support the impacted county to assess public health and medical needs. This function includes the assessment of the public health care system/facility infrastructure.
    - Health Surveillance: ADHS, in coordination with county public health organizations:
        - Enhances existing surveillance systems to monitor the health of the general population and special high-risk populations.
        - Carries out field studies and investigations.
        - Monitors injury and disease patterns and potential disease outbreaks.
        - Provides technical assistance and consultations on disease and injury prevention and precautions.
        - Health/Medical Equipment and Supplies: In addition to requesting assets from the Strategic National Stockpile (SNS), ADHS may request AZNG or the MMRS to provide medical equipment and supplies.
- Biological products in support of immediate medical response operations.
    - ADA maintains statutory authority for all domestic and imported food and agricultural products statewide; including meat, poultry, dairy, and egg products.
    - ADA also has statutory authority for animal feed and for the approval of animal drugs intended for both therapeutic and non-therapeutic use in food animals as well as companion animals.
    - Food, Agricultural Safety and Security: ADHS, in cooperation with ESF #11 (Agriculture & Natural Resources), and collaboration with the Department of Agriculture (ADA) may task its components to ensure the safety and security of State regulated foods; this includes ensuring the safety and security of food-producing animals, animal feed, and therapeutics.
    - Worker Health/Safety:
        - ADHS, in coordination with the SEOC, may request the Industrial Commission of Arizona (ICA) to implement the processes in the Worker Safety and Health Support Annex to provide technical assistance for worker health and safety.

- ADHS may task its components and also request support via the SEOC from ICA, Arizona Department of Environmental Quality (ADEQ), Arizona Radiation Regulatory Agency (ARRA) and other cooperating agencies, as needed, to assist in monitoring the health and well-being of emergency workers; performing field investigations and studies addressing worker health and safety issues; and providing technical assistance and consultation on worker health and safety measures and precautions.
- While county and local governments retain primary responsibility for victim screening and decontamination, ESF #8 can, at the request of a county, tribal agency or the Governor, deploy teams with limited capabilities for victim decontamination (e.g., MMRS, or ADEQ assistance for nuclear/radiological incidents). These teams typically arrive on scene within 12 hours.

- All-Hazard Public Health and Medical Consultation, Technical Assistance, and Support: ADHS may task its components to assist in assessing public health and medical effects resulting from all hazards. Such tasks may include:
  - Assessing exposures on the general population and on high-risk population groups.
  - Conducting field investigations, including collection and analysis of relevant samples.
  - Providing advice on protective actions related to direct human and animal exposures, and on indirect exposure through contaminated food, drugs, water supply, and other media.
  - Providing technical assistance and consultation on medical treatment, screening, and decontamination of injured or contaminated individuals.

- Behavioral Health Care: ADHS may task its components to assist in assessing mental health and substance abuse needs; providing disaster mental health training materials for workers; providing liaison with assessment, training, and program development activities undertaken by Federal, county, local, and tribal mental health and substance abuse officials; and providing additional consultation as needed.

- Public Health and Medical Information: ADHS may task its components to provide public health, disease, and injury prevention information that can be communicated to members of the general public who are located in or near affected areas.

- Vector Control: ADHS may task its components and request assistance from other ESF #8 organizations, as appropriate, to assist in:
  - Assessing the threat of vector-borne diseases.
  - Conducting field investigations, including the collection and laboratory analysis of relevant samples.
  - Providing vector control equipment and supplies.
  - Providing technical assistance and consultation on protective actions regarding vector-borne diseases.
  - Providing technical assistance and consultation on medical treatment of victims of vector-borne diseases.

- Victim Identification/Mortuary Services: ADHS may request ESF #8 via SEOC to provide assistance to the County Office of the Chief Medical Examiner (OCME) to:
  - Communicate with the county health officials, OCME, hospitals, physicians, laboratory directors, community health centers, childcare centers, schools, and the media.
  - Monitor the mass fatality situation to ensure that a public health hazard does not exist with human remains storage awaiting final disposition.
  - In coordination with the OCME, develop public guidance and materials on how the mortuary affairs system is handling mass fatalities and where the Mortuary Affairs Collection Centers are located.
  - Develop a message on guidelines for handling remains of loved ones to minimize exposure of possible health hazards to family members and the public.

- Upon notification of activation for a potential or actual incident of statewide significance by ADHS… Continued
  - Potable Water/Wastewater and Solid Waste Disposal: ADHS, in coordination with ESF #3 – Public Works and Engineering and #10 – Oil and Hazardous Materials Response, may task its components, and request assistance from other ESF #8 organizations as appropriate in coordination with SEOC, to assist in:
    - Providing technical assistance and consultation on potable water, wastewater, solid waste disposal issues.
    - Conducting field investigations, including collection and laboratory analysis of relevant samples.
    - Providing water purification and wastewater/solid waste disposal equipment and supplies.
    - Providing technical assistance and consultation on potable water and wastewater/solid waste disposal issues.

Ongoing Actions

ESF #8 continuously acquires and assesses information on the incident. The staff continues to identify the nature and extent of public health and medical problems, and establishes appropriate monitoring and public health disease surveillance. Other sources of information may include:

- ESF #8 support agencies and organizations.
- Various Federal officials in the incident area.
- County health, district agricultural or animal health officials.
- State and local emergency medical services authorities.
- Tribal officials.
- Incident management authorities.
- Officials of the responsible jurisdiction in charge of the disaster scene.

Because of the potential complexity of the public health and medical response, conditions may require ESF #8 subject-matter experts to review public health and medical information and advise on specific strategies to manage and respond to a specific situation most appropriately.

Activation of Health/Medical Response Teams: Assets internal to ADHS are deployed directly as part of the ESF #8 response. Public health and medical personnel and teams provided by ESF #8 organizations are requested by ADHS via the SEOC and deployed by the respective organizations to provide appropriate public health and medical assistance.

After-Action Reports: ADHS, ADEM on completion of the incident and with input from the activated supporting agencies, prepares a summary after-action report. The after-action report identifies key problems, indicates how they were solved, and makes recommendations for improving response operations. ESF #8 organizations assist in the preparation of the after-action report.

Roles and Responsibilities

Coordinating Agencies	Functions
Department of Health Services (ADHS)	• Activates and staffs internal Health Emergency Operations Center (HEOC) appropriate to existing incident. • Requests appropriate ESF #8 organizations to activate and deploy health and medical personnel, equipment, and supplies in response to requests for State public health and medical assistance via SEOC. • Provides leadership in coordinating and integrating overall State efforts to provide public health and medical assistance to the affected area. • Coordinates directly with Federal Health and Medical authorities (e.g. USDHHS, CDC, USPHS, USFDA, etc.) • Coordinates with other primary and supporting departments, agencies, and governments throughout the incident. • In cooperation with county and local authorities, assesses whether food facilities in the affected area are able to provide safe and secure food.
Department of Agriculture (ADA)	• Activates and staffs internal Emergency Operations Center appropriate to existing incident. • Provides leadership for coordination of animal issues such as disposal of animal carcasses, protection of livestock health, and zoonotic diseases associated with livestock (See ESF #11, Agriculture and Natural Resources Annex and Foreign Animal Disease Incident Annex for additional information). • Coordinates directly with Federal authorities (e.g. USDA, USFDA, etc.).

Primary Agencies	Functions
Department of Health Services (ADHS)	**RESPONSE** • Provides health and medical services and resources while acting as a primary agency as outlined in the following appendices of ESF #8: Public Health Appendix, Strategic National Stockpile Appendix, Chempack Appendix and the Behavioral Health Appendix. • Assists and supports county, local, and tribal governments and State agencies in conducting public health disease surveillance and procuring and administering pharmaceuticals in response to emergency public health incidents. • Assists local and county health departments in establishing a registry of potentially exposed individuals, performing dose reconstruction, and conducting long-term monitoring of this population for potential long-term health effects. • In coordination with the SEOC, evaluates local requests for deployment or pre-deployment of Strategic National Stockpile (SNS) or Chempack assets based upon relevant threat information. • In collaboration with ADA, assures the safety and security of food in impacted area.

	• Provides support for public health matters for radiological incidents. **RECOVERY** • In conjunction with the Health & Social Services Recovery Support Function (RSF), ensure that all RSF primary and support partners are prepared and engaged in recovery processes from the onset of the event. • In cooperation with ADA, county and local authorities, and the food industry, conducts tracebacks or recalls of adulterated products. • In cooperation with Federal, State, and local authorities, ensures the proper disposal of contaminated products and the decontamination of affected food facilities in order to protect public health. **ON-GOING** • Plans and supports regular meetings with the primary and support agencies related to preparedness, response, and recovery activities.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	**RESPONSE** • Activates SEOC and appropriate ESF #8 primary/support agencies. • Coordinates logistical and fiscal activities supporting priorities and activation associated with ESF #8. • Coordinates assistance to human and animal medical evacuees if necessary (See also – Animal Protection Appendix ESF #6). • Act as liaison between ADHS and state agencies. ADHS will request assistance from state agencies through the SEOC Operations Section. • In coordination with ADHS, assists in the provision of medical supplies and services. • In coordination with ADHS, requests activation of the NDMS and/or SNS as requested and required. • Coordinates federal assistance with the disaster-designated Federal Coordinating Officer (FCO) upon receipt of Presidential Declaration of a Major Disaster. • Coordinates the activation and implementation of all state resources. • In conjunction with DPS may request activation/deployment of MMRS; • Performs activities identified in the requisition and deployment of the Strategic National Stockpile (See SNS Appendix to this ESF #8 for further information). • Provide healthcare volunteers through ESAR-VHP as requested and as needed. **ON-GOING** • Plans and supports regular meetings with the primary and support agencies related to preparedness, response, and recovery activities.

Support Agencies	Functions
STATE	
Commission for the Deaf	• Ensures Health & Medical Services messages are delivered to this

& Hard of Hearing (ACDHH)	population in an accurate and timely manner. • Provides technical assistance to SEOC and other county, local, and tribal entities upon request in support of this ESF #8.
Department of Agriculture (ADA)	**RESPONSE** • Controls eradication of an outbreak of a highly contagious or an economically devastating animal disease; • Assists in the assurance of food safety, and security, in coordination with ADHS and the SEOC. • Tasks appropriate ADA components to activate and deploy plant and animal services personnel, equipment, and supplies in response to requests for State assistance via SEOC. • Provides technical advice and assistance regarding the handling and disposition of contaminated and non-contaminated animal remains. • Monitors and tests affected area for food supply, livestock and pet animal contamination that may be detrimental to public health. • Maintains public welfare and health through issuance of incident-related public information notices on food security, food contamination/disposal issues and the care of pets, livestock and crops/gardens, etc. within disaster area. • Provides support for public health matters for radiological incidents. **ON-GOING** • Plans and supports regular meetings with the primary and support agencies related to preparedness, response, and recovery activities.
Department of Environmental Quality (DEQ)	• Assists ADHS in the detection, containment, and removal of chemical and/or biological agents resulting from a terrorist incident involving WMD or other human-caused accident. • Provides support to ADHS and ARRA in public health matters for radiological incidents. • Give technical assistance and environmental information to assess health/medical aspects of situations involving hazardous materials, including technical and policy assistance in matters involving drinking water supplies and wastewater disposal. • Assists in identifying alternate water supplies for critical care facilities. • Provides bio-surveillance, warning, and detection capabilities for the water sector. • Provides advisories on solid and human waste collection and disposal and boil orders for potentially contaminated potable water supply in the affected area(s). • Assists county, local, and tribal authorities in the monitoring and surveillance of the incident area.
Department of Public Safety (DPS)	• Provide security of Federally-allocated SNS State inventories as required (See SNS Appendix this ESF for additional details) while in State custody. • Provide assistance to the Department of Transportation (ADOT) and local governments in coordinating traffic control and directing evacuees to reception/care centers or shelters.

	• Assists in providing security for reception/care centers or shelters.

Department of Transportation (ADOT)	• In collaboration with the SEOC, and in coordination with other transportation agencies, assists in identifying and arranging for various types of transportation, to include air, rail, and motor vehicle. • At the request of ADHS, assists in patient movement with ADOT resources subject to ADOT statutory requirements (e.g. snow plows for ambulance escort, etc; ADOT does not have resources for patient movement). • Coordinates with the SEOC and the Federal Aviation Administration (FAA) for air traffic control support for priority missions.
Department of Water Resources (ADWR)	• At the request of ADHS, ADWR can provide locations for wells and some water levels. • Provides technical assistance and environmental information for the assessment of the health/medical aspects of situations involving hazardous materials, including technical and policy assistance in matters involving drinking water supplies. • ADWR can assist with policy matters involving drinking water supplies.
Arizona Radiation Regulatory Agency (ARRA)	• In collaboration with DEQ, ADHS and SEOC coordinates State assets for external monitoring and decontamination activities for radiological emergencies • Provides, in cooperation with other State (and Federal, if Presidential-declared disaster) agencies, personnel and equipment, including portal monitors, to support initial screening and provides advice and assistance to State and local personnel conducting screening/decontamination of persons leaving a contaminated zone. • Provides resources (personnel, specialized equipment, and supplies) to evaluate, control, and mitigate radiological hazards to workers and the public. • Provides assistance in the decontamination of victims. • Assists county, local, and tribal authorities in the monitoring and surveillance of the incident area. • Provides recommendations, advice and assistance on the use of potassium iodide (KI) should a radiological/nuclear event involve the release of radioactive iodine.

LOCAL/TRIBAL	
County Emergency Management (CEM)	• Coordinates county operations support requests and tribal jurisdiction(s) ESF #8 needs between the State EOC and impacted jurisdiction(s). • Assists in coordinating emergency medical support in shelters. • Coordinates with Public Health to ensure ESF #8 needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children.
County/Tribal Public Health	• Provides health and medical services and resources to their local population. • Requests assistance, services and other resources from state agencies through County Emergency Operations Center. • Provides medical services and equipment to shelters and triage centers as

	requested and as available • Within jurisdictional boundaries, coordinates with ADHS on public and shelter operations, nutritional guidelines, public health advisories, etc. • Ensures health standards are maintained at shelters. • Ensures health and medical needs are met for assisted care patients in private homes, persons with limited abilities and latchkey children.

VOLUNTARY	
American Red Cross (ARC)	• Assists in providing first aid for sick and injured persons. • Provides coordination of blood/blood products in their responsible areas. • Provides a representative liaison to the SEOC upon activation and in support of this ESF.
Arizona Voluntary Organizations Active in Disaster (AzVOAD)	• Coordinates voluntary agencies that are able to provide resources to the affected areas • Provides assistance in health care, assisted care, medical equipment and supplies for disaster victims and families. • Provides governmental liaison/representative to the SEOC upon request.
Citizens Corps Program (CCP)	• Provides certified human resources to complement State response and recovery activities upon request and as available.
Medical Reserve (MRC)	• Provide public health support and credential verified health/lay-non health volunteers to complement state response and recovery activities upon request and as available.

PRIVATE SECTOR	
Arizona Humane Society (AZHS)	• Provides technical assistance regarding care and welfare for animals exposed to disaster. • Assists in procurement of animal shelter, food, health and medical care needs as requested and as available.

American College of Surgeons (ACS) Arizona Chapter of the American College of Emergency Physicians (AzCEP) Arizona Medical Association (ARMA) Arizona Osteopathic Medical Association (AOMA)	• Assists in providing supplementary physician manpower, equipment and supplies.
Arizona Pharmacy Alliance (AzPA)	• Provides technical assistance, volunteer pharmacy personnel, equipment and supplies to aid victims of an incident of statewide significance.
Arizona Veterinary Medical Association (AZVMA)	• Provides assistance in the care of injured animals in coordination with the ADA and ADHS
Mental Health Association of Arizona (MHAAZ)	• Provides volunteer disaster behavioral health services, as requested and as available. • Provides technical assistance to SEOC during incident response and recovery operations.
United Blood Services (UBS)	• Provides coordination and delivery of blood products in their responsible areas.

FEDERAL	
Centers for Disease Control and Prevention (CDC)	• Assists in establishing surveillance systems to monitor the general population and special high-risk population segments. • Carries out field studies and investigations. • Monitors injury and disease patterns and potential disease outbreaks. • Provides technical assistance and consultations on disease and injury prevention and precautions.
Department of Health and Human Services (DHHS for Dept of Health and Human Services.	• Uses USDHHS personnel (U.S. Public Health Service Commissioned Corps) to address public health and medical needs, and augment with assets from NRP ESF #8 partner organizations. • Assists and supports State, local, and tribal governments in performing monitoring for internal contamination and administering pharmaceuticals for internal decontamination as deemed necessary by State health officials. • Assists local and State health departments in establishing a registry of potentially exposed individuals, performing dose reconstruction, and conducting long-term monitoring of this population for potential long-term health effects. • Evaluates State requests for deployment or pre-deployment of the SNS based upon relevant threat information.

	• Coordinates with other primary and supporting departments, agencies, and governments throughout the incident. • Assures the safety and security of food in coordination with other responsible Federal agencies (e.g., USDA). • In cooperation with State and local authorities, assesses whether food facilities in the affected area are able to provide safe and secure food. • In cooperation with State and local authorities as well as the food industry, conducts trace-backs or recalls of adulterated products. • In cooperation with State, and local authorities, ensures the proper disposal of contaminated products and the decontamination of affected food facilities in order to protect public health. • Provides support for public health matters for radiological incidents as a member of the Advisory Team for Environment, Food, and Health.
Food and Drug Administration(USFDA)	• Ensures the safety and efficacy of regulated foods, drugs, biologic products, and medical devices following a major disaster or emergency. • Arranges for seizure, removal, and/or destruction of contaminated or unsafe products.
Department of Agriculture (USDA)	• Supports a multi-agency response to a domestic incident through: • Provision of nutrition assistance. • Control and eradication of an outbreak of a highly contagious or any economically devastating animal disease. • Assurance of food safety, and security, in coordination with other responsible Federal agencies, or any combination of these requirements. • Provision of appropriate personnel, equipment, and supplies, coordinated through the Animal and Plant Health Inspection Service Emergency Management Operations Center. Support is primarily for coordination of animal issues such as disposal of animal carcasses, protection of livestock health, and zoonotic diseases associated with livestock
Environmental Protection Agency (EPA)	• Provides technical assistance and environmental information for the assessment of the health/medical aspects of situations involving hazardous materials, including technical and policy assistance in matters involving drinking water supplies. • Provides support for public health matters for radiological incidents through the FRMAC and the Advisory Team for Environment, Food, and Health. • Assists in identifying alternate water supplies for critical care facilities. • Provides bio-surveillance, warning, and detection capabilities for the water sector.

Department of Veterans' Affairs (VA)	• In cooperation with state and local authorities, will operate the Federal Coordinating Center's Patient Reception Areas to receive and evacuate patients from a disaster. • Coordinate with primary and supporting departments, agencies, hospitals, and government throughout the duration of a disaster. • In cooperation with state and local authorities will initiate and manage the NDMS hospital bed availability report utilizing the EMSystem, and the Joint Patient Assessment Tracking System. • In cooperation with state and local authorities will work closely to identify Regional Evacuation Points to support the evacuation of patients from a disaster.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM and ADHS will be responsible for the development and on-going maintenance and administration of this Health and Medical Services Emergency Support Annex (ESF # 8) and any related Appendices and/or Attachments.

Appendices and Attachments

The following Appendices to this ESF #8 – Health and Medical Services Annex have been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. These Appendices may be activated concurrent with the activation of ESF #8 or separately under its own taskings and assignments as dictated by the incident.

Attachments

Guidelines for Responders to Suspected Anthrax Incidents/Suspicious Powdery Substance - Attachment B

Appendices

Public Health Appendix

Behavioral Health Appendix

Chempack Project and Deployment Appendix

Metropolitan Medical Response System (MMRS) Appendix

National Disaster Medical System Activation - Appendix

Strategic National Stockpile (SNS) Appendix

Arizona Department of Health Services
Arizona Department of Public Safety
Federal Bureau of Investigation
Arizona Division of Emergency Management
August 2012

Management Guidelines for Responders of Suspicious Substances

Supersedes all previous copies

Editorial Note: *The use of bold type indicates the item is a point of emphasis.*

OVERVIEW:

Operational Guidelines for the Management of Suspected Terrorism-Suspicious Substance Incidents:

The following guidelines have been recommended to ensure coordination between law enforcement public health officials and first responders in response to potential terrorist threats or incidents. This information is intended to assist you in managing suspicious incidents and/or answering questions from the general public.

The local jurisdiction shall establish a NIMS compliant ***Unified Command System*** and assume responsibility of the incident to include, where possible and appropriate, fire, police, public health and public works. Public Health decision- making is an important role and will be made through the Unified Command System.

The Federal Bureau of Investigation (FBI) is the lead investigative agency on all terrorism incidents or credible threats and will respond to all incidents of this type. While the FBI has the lead investigative role, the first response will generally come from the local jurisdiction.

The Arizona Department of Public Safety (DPS) will coordinate the deployment of state assets to assist the FBI or local jurisdictions. This will include DPS specialized support and other state assets to include the National Guard (see Item 22 below).

The Arizona Department of Health Services (ADHS) is the coordinating agency for public health emergency response in Arizona. In conjunction with the County Health Departments, this includes testing of suspicious material. If suspicious material warrants testing, material (letters, powders, etc.) must be processed for confirmation or identification at the ADHS State Public Health Laboratory. Currently, only LRN-accredited laboratories are authorized to perform terrorism related environmental testing. The 91st CST, at the request of the Unified Command, can use their mobile laboratory to perform presumptive field analysis (PFA). **All materials from suspected terrorism incidents must be handled as criminal evidence.** Materials delivered to the ADHS State Public Health Laboratory may be tested as requested by law enforcement or as the need is otherwise determined.

ADHS, DPS, and FBI recommend against the use of commercial hand-held assays by first responders to evaluate and respond to an incident involving unknown powders suspected of being anthrax or other biological agents. Biological agent field test kits are, at this time, not sufficiently accurate for on-scene decision making in the field, due to both false negative and false positive results associated with field assays. To date, there have been no examples of biological exposure where decision-making cannot wait for the results of validated laboratory procedures.

PROTOCOL:

1. A suspicious item is identified. Contact the local emergency response system (911) to inform them of the incident and request their response.

Initial Precautions

2. If a package is suspected to contain an explosive device, it will be handled and dealt with as one entity. Personnel trained in explosives ordnance will be required to respond to suspicious packages to evaluate and render them safe prior to examination by hazardous material trained technicians. Requests for DPS Bomb Technicians will be routed through the DPS Duty Office at 602-223-2212 on a 24/7 basis.

3. Upon notification of a **terrorist threat or incident**, the local ***Unified Command*** System, having jurisdiction, should respond, following local protocols, contact the FBI and control access to the site.

4. Limit the number of persons exposed (limit handling) to the suspicious item. Do not directly handle, touch, smell, or otherwise closely inspect any suspicious powder or other unknown substance without donning proper personal protective equipment (see Item 9 below).

5. Use the appropriate level of personal protective equipment for emergency workers during containment and collection, as defined by Hazardous Materials technicians.

Conduct Threat Assessment

6. Confirm that there is a legitimate threat or a suspicious substance, on site, by conducting a threat assessment. Not all reports of suspicious substances will be legitimate threats. Appropriate response officials (local law enforcement, technical Haz-Mat, DPS, and/or FBI) are responsible for conducting a threat assessment and determining need for testing. Not all responses will require testing, and not all samples collected will be given priority testing status. Major considerations for high priority testing include a high profile target or venue, an associated threat, or known intelligence information. Medium to low priority may include a visible or unknown powder, unusual circumstances, and no logical explanation for events/ circumstances. If requested by law enforcement, samples will be held without testing, pending further investigation. Testing will always be conducted, however, if a request is made by one or more of the following agencies: DPS, ADHS, FBI, local emergency responder, or a local health department.

Contact Health Department (Do we need more emphasis on county health coordination?)

7. The ***Unified Command System***, which includes public health, is responsible for the health risk assessment and decision-making process for decontamination, testing and treatment. **Contact your county health department (see page 5) or the Arizona Department of Health Services (602-364-3289). Note:** Tribal entities should notify the county health department in which the incident occurred.

Obtain a TIPs Number

8. The local agency should immediately notify the AZ DPS Arizona Counter Terrorism Information Center (ACTIC) at **602-644-5805** with information regarding the potential case (emphasis will be placed on ensuring that the local/county public health entity has been contacted). An ACTIC TIPs Number will replace the previously issued Watch Log Entry Number (WLE) or the FBI PX Numbers. If the local agency does not have the resources to respond, they should contact the DPS Duty Office (DO) at **602-223-2212** and ask for a hazardous materials response to a suspicious substance incident, or the ACTIC Watch Center at **602-644-5805** for assistance. DPS will notify the FBI of all samples to be taken to the ADHS Public Health Laboratory. **All samples to be taken to the ADHS State Public Health Laboratory for testing must have an ACTIC TIPs Number assigned**. (ACTIC M-F 0800-2300 **602-644-5805)** (DPS

DO M-F 2300-0800 **602-223-2212**) Sat-Sun all day. Contact the State Public Health Laboratory to communicate the estimated time of the sample(s) arrival (see contact info in paragraph 10 below).

9. If the FBI receives the call directly; the FBI will notify ACTIC at **602-644-5805.** DPS will then notify the appropriate local law enforcement agency for first response and will issue a control number (TIPs Number).

10. Currently, the ADHS Public Health Laboratory is operational during normal work hours (0800 to 1700 hrs) M-F (business hours phone number below). For after hours or weekends use the ADHS State Public Health Laboratory emergency contact number 480-303-1676.

ADHS State Public Health Laboratory
250 N. 17th Ave.
Phoenix, AZ 85007
602-364-0999 (BT Lab)

Sample Preparation and Transport

11. The suspicious item must be double bagged and placed in a sealed container such as a paint can or sealed protective hard package. Please use a container whose size is no larger than the dimensions of a 5-gallon paint can, to facilitate testing within the laboratory's biosafety cabinets (*Note – if you are going to exceed this size requirement, special arrangements need to be made with the State Public Health Laboratory prior to transporting/shipping the sample). *All items collected are to be treated as evidence and must follow the Chain of Custody. Each item of evidence must have a completed property and evidence form that lists the agency name and phone number, officer's name, victim, other parties involved and description of the evidence to be examined.*

12. The local law enforcement agency is responsible for arranging transport and maintaining chain of custody of the sample to the ADHS State Public Health Laboratory, which may involve DPS transport assistance. The ADHS State Public Health Laboratory requires a submittal form for each sample to be tested. These forms are available from the laboratory (See Appendix A). Ensure that the sample delivery is accompanied with a completed submittal form or at least all the required information so that it may be filled out upon arrival at the laboratory.

13. The submitting agency's contact information must be provided on the submittal form. The submitting agency is the agency that is handling the incident, requires laboratory notification of the results, and will provide notification of the results to all parties involved in the incident. **To protect investigative integrity, the case officer of the submitting agency will be notified first before any other party.**

ADHS State Public Health Laboratory Testing – Priority and Results

14. The ADHS State Public Health Laboratory analyzes all submitted samples that have ACTIC TIPs Number(s). Inform the ADHS State Public Health Laboratory of a sample(s) arrival time as early as possible in the process. Prioritization on testing of samples is based on the threat assessment, if necessary, DPS or FBI may determine testing priority and notify the ADHS State Public Health Laboratory.

15. The ADHS State Public Health Laboratory is responsible for developing and maintaining the testing methodology and priority algorithm (i.e., samples with low threat priority and containing no visible powder or suspicious substance, will receive lowest testing priority and the ADHS State Public Health Laboratory may not use rapid testing methodology). The laboratory will analyze high priority samples in a timely manner, sometimes involving after duty hours testing. If an agency obtains low priority evidence after duty hours, the agency should store the evidence in its agency evidence storage. An ACTIC TIPs Number will normally be issued during business hours, if not, a call back number will be required so that the TIPs number may be issued the next business day

16. The ADHS State Public Health Laboratory will provide results to the submitting agency and notify ADHS Bureau of Public Health Emergency Preparedness who will notify the respective county public health department of the results. The submitting agency must coordinate with the ADHS State Public Health Laboratory to ensure that samples are returned to the submitting agency and to notify DPS. Samples will not be returned from the laboratory directly to individuals. Please contact the ADHS State Public Health Laboratory during normal business hours, at **602-364-0999** to arrange for the release of evidence for pick-up, or for the destruction of evidence.

Public Health Considerations:

17. Collect the names and contact information of those exposed to the product on scene.

18. In the case of a suspicious powder incident, where someone simply opened a letter claiming to contain a suspicious powder, **full decontamination may not be warranted**. Concerned "patients" should be instructed to thoroughly wash their hands with soap and water. If they touched their face or other body parts after examining the unknown product, they should wash that surface as well. The infection control practices and clean-up advice from public health officials would rarely involve full removal of clothing and personal items.

19. Public health through the ***Unified Command System*** is responsible for the education of all exposed persons, putting risks into perspective, and de-escalating the situation, if possible. In addition to appropriate infection control precautions (see Item Number 17 above), emphasis should be placed on public education directives such as incubation periods and sampling results time frames. If public health is not immediately available, the incident commander will ensure proper education is provided.

20. Health officials will evaluate the need for initiation of antibiotic prophylaxis. In almost all circumstances, **the decision to initiate prophylaxis can be delayed** until the presence or absence of biological agent is determined by laboratory testing. The decision on prophylaxis will be made by the Unified Command System, to include public health officials.

For Hospitals

21. If a patient, who claims to have been exposed to a suspicious agent, is seen at an emergency department, please contact your local emergency response system (911) immediately. Extreme measures such as decontamination, **clinical** sample collections, prophylaxis, and/or **emergency room shut down are not warranted** (except for decontamination of **gross contamination**). Public health will coordinate with public safety agencies to ensure collection and testing of any remaining specimens. If the patient brings the material to the emergency department, place the material in a sealed plastic bag and call your local law enforcement to collect the sample for threat assessment and transport. If the patient has discarded the material, or it is otherwise not available, then a further assessment of the risks should take place between the attending physician and the local public health representative.

Hazardous Materials Response Assets and Activation

22. There are three primary resources available within the state of Arizona for hazard assessment, field characterization, agent sampling, and presumptive hazard identification /analysis of an unknown substance leading to evidence collection. They are the DPS Hazardous Materials Unit, FBI Hazardous Materials Response Team, and the 91st National Guard Civil Support Team.

DPS Hazardous Materials Unit (DPS-HMU) will function as the state response element to Hazmat incidents. DPS-HMU will respond to events for evaluations and for a determination of the need for additional State/Federal/Private sector resources. Upon the determination of a terrorist-related incident/accident or suspected terrorist incident involving hazardous materials, the law enforcement agency having jurisdiction, will be responsible for crime scene assessment and the collection and custody of evidence. The collection and custody of evidence should be handled by law enforcement personnel, specifically trained in evidence recovery operations associated with chemical/biological/ radiological agents. The FBI will assist and support local law enforcement in the aforementioned proceedings.

ACTIVATION: DPS-HMU can be notified by contacting the ACTIC Watch Center at 602-644-5805 or ACTIC@AZDPS.gov.

The FBI Hazardous Materials Response Team (FBI-HMRT) has a two-fold mission. The first aspect of this mission is to make an initial assessment of a potential criminal hazmat or WMD event. To make sure that public safety concerns are adequately addressed, this assessment is best carried out in cooperation with a certified Local/State/Federal hazmat team. The second aspect of this mission is to document, preserve, and

collect evidence in a hazardous environment in accordance with FBI procedures. If the incident is determined to have a Federal nexus or if the Incident commander requests assistance, FBI Hazardous Materials Response Team (HMRT) can be utilized. Utilization of the FBI HMRT can be coordinated by contacting the FBI WMD or Assistant WMD Coordinator. FBI HMRT may respond in conjunction with the CST or local HMRT response.

ACTIVATION: The FBI-HMRT can be requested by contacting the Phoenix WMD Coordinator through the FBI Phoenix Operations Center at 623-466-1999.

The National Guard Civil Support Teams (CST) are trained and equipped to rapidly respond to WMD events by request when the incident exceeds the capabilities of state or local emergency response personnel. The CST can assess suspected WMD attacks, advise civilian responders on appropriate actions through on-site testing and expert consultation, and can facilitate the arrival of additional state and federal military forces. The CST is not trained in evidence collection; however, the CST can produce a chain of custody and provide samples to the ADHS Public Health Laboratory. If called, the CST will respond to appropriate requests for assistance, but will immediately notify the DPS Duty Officer. DPS may respond, in conjunction with the CST, if warranted.

If the Incident Commander requests testing, the CST will conduct all-hazards testing (chemical, biological and radiological) on-scene within the limitation of their mobile laboratory. At the discretion of the Incident Commander, samples will go to the ADHS Public Health Laboratory for evidentiary testing. CST will collect samples only under the discretion of the on-scene Incident Commander. The Incident Commander will ensure the law enforcement chain-of-custody is maintained.

ACTIVATION: The 91st CST can be contacted by calling the following numbers 602-267-2953 (office), 602-909-2308 (cell 1) or 602-909-3012 (cell 2).

FOR MORE INFORMATION:

If you have any questions regarding these guidelines, please call the ACTIC Watch Center at **602-644-5805 or 1-877-2SAVEAZ,** or the Arizona Department of Health Services at **602-364-3289**. The Arizona Department of Health Services is responsible for the maintenance of these guidelines.

If you are interested in more information regarding terrorism, you may access the following web pages:

Centers for Disease Control Bio-terrorism Web Page http://www.bt.cdc.gov/
Arizona Department of Health Services Bioterrorism Web Page http://azdhs.gov/phs/edc/edrp/bioterrorism.htm
Arizona Division of Emergency Management Web Page http://www.dem.azdema.gov/
Arizona Counter Terrorism Information Center Web Page http://cid.dps.state.az.us/

Arizona County Public Health 24-Hour Numbers
(Please note: In some counties, the numbers listed are their Sheriff's Office dispatch numbers; please specify that contact is needed with public health)

Apache 928-333-0212
Cochise 1-800-423-7271
Coconino 928-255-8715
Gila 928-402-1872
Graham 928-428-0808
Greenlee 928-865-4149
La Paz 928-669-2281
Maricopa 602-747-7111
Mohave 928-718-4927
Navajo 928-241-0959
Pima 520-743-7987
Pinal 520-866-6239
Santa Cruz 1-877-202-0586
Yavapai 928-713-9424
Yuma 928-317-4624

Contact Numbers

DPS Duty Officer: 602-223-2212
Arizona Department of Health Services (ADHS) 24/7: 602-364-3289
Arizona Counter Terrorism Information Center (ACTIC): 602-644-5805
ADHS State Public Health Laboratory Regular Business Hours: 602-364-0999
ADHS State Public Health Laboratory After-Hours: 480-303-1676
FBI Phoenix Operations Center: 623-466-1999
91st Civil Support Team (CST): Office: 602-267-2953; 602-909-2308 (cell 1) or 602-909-3012 (cell 2)

ARIZONA DEPARTMENT OF HEALTH SERVICES
Bureau of State Laboratory Services
250 N. 17th Ave
Phoenix Arizona 85007
Phone: (602) 542-1188
Fax: (602) 542-0760

LAB ID #: _____

TIPS #: _____

RECEIPT OF PROPERTY/SAMPLE SUBMISSION FORM

SUBMITTING AGENCY:	**CASE ID:**	**DATE RECEIVED:**
AGENCY STREET ADDRESS:	**AGENCY CITY:**	**AGENCY PHONE NUMBER:** ( )
CASE OFFICER: (PLEASE PRINT)	**BADGE NUMBER:**	**AGENCY FAX NUMBER:** ( )
Sample collection date:	**Individuals exposed :** ☐Yes ☐No **How many:**_____	**Victim Name:**
DESCRIPTION OF PROPERTY: (IDENTIFYING NUMBER, QUANTITY AND TYPE)		

FIELD SCREENING INFORMATION	EXPLOSIVES	RADIOLOGICAL	CHEMICAL pH (WET)	CHEMICAL FLAMMABILITY (VOC)	CHEMICAL OXIDIZERS
Screening Performed	☐Yes ☐ No	☐Yes ☐ No	☐Yes ☐ No	☐Yes ☐ No	☐Yes ☐ No
Results					
Method/Device Used					
Performed by (Contact Name/Number)					

CHAIN OF CUSTODY

FROM NAME (PRINT)	SIGNATURE	PURPOSE	TO NAME	DATE / TIME

RELEASE OR DESTRUCTION OF SPECIMEN(s)

Upon completion of all requested testing the submitting agency and/or case officer will be contacted regarding the release or destruction of the submitted specimen described above. If desired the Arizona State Department of Health Laboratory will destroy the described specimen on behalf of the submitting agency. If destruction is desired, please complete this form and return it in person or by fax to (602) 542-0760. If the specimen is to be returned, please call (602) 542-1188 to make the necessary arrangements.

Released specimens must be picked up in person and cannot be mailed.

CONTACT DATE:	NAME OF CONTACT:	REMARKS:
❑ **RELEASE**	DATE / TIME:	AUTHORIZED SIGNATURE:
❑ **DESTROY**	PRINT NAME:	Initials and date destroyed:

State of Arizona

Emergency Response and Recovery Plan
ESF #8 - Behavioral Health Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Health Services (ADHS)
- Division of Behavioral Health Services (DBHS)
- Division of Licensing Services
- Arizona State Hospital

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

LOCAL/TRIBAL

County behavioral health agencies or equivalent

VOLUNTARY

American Red Cross (ARC)

Arizona Critical Incident Stress Management Network (ACISM)

National Alliance for the Mentally Ill (NAMI)

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Introduction

Purpose

The purpose of the ESF #8 Behavioral Health Appendix is to describe procedure to:

- Detect both short- and long-term behavioral health issues and prevent harmful stress levels in the general population following a major disaster or emergency.
- Detect and prevent harmful stress levels of state emergency responders deployed in the field, the State Emergency Operations Center (SEOC) and/or a strategic Joint Field Office (JFO).

Scope

Emergencies, disasters or a terrorist incident involving weapons of mass destruction does have the potential to raise stress levels in victims, family members, bystanders, first responders and their family members, and other community caregivers, which may negatively affect their mental and emotional health.

Introduction

Policy

- Local, county and tribal governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens and/or responders who develop or display behavioral health issues as a result of an incident within their jurisdiction(s).

- State support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.

- Supporting behavioral health needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.

- Appendix activities and providing services will be in accordance with existing State and Federal statutes, rules, and regulations.

- Assigning State personnel to support SERRP behavioral health functions will be in accordance with the rules and regulations of their respective parent agencies.

Planning Assumptions

- Critical level stress may develop during a single emergency or disaster event, or over time during and after an extended response and recovery period.

- Stress during the immediate emergency/disaster event is called acute stress and is a normal response to emergencies or disasters. Some people can resolve the acute stress using their own internal and external resources. Other people may be overwhelmed with acute stress and require assistance from the behavioral health service delivery system to resolve it.

- Stress that manifests due to an emergency or disaster event and continues during the recovery phase is called chronic stress. Greater behavioral health resources are needed to assist people in understanding and resolving chronic stress.

- State, county, private and voluntary behavioral health service agencies should have personnel from their organizations trained in stress recognition and management techniques. Agencies should assist emergency/disaster first responders and emergency/disaster survivors by providing immediate crisis counseling, crisis incident stress management resources, and referral to ongoing behavioral health services, if indicated.

Concept of Operations

General

The Arizona Department of Health Services- Division of Behavioral Health Services (ADHS/DBHS) is the lead agency for the development and coordination of state behavioral health emergency/disaster response plans and services. ADHS/DBHS will coordinate with other state, county, private and volunteer agencies to prepare intra-agency emergency response plans including checklists as well as procedural guides. The objectives of the behavioral health emergency/disaster response plan include:

- Coordination of behavioral health emergency/disaster response activities among state, county, private and volunteer behavioral health service agencies.
- Assessment of the behavioral health service needs of first responders and their families, victims, survivors, family members, and other community caregivers following an emergency or disaster considering short and long term stress management techniques.
- Coordinating the provision of public behavioral health education on critical incident stress management techniques as well as the management of acute and chronic stress through contracted tribal andregional behavioral health authorities.
- Application for and attainment of federal grants (Federal Emergency Management Agency (FEMA), etc.) to fund immediate crisis counseling needs of the population suffering from the emergency or disaster as well as grants to fund ongoing behavioral health and substance abuse service needs during the response and recovery phases.
- Managing contracts of Tribal/Regional Behavioral Health Authorities, who through their contracted network, oversee behavioral health service providers including reporting, funding expenditures and reimbursements, and outcome of service provision.
- Managing emergency/disaster grants and funds including reporting emergency/disaster behavioral health service provision, funding acquisition and expenditure, and the outcome of service provision.
- Overseeing the quality of care provided by behavioral health service providers directly, or through contracted tribal and regional behavioral health authorities.
- Maintaining surveillance of behavioral health needs and efforts undertaken in order to adjust behavioral health service provision to meet the population's demand.

Actions

Activation

Upon request from local government for state assistance in providing behavioral health services, the ADHS Director will authorize ADHS/DBHS to activate its behavioral health emergency/disaster response plan and services.

Response/Recovery Activities

During the response phase, emphasis will be given to the behavioral health of emergency disaster victims, survivors, bystanders, first responders and their families and other community caregivers. Services may include:

- Immediate crisis counseling.
- Crisis response training for behavioral health clinicians.
- Information and referral to other behavioral health service resources.
- Public or provider education about common reactions to an emergency/disaster experience and how to cope with these reactions.

During the recovery phase, emphasis will be given to the behavioral health of first responders, emergency/disaster survivors and their family members. Services may include:

- Individual, family and group counseling.
- Substance abuse prevention and treatment.
- Grief counseling.
- Domestic violence prevention.
- Stress management techniques.
- Crisis response training for behavioral health clinicians.
- Information and referral to other behavioral health service resources.
- Community preparation for future emergency/disaster response.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Health & Medical Annex and Behavioral Health Appendix primary and support agencies. • Conducting periodic Health & Medical Annex and Appendices meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	

Department of Health Services (ADHS)
 	
– Division of Behavioral Health Services (DBHS)
 	
- Arizona State Hospital
	• Administer and coordinate emergency/disaster behavioral health services, assist behavioral health and essential services providers, and collect and disseminate information to behavioral health service providers.
	
	• Assist local government in the assessment of behavioral health service needs of the affected population.
	
	• Assure provision of behavioral health services to identified populations, which may include victims, family members, survivors, bystanders, first responders and their families and other community caregivers.
	
	• Coordinate with the SEOC Mass Care Coordinator to identify shelter occupants who may require behavioral health services (see ESF # 6).
	
	• Coordinate with the ADHS Public Information Officer to arrange for dissemination of information to the public on stress effects and techniques for managing stress.
	
	• Provide resources and support to the community-based behavioral health system.
	
	• Through ADHS, provide behavioral health crisis response teams staffed with clinicians trained in immediate crisis triage, counseling and referral to ongoing behavioral health treatment.
	
	• Ensure behavioral health facilities:
	
	  • Implement their facility's emergency/disaster plan;
	
	  • Provide care, safety and continued behavioral health treatment of residents;
	
	  • Coordinate with authorities for safe evacuation of patients.

Primary Agencies	Functions
STATE - continued	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate with ADHS/DBHS when preparing the Presidential Major Disaster Declaration request to ensure that behavioral health services support is requested. • Activate their Standard Operating Procedures (SOP) for Stress Management for SEOC/DFO workers. • Develop a stress management program for SEOC/DFO personnel.

Support Agencies	Functions
VOLUNTARY	
American Red Cross (ARC)	• Disaster Services Mental Health Program will provide teams that respond to disaster sites. These teams detect signs and symptom of stress in disaster victims and assist them in handling acute and chronic stress.
Arizona Critical Incident Stress Management Network (ACISM)	• Provide teams to support state field, SEOC and DFO staff as needed.
National Mental Health Association (NMHA)	• May provide connection with governmental agencies, health and human services departments, and mental health providers to achieve training goals, education of a broad spectrum of State and local emergency management and mental health stakeholders in the need for disaster mental health planning.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above.

Plan Development and Maintenance

ADEM, in coordination with ADHS/DBHS, will review and revise this Appendix. Each participating agency will prepare Standard Operating Procedures (SOP) and update Incident Operations Plans (IOP) in support of this Appendix.

Attachments

Attachments

No attachments

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State of Arizona

Emergency Response and Recovery Plan
ESF #8 - Public Health Appendix

Appendix Coordinator
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies
Department of Health Services (ADHS)

Support Agencies

STATE

Arizona Radiation Regulatory Agency (ARRA)
Department of Agriculture (ADA)
Department of Economic Security (DES)
Department of Education (ADE)
Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Department of Environmental Quality (DEQ)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Statewide Independent Living Council (SILC)

VOLUNTARY

Citizen Corps Program (CCP)
Community Emergency Response Teams (CERT)
Disaster Medical Assistance (AZDMAT)
Voluntary Organizations Active in Disasters (AzVOAD)

FEDERAL

Federal Emergency Management Agency (FEMA)
Centers for Disease Control and Prevention (CDC)
Federal Bureau of Investigation (FBI)
Public Health Service (PHS)
U.S. Food and Drug Administration (USFDA)

LOCAL/TRIBAL

County Emergency Management (CEM)
Public Health Offices/Departments (CPH)
Metropolitan Medical Response System (MMRS)

Introduction

Purpose

To describe the state's primary and support agency roles and responsibilities in supporting local, county and state public health operations toward communicable disease control and in ensuring environmental health and sanitation surveillance during and after a major disaster or terrorist incident.

Scope

ESF #8 – Public Health Appendix provides supplemental assistance to county, local, and tribal governments and State departments/agencies in identifying and meeting the public health needs of victims of an incident of statewide or national significance. This support is categorized in the following core functional areas:

- Assessment of public health needs
- Public health surveillance

Policy

- Under Arizona Revised Statutes (A.R.S.) §26-310, During a state of war emergency or a state of emergency, any person holding any license, certificate or other permit issued by any state evidencing the meeting of the qualifications of such state for professional, mechanical or other skills may render aid involving such skill to meet the emergency as fully as if such license, certificate or other permit had been issued in this state.
- Under ARS §36-624, When a county health department or public health services district is apprised that infectious or contagious disease exists within its jurisdiction, it shall immediately make an investigation. If the investigation discloses that the disease does exist, the county health department or public health services district may adopt quarantine and sanitary measures consistent with department rules and sections §36-788 and §36-789 to prevent the spread of the disease. The county health department or public health services district shall immediately notify the department of health services of the existence and nature of the disease and measures taken concerning it.
- Under ARS §36-781 through §36-786, the governor, through consultation with the ADHS Director, may issue enhanced surveillance advisories for illnesses related to bioterrorism events. During the time an enhanced surveillance advisory is active, statutes allow and require increased reporting of illnesses, accessing confidential patient information for patient tracking, information sharing among local and state public health authorities and public safety, and specimen testing by the State Laboratory.
- Under ARS §36-787, during a state of emergency or state of war emergency, ADHS shall coordinate all matters pertaining to the public health emergency response of the state. This may include issuing orders that:
  - Mandate medical examinations for exposed persons;
  - Ration medicine and vaccines;
  - Provide for transportation of medical support personnel and ill and exposed persons;
  - Provide for procurement of medicines and vaccines;
  - Mandate treatment or vaccination of persons; and
  - Isolate and quarantine persons.
- Under ARS §36-788, during a state of emergency or state of war emergency, ADHS may establish and maintain places of isolation and quarantine and require isolation or quarantine of any person by the least restrictive means necessary to protect public health.

Planning Assumptions

In the aftermath of a major disaster or human-caused incident of catastrophic proportions, the public's health can be jeopardized in many ways.

- Major disasters and emergencies may have a tremendous impact on public health. The ADHS will respond to all emergencies that may have an adverse effect on public health including natural disasters, disease outbreaks, weapons of mass destruction (WMD) events or bioterrorism incidents.
- Contaminants may enter water supply systems.
- Mass decontamination efforts associated with biological, chemical or radiological agents may be required.
- Impacts on persons with limited abilities, people with disabilities, persons in private assisted-care facilities, and children under the age of fourteen will increase in severity.
- Psychological effects on victims, first responders, and volunteers will remain long-term issues.
- Spoilage or contamination of food and drugs can be widespread.

- Isolation or quarantine measures may become necessary to control the spread of communicable diseases.
- There may be a need for more pharmaceuticals, vaccines, and other medical supplies than are available locally during a disaster, emergency or bioterrorism incident.
- Local resources such as first responders and health care systems may be overwhelmed with response efforts continued for long periods of time.
- Assistance may be needed from federal agencies such as the Centers for Disease Control and Prevention, the Federal Bureau of Investigation, the Federal Emergency Management Agency and others.
- A disease outbreak may be caused by a covert operation; there may be no notice of the event until there are symptomatic patients within the health care system.

Concept of Operations

The Arizona Department of Health Services (ADHS) is the primary state agency in the development and maintenance of state plans and programs for coordinating public health activities during emergencies/disasters or terrorism incidents. ADHS emergency support protocols pertinent to this appendix will include:

- Disasters, emergencies, and bioterrorism events will be responded to at the local level.
- The ADHS will staff positions at the SEOC.
- When local and county resources are exceeded, county authorities may submit a request for assistance through the county emergency operations center (CEOC) to the State Emergency Operations Center (SEOC).
- The ADHS will respond by providing health and medical resources, consultations, laboratory services, public information and other services. The ADHS will coordinate, along with SEOC, the state's public health response during an emergency.
- The ADHS will coordinate, along with the SEOC, the ordering, allocation, and use of health and medical assets received from state and federal sources.
- In the event of, or suspected, bioterrorism attack, the Terrorism Incident Annex and associated Bioterrorism Appendix will be automatically invoked in support of this Public Health Appendix.
- Per the Bioterrorism Appendix, ADHS may assign representatives within the Unified Command System, in addition to positions assigned in the SEOC Policy and Operations Sections.
- ADHS will coordinate with the ADPS and the FBI for criminal investigations and with ADEM for logistical support.

In the critical first hours of a catastrophic event involving mass casualties and that constitutes an immediate public health emergency, a state-sponsored medical response and hazardous material (HazMat) assistance program may be made available to local jurisdictions immediately and until the situation stabilizes or after the invocation of local emergency operations plans has taken effect. This Metropolitan Medical Response System (MMRS) (See Appendix – #5 of ESF #8) consists of medical response and equipment from major metropolitan cities within the state capable of assisting the local Incident Commander in providing initial emergency triage, and civilian mass decontamination at the disaster scene.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with ESF #8 and Appendix primary/support agencies. • Conducting periodic Appendix meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions
Department of Health Services (ADHS)	**PUBLIC HEALTH EMERGENCY PREPAREDNESS** • Coordinate the activities of state and county health agencies and pertinent federal agencies in determining the cause of, scope of, and the response to an incident. • Ensure adequate staffing for the SEOC and the ADHS Health Emergency Operations Center (HEOC). • Assist in coordinating and/or providing staffing resources to local public health dispensing/vaccination clinics and other public health activities. • Provide effective communications links among public health, health care, and emergency response partners for alerts, information, and systems for tracking data and activities through the Health Alert Network. • Procure other pharmaceuticals, medical supplies, and vaccines from local caches and other resources when needed. • Evaluate the need to request the federal Strategic National Stockpile (SNS) assets, in conjunction with ADEM; make the recommendation to the Governor as outlined in the SNS Appendix to ESF #8. • Ensure the delivery of SNS assets to affected county and tribal public health operations which, in turn, will provide the medical countermeasures to their priority groups and the public. • Ensure county health departments and other local partners have enough resources to operate and maintain mass vaccination and dispensing clinics for the duration of the public health emergency.

Department of Health Services (ADHS) - Continued	**PUBLIC HEALTH EMERGENCY PREPAREDNESS - Continued** • Maintain and implement response protocols for various infectious diseases, including smallpox and/or other bioterrorism-related events. These protocols will include planning for special needs populations. • Provide and coordinate public health information as required. • Evaluate the need for and areas of implementing isolation and quarantine measures as warranted. • Assist with the handling and disposition of mass fatalities, mass casualties, movement of seriously ill or injured, and with victim identification efforts. • Coordinate and request assistance from federal agencies such as the FBI and the U.S. Department of Health and Human Services through the SEOC. • Coordinate with medical and humanitarian associations and voluntary organizations to provide needed resources during and following a disaster, emergency or bioterrorism event. See also ESF #6 Mass Care, Housing & Human Services. • Coordinate and evaluate the surge capacity of hospitals. • Coordinate the licensing and credentialing of health care providers when needed. • Provide health and medical prevention information to physicians, health care workers and others to mitigate the emergency situation. • Coordinate the procurement of health and medical supplies and equipment. **ENVIRONMENTAL HEALTH** • Coordinate with ADA and the ADEQ on public health aspects related to contaminated food products, animals, and environmental media. • Ensure observance of health regulations in the impacted area(s). • Provide technical assistance and public health assessments in response to results of environmental samplings. **INFECTIOUS, VECTOR-BORNE AND ZOONOTIC DISEASES** • Administer and coordinate epidemiological and disease surveillance activities in order to: • Identify disease patterns and detect outbreaks. • Track and provide follow-up to patients. • Provide recommendations on treatment. • Provide prevention and mitigation messages. • Assess the public health impact of the emergency. • Define affected populations.

Department of Health Services (ADHS)	**INFECTIOUS, VECTOR-BORNE AND ZOONOTIC DISEASES - Continued** • Ensure appropriate levels of epidemiological and/or disease surveillance activities in response to infectious, vector-borne, or zoonotic disease outbreaks, an environmental health related event, or a bioterrorism event. • Evaluate the need for and areas of implementing isolation and quarantine measures. • Provide technical assistance and public health assessments in response to results of environmental samplings. • Assist state and county agencies in providing protective messaging and guidance to emergency response workers and the public regarding deceased contaminated and non-contaminated animals and livestock posing a public health threat.
	BEHAVIORAL HEALTH • Coordinate with the Regional Behavioral Health Authorities (RBHA), the Tribal Regional Behavioral health Authorities (TRBHA), the American Red Cross, AzVOAD, and other resources to ensure the provision of mental health care services statewide for victims, first responders, health care workers, families, and others as outlined in the Behavioral Health Appendix of ESF #8. **IMMUNIZATION PROGRAM** • Provide information on available immunization clinics during and following a catastrophic public health emergency. • Inform the public on disease prevention and immunization requirements resulting from a public health emergency. • Assist county and local health departments in recruiting and training staff for mass vaccination clinics. • Assist county and local health departments in technical aspects related to mass vaccination clinics. • Assist in the request, procurement, delivery, and local allocation of vaccines to county and local health departments for mass vaccination clinics.
	STATE LABORATORY • Provide laboratory services for suspected contamination of food, water, drugs, and other consumables. • Provide laboratory services for suspected contamination by biological and/or chemicals agents resulting from a terrorist or suspected terrorist incident. • Coordinate additional testing with the CDC and other laboratories as needed or appropriate. **HOSPITAL/EMERGENCY MEDICAL SERVICES** • Coordinate emergency medical services (EMS) such as procuring ambulances and other EMS-related needs. • Coordinate the licensing and credentialing of health care providers when needed. • Provide health and medical prevention information to physicians, health care workers and others to mitigate the emergency situation. • Coordinate the procurement of health and medical supplies and equipment. • Ensure observance of public health regulations in all temporary emergency medical treatment centers.

Department of Health Services (ADHS)	**TRIBAL, BORDER, AND INTERSTATE** • Coordinate with county and tribal health departments to provide needed resources and services during an emergency, disaster or bioterrorism event. • Address interstate and international public health issues and resources. **LICENSING SERVICES** • Provide technical advice and assistance regarding State rules and/or Federal regulations that apply to licensed healthcare and childcare facilities in the State of Arizona. • Provide direction and advice concerning any "waivers" of State and/or Federal regulations in the event of a declared emergency. • Coordinate the licensing and/or certification of healthcare and childcare providers. • Provide health and medical prevention information to licensed healthcare and childcare facilities to mitigate the emergency situation.

Support Agencies	Functions
STATE	
Department of Agriculture (ADA)	• Provide technical advice and assistance regarding the handling and disposition of contaminated and non-contaminated animal remains. • Monitor and test affected area for food supply, livestock and pet animal contamination that may be detrimental to public health. • Maintain public welfare and health through issuance of incident-related public information notices on food security, food contamination/disposal issues and the care of pets, livestock and crops/gardens, etc. within disaster area.
Department of Environmental Quality (DEQ)	• Certify emergency water supplies for human consumptive uses. • Provide water quality control assistance. • Provide advisories on solid and human waste collection and disposal. • Assist ADHS in the detection, containment, and removal of chemical and/or biological agents. • Coordinate with appropriate state and local agencies on the disposition of contaminated animals and livestock. • Coordinate with state and local agencies on public health issues resulting from contaminated food, food products, animals, and/or environment.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• As requested by ADHS, coordinates the activation of NDMS as necessary to support incident response operations. • Coordinates NDMS to assist in establishing priorities with ADHS for application of health and medical support, including veterinary and mortuary services. • Provides communications support in coordination with ESF #2 – Communications.

	• Assists in providing information/liaison with emergency management officials in NDMS areas. • Provides logistics support as appropriate. • Coordinates NDMS to assist in establishing priorities with ADHS for application of health and medical support, including the following from NDMS: Disaster Medical Assistance Teams (DMAT) Disaster Mortuary Operational Response Teams (DMORTs) National Veterinary Response Team (NVRT) National Nurse Response Team (NNRT) National Pharmacy Response Teams (NPRT) Federal Coordinating Center (FCC)
Arizona Radiation Regulatory Agency (ARRA) Department of Economic Security (DES) Department of Public Safety (DPS) Department of Transportation (ADOT) Department of Water Resources (ADWR)	• ADHS shall coordinate with other state agencies to provide needed public health resources and services during a disaster, emergency or bioterrorism incident. These state agencies and their roles and responsibilities are outlined in ESF #8 (Health & Medical) and its appendices.
Arizona Statewide Independent Living Council (SILC)	• Provide advisory assistance in the development and maintenance of Local/County Emergency Operations Plans toward responding to the special health needs of persons with limited abilities, i.e., people with disabilities, aging adults, latchkey children and children under the age of fourteen, etc. • Provide a liaison to the SEOC during state and federal-declared disasters as well as during training exercises to ensure the health and well-being of limited ability victims.

LOCAL/TRIBAL	
County Emergency Management (CEM)	• Requests for state or federal resources in support of public health issues must be coordinated through the impacted county Emergency Operation Center(s).
County Public Health (CPH)	• Local and County Public Health agencies remain primary for ensuring the public health and welfare of the impacted populations within their respective jurisdictions.
Metropolitan Medical Response System (MMRS)	• As available make MMRS assets available to requesting disaster locations per guidelines established under MMRS Appendix of ESF #8.

VOLUNTARY	
Citizen Corps Program (CCP) Community Emergency Response Team (CERT)	• Affiliated volunteers will take work direction and task assignments per Incident Commander or designee based on volunteer's personal skills and per procedures outlined in the Volunteer Management Support Annex.
Arizona Voluntary Organizations Active in Disasters (AzVOAD)	• Member organizations may have resources available to assist in public health emergencies; i.e., The Salvation Army, American Red Cross, regional Volunteer Centers, etc.

FEDERAL	
Center for Disease Control and Prevention (CDC)	• USDHS activates the National Disaster Medical System (NDMS) to assist in mass casualty/mass fatality and animal medical emergencies. • Deploys Strategic National Stockpile (SNS) during mass prophylaxis requirements.
Federal Bureau of Investigation (FBI)	• Provides victim identification assistance.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above.

Plan Development and Maintenance

ADEM, in coordination with ADHS will review and revise this Appendix as required. Participating agencies will prepare Standard Operating Procedures (SOP) and update respective internal operating plans (IOPs) in support of this Appendix.

Attachments

Attachments

No attachments

State of Arizona

Emergency Response and Recovery Plan
ESF #8 - Chempack Program and Deployment[1] Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Health Services (ADHS)
- Bureau of Public Health Emergency Preparedness (BPHEP)

Support Agencies

STATE

Department of Public Safety (DPS)
Department of Transportation (ADOT)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

LOCAL/TRIBAL

Metropolitan Medical Response System (MMRS)
Local Law Enforcement (LLE)
County Emergency Management (CEM)
County Sheriff's Office (CSO)

LOCAL/TRIBAL - Continued

County Health Departments (CHP)

FEDERAL

Centers for Disease Control and Prevention (CDC)
- Division of Strategic National Stockpile (DSNS) Program
- CHEMPACK Program

[1] *Deployment to mean the "breaking" of container seals and "delivery" of antidotes for the purpose of treating victims of an organophosphate exposure.*

Introduction

Purpose

The purpose of the Chempack Program and Deployment Appendix is to:

- Provide policy and direction for the storage, deployment, emergency transfer, maintenance and replenishment of CHEMPACK materiel from pre-designated recipient sites to the incident site(s).
- Provide guidelines for the non-emergency transfer and/or temporary relocation of CHEMPACK assets.
- Assure positive control and effective security of CHEMPACK materiel.

Scope

- The Center for Disease Control & Prevention's Division of Strategic National Stockpile (DSNS) program (See SNS Appendix of this ESF #8) has numerous caches of medical countermeasures stored in strategic locations throughout the United States, including nerve agent antidotes. Normal response times associated with the SNS program are inadequate for a nerve agent event, where treatment must be accomplished quickly to save as many lives as possible.
- As a result, the CHEMPACK program was adopted in the State of Arizona. This program is a voluntary component of the federal DSNS Program operated by the CDC for the benefit of the U.S. civilian population. The CHEMPACK program's mission is to provide state and local governments a sustainable nerve agent antidote cache that increases their capability to respond quickly to an intentional nerve agent attack or a large-scale organophosphate (pesticide) poisoning such as a terrorist attack.
- The State of Arizona has strategically placed these assets throughout the state to ensure immediate accessibility for the treatment of affected persons.

Policy

- State governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens and/or responders who become incapacitated from a nerve agent as a result of an incident.
- State support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Supporting medical needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- This Appendix' activities and providing services will be in accordance with existing State and Federal statutes, rules, and regulations.
- Assigning State personnel to support SERRP CHEMPACK functions will be in accordance with the rules and regulations of their respective parent agencies.
- The Division of Emergency Management (ADEM) will provide personnel and equipment to support twenty-four hour operations in the State Emergency Operations Center (SEOC) in accordance with the Standard Operating Procedures (SEOC-SOP).

- The Department of Health Services (ADHS) will provide directional support to the CHEMPACK operations. Additional support requirements will be submitted to the SEOC Logistics Chief, if necessary.

Planning Assumptions

- Existing pharmaceutical (nerve agent) supplies in the state are considered inadequate to support an effective response.
- CDC DSNS will maintain ownership of the statewide CHEMPACK stockpile(s) and monitor the location sites 24/7.
- Antidotes will be placed in numerous strategically located containers under controlled and monitored storage conditions for use in the event of an emergency (accident or human-caused) involving organophosphate nerve agents and/or pesticides.
- Antidote caches will be stored in secure, climate-controlled environments to ensure the integrity of the pharmaceutical potency and to maximize shelf life.
- Providing treatment to the people of Arizona after a nerve agent incident through CHEMPACK Program assets is very expensive. The Program will remain economically feasible only if its materiel is used prudently and maintained under conditions that allow the CDC DSNS Program to extend CHEMPACK shelf life in cooperation with the U.S. Food & Drug Administration.
- The Arizona Department of Health Services (ADHS) will act as the sole statewide point of contact (POC) for CHEMPACK. ADHS has the overall responsibility for coordinating CHEMPACK assets with the CDC DSNS, who maintains ownership of the forward deployed assets.
- An emergency deployment and/or strategic “transfer” of CHEMPACK cache inventories is authorized upon fulfillment of prescribed criteria and procedures as outlined in the CHEMPACK Standard Operating Guideline.
- An incident involving an organophosphate nerve agent or pesticide will be responded to at the local level.
- During a nerve agent incident, local emergency responders will determine whether existing supplies of pharmaceuticals are adequate to treat the volume of patients expected.
- Glendale, Gilbert, Mesa, Peoria, Phoenix, Tempe and Tucson comprise the states MMRS participants. This group contains individuals who are trained to respond to such incidents. The state fire departments, through Automatic and Mutual Aid System and ADHS, all have the capability to assess incidents, determine impact and recommend the deployment of the CHEMPACK.

Concept of Operations

General

The emergency (deployment) and/or strategic movement of CHEMPACK cache inventories is authorized upon fulfillment of prescribed criteria and procedures as outlined in the CHEMPACK Standard Operating Guideline..

The “breaking” of the CHEMPACK container seal and use of the packaged products (deployment) is authorized only upon determination of a release of an organophosphate nerve agent or pesticide that:

- Has threatened the medical security of the community;
- Has put multiple lives at risk;
- Is beyond local emergency response capabilities; and
- The materiel is medically necessary to save lives.

CHEMPACK comes in two types of containers. The hospital container is designed for hospital dispensing, and the antidote medication comes in multi-dose vials. The Emergency Medical Service (EMS) container is designed for use by first responders, and antidote medications come in auto-injectors.

- Arizona has 28 CHEMPACK sites housing a total of 37 containers that are strategically located throughout the state
- Each container can treat 450 – 1,000 victims of a nerve agent attack
- The antidotes are stored at locations that can best support their local and regional emergency response operations, such as hospitals or emergency medical facilities

Concept of Operations - Continued

General - Continued

Through established procedures, the recipient will notify the Department of Public Safety (DPS) immediately upon authorizing qualified personnel to open CHEMPACK container (s) for emergency deployment.

- When notified that a local cache has been accessed or additional assets are needed, DPS will immediately notify ADHS-POC and the ADEM-DO of the accessing of or immediate request for CHEMPACK deployment(s) and the location(s) of the incident. ADHS and ADEM will alert affected local/tribal public health and emergency management officials upon receiving notification from DPS.

- The ADHS-POC will coordinate the emergency transfer of CHEMPACK assets. Upon request, ADHS will arrange for the transfer of requested CHEMPACK pharmaceuticals and equipment from the most expedient pre-positioned site to a specific location nearest the incident area.

- When requested by ADHS or under existing automatic or mutual aid agreements, MMRS can assist in the emergency transfer/deployment of Chempack assets.

- ADHS-HEOC, in conjunction with the SEOC, will monitor incident operations, coordinate transportation, mass care, and security efforts to non-injured victims at the incident site(s) as requested from county emergency management.

Informed stakeholders shall not disclose any information identifying the location at which CHEMPACK materiel is permanently or temporarily stored.

Actions

Upon determination, by an appropriate authority in the following scenarios, that an incident involving an organophosphate nerve agent is existent and available antidotes within the community are insufficient to treat victims CHEMPACK assets will be requested and utilized.

- The first responder organization will immediately notify DPS of the situation.

- The first responder organization can request immediate deployment of CHEMPACK as required in responding to the medical needs of victims at the incident scene or at hospitals where antidotes are non-existent or depleted.

- Department of Public Safety (DPS) will provide CHEMPACK asset request notification to both the Department of Health Services CHEMPACK Point-of-Contact (ADHS-POC) and the Division of Emergency Management

Concept of Operations - Continued

Duty Officer (ADEM-DO).

Actions - Continued

- DPS, in conjunction with ADHS-POC, will determine the need for additional CHEMPACK deployments that may be requested, authorized, or transferred through existing automatic and mutual aid agreements.
- Non-CHEMPACK sites can request immediate deployment of assets from nearest authorized cache location(s), in order to provide adequate medical attention to incident victims or they can contact DPS with request.
- A State Incident Support Team (IST) can be requested to provide technical assistance in managing the nerve agent incident through the Phoenix Fire Regional Dispatch Center (See MMRS Appendix 5).

Strategic Pre-Positioned CHEMPACK Sites (Recipients)

The U.S. Drug Enforcement Agency (DEA) registrant (or designee) responsible for assets, may authorize emergency deployment of the assets for which he or she is responsible to support treatment of victims of a nerve agent incident by first responders or hospital providers.

Non-Emergency Transfer of CHEMPACK Assets

ADHS, in conjunction with ADEM, AzDPS, and the CDC, may authorize or initiate the movement of CHEMPACK assets for certain designated events on a temporary basis.

Concept of Operations - Continued

Direction And Control

- The ADHS-POC will be the lead for public health emergency response involving the CHEMPACK Program.
- The SEOC Policy Section will be staffed in accordance with the SEOC SOP and augmented by representatives from ADHS to ensure an effective response, rapid access to resources, and the efficient, safe use of acquired resources. The Public Information Officer will coordinate with other agencies and organizations to provide critical information to the public and private health providers.
- In accordance with federal policy, no local agency shall disclose information that identifies a location at which CHEMPACK materials are stored except as may be necessary to fulfill its mission, statutory and regulatory responsibilities. All parties agree to yield information requests to the ADHS-POC for appropriate response(s) relating to the CHEMPACK Program.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination with ADHS. • Participate in periodic Health & Medical Annex and Appendices meetings and conference calls. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Health Services (ADHS) - Bureau of Public Health Emergency Preparedness (BPHEP)	• Designate a single and specific statewide point of contact (POC) for the CHEMPACK Program. • Determine the type and quantity of CHEMPACK assets deployed within the State during an emergency • Coordinate the quantity and type of CHEMPACK containers required to meet the needs of the state and local first responders to a nerve agent event taking into all pertinent parties and/or inputs. • Develop plans for CHEMPACK asset deployment, surveillance and maintenance operations. • Develop and maintain a Standard Operating Guide for CHEMPACK operations. • Coordinate with CDC DSNS and recipient sites to ensure security and environmental conditions are maintained during any non-emergency times and non-emergency movement of CHEMPACK material.

Recipient Organizations	• Each contracted pre-positioned CHEMPACK cache storage site (Recipient) will:
	• Authorize the “breaking” of CHEMPACK seal(s) and the use of stored materiel ONLY after:
	  • Determination is made that a organophosphate release has occurred and threatens the health of the community;
	  • Determination is made that multiple lives are at risk;
	  • The incident is beyond local emergency responding agency’s organophosphate pharmaceutical cache; and
	  • The CHEMPACK materiel is medically necessary to save lives.

Roles and Responsibilities - Continued

	• Ensure proper disposal of expired CHEMPACK medical materiel in accordance with federal, state and local regulations, as required by the CDC. Provide copies of destruction documentation to ADHS.

Primary Agencies	Functions - continued
STATE - continued	
Recipient Organizations	• Facilitate the movement of CHEMPACK materiel as determined by ADHS to support other emergency needs as required. • Coordinate with ADHS-POC to ensure proper security and environmental conditions are maintained during non-emergency time and non-emergency movement of CHEMPACK material. • Notify Department of Public Safety (DPS) immediately through established procedures that personnel are opening CHEMPACK container(s) for emergency deployment.

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate this Appendix as recommended by the ADHS-POC to monitor the emergency movement and tracking of CHEMPACK assets between pre-positioned CHEMPACK cache locations and locations without CHEMPACK • Alert impacted county emergency management of nerve agent incident and coordinate additional emergency non-medical response activities as requested. • Coordinate public information with ADHS and provide a Public Information Officer for media inquiries, and to inform and reassure the public. Messages and information material should be prepared prior to an emergency. • Monitor the situation and requests for follow-up on CHEMPACK assets to be deployed according to ADHS-POC. • Provide emergency communication networks (landline, satellite phones or two-way radio services capabilities) to ensure safe, smooth, timely and accurate movement of emergency CHEMPACK caches between multi-jurisdictional and tribal operations. All transportation assets should have interoperable communications capability with the ADEM Operations Section, ADHS and the Incident Commander.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Supports state and local agencies by providing emergency transportation (helicopters) and personnel for transporting and security of CHEMPACK materiel assets as requested and as available. • Deploys the 91st Civil Support Team upon request to identify, assess and evaluate a nerve agent attack. Provide technical assistance and advice to responders regarding nerve agent identification and decontamination.

Roles and Responsibilities - Continued

Support Agencies	Functions - continued
STATE - continued	
Department of Public Safety (DPS)	• Notify ADHS-POC immediately of the alert notification from any pre-positioned cache storage facility of the disposition and/or change in CHEMPACK container(s). • Coordinates with local/tribal law enforcement the security of CHEMPACK personnel, equipment and materiel in facilitating transport and delivery to the incident area. • Evaluate physical security requirements, assess the risks that could interfere with the receipt, movement and dispensing of the CHEMPACK and responding personnel as required. • Coordinates traffic, crowd and access control surrounding the incident area when requested by local law enforcement. • Requests necessary additional augmentation from federal, state, and local law enforcement organizations and AZARNG through the SEOC.
Department of Transportation (ADOT)	• Support CHEMPACK operations by providing personnel, equipment and traffic management to effect expedient and efficient transportation and delivery of CHEMPACK material. Tasks may include designation of transportation routes, barriers and signs, trucks, drivers, maintenance, repairs and fuel.

LOCAL	
County Emergency Management (CEM)	• Coordinate local assets for response and recovery operations. • Brief key elected officials and first responder organizations in non-incorporated and incorporated municipalities within jurisdiction. • Establish and staff the county EOC as required to coordinate non-medical support to Incident Commander. • Establish contact with other supporting levels of county and state government. • Establish liaison with private and public health and medical organizations. • Locate resources as required and/or requested.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL - continued	
County Sheriff's Office (CSO)	• Support DPS security operations by providing personnel and equipment and organizing physical security operations at the repackaging and distribution location and transportation to dispensing centers. • Provide air (helicopter) emergency transportation of necessary CHEMPACK materiel as requested and per aircraft availability. • Maintain liaison with federal, state and local law enforcement agencies. • Provide mutual aid support upon request of other political subdivisions.
County Public Health (CPH)	• Provide a liaison to the county EOC in preparation for medical surge support. • Identify, with local officials, all sites where exposed patients are receiving care and obtain counts or good estimate numbers of patients. • Provide information to ADHS HEOC, if requested.
Metropolitan Medical Response System (MMRS)	• Provide CHEMPACK allocations to impacted jurisdictions operating within automatic and mutual aid agreements.
Local Law Enforcement (LLE)	• Provide personnel for emergency transfer of CHEMPACK materiel as requested and as available.

FEDERAL	
Centers for Disease Control and Prevention (CDC)	• Establish a maximum number of caches the State may have in order to maintain acceptable cost savings under the Shelf Life Extension Program (SLEP). Refer to: http://www.jrcab.army.mil/fda/page1.html. • Develop standardized container packages with a treatment formulary to treat patients exposed to a nerve agent(s) • Deliver CHEMPACK materiel to state designated cache storage locations in DEA approved storage containers. • Retain ownership of all CHEMPACK materiel to ensure integrity of the pharmaceuticals for the SLEP, until or unless the CHEMPACK is used. • Conduct periodic quality assurance/control (QA/QC) inspections to verify inventory, storage conditions and locations, and security of CHEMPACK materiel.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State department, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above.

Plan Development and Maintenance

- This plan will be reviewed and updated annually by ADEM and ADHS or as required.
- ADEM is responsible for maintenance of this appendix in the SERRP.
- ADHS is responsible for maintenance of the SNS Program CHEMPACK Program Standard Operating Guide (SOG).
- All agencies tasked to participate in the implementation of this plan are encouraged to submit recommendations for changes and revisions to the plan as perceived.

Attachments

None

State of Arizona

Emergency Response and Recovery Plan

ESF #8 - Metropolitan Medical Response System Appendix

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Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE	LOCAL/TRIBAL
Department of Environmental Quality (DEQ)	County Emergency Management (CEM)
Department of Health Services (ADHS)	County Sheriff's Office (CSO)
Department of Public Safety (DPS)	Local Fire Department (LFD)
Department of Transportation (ADOT)	Local Law Enforcement (LLE)
Department of Water Resources (ADWR)	Metropolitan Medical Response System (MMRS)
Department of Emergency and Military Affairs (DEMA)	Tribal Emergency Management (TEM)
- National Guard (AZNG)	

Introduction

Purpose

The purpose of the Metropolitan Medical Response System (MMRS) Appendix to ESF #8 is:

To integrate the MMRS System into a coordinated statewide initial all hazard response plan. To provide a strong medical response to the consequences of a chemical, biological, radiological, nuclear, or explosive Weapons of Mass Destruction (CBRNE/WMD) incident as well as a multiple victim event that exceeds a jurisdictions normal response capability until significant state and federal resources can be mobilized including the National Disaster Medical System (NDMS).

Introduction - Continued

Scope

In the event of a major catastrophe, immediate supplemental assistance will be provided by the MMRS to the impacted local government to provide for the triage and treatment of patients, deliver limited pharmaceutical support, perform civilian mass decontamination including establishing secondary decontamination locations as needed.

Policy

- Local, county and tribal governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens and/or responders who develop medical issues as a result of an incident within their jurisdiction(s).
- State support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Supporting medical needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- This Appendix' activities and subsequent provision of services will be in accordance with existing State and Federal statutes, rules, and regulations.
- Assigning MMRS personnel to support SERRP emergency medical functions will be in accordance with the rules and regulations of their respective parent agencies.

Planning Assumptions

- A local jurisdiction's resources will be overwhelmed, regardless of causation, by a catastrophic and/or mass casualty event in their community.
- Jurisdictions will initiate a statewide response via automatic or statewide mutual aid agreements.
- Most local response organizations have limited capabilities to detect, identify, and treat casualties in any chemical, biological, radiological, nuclear or explosive (CBRNE) incident.

Concept of Operations

General

Upon activation, this Appendix is designed to deploy necessary MMRS personnel and equipment anywhere in the State to meet the emergency medical needs of a jurisdiction where these resources have become exhausted, overwhelmed, or non-existent due to an emergency or disaster. These deployed MMRS resources become State assets until demobilized.

Actions

- Four cities in the State of Arizona are designated MMRS cities by contract with the U.S. Department of Homeland Security (Glendale, Mesa, Phoenix and Tucson.) The fire departments in these cities manage and coordinate the MMRS Program. In addition, the system has Support cities that participate and provides assets and resources to assist regional/statewide MMRS deployment (Gilbert – Scottsdale, Mesa MMRS, Peoria, Sun City - Glendale MMRS, Tempe - Phoenix MMRS.) Tucson MMRS also has regional support for regional/statewide deployment from other fire agencies that include; Northwest Fire District, Green Valley Fire Department, Drexel Heights Fire District and Rural/Metro Fire Department.

- The MMRS response can be activated without a proclamation by any jurisdiction through statewide mutual aide requests or direct contact with the Department of Public Safety.

- After receiving a request for assistance or upon a proclamation of a State of Emergency by the Governor, the Director, ADEM will coordinate personnel, facilities, supplies, equipment and other resources as appropriate to augment local government emergency services.

- A potential MMRS response is evaluated and deployment determined by specialty trained Command Staff located within the four MMRS cities. These representatives are on call 24/7 and posses a working knowledge of MMRS capabilities and resources.

- The primary point of contact for local jurisdictions to request deployment of MMRS is the Department of Public Safety (DPS) Duty Officer for activation of the Statewide Mutual Aid System through Operational and/or Regional Dispatch Centers.

- Incident Support Team (IST) and MMRS response units will be dispatched by emergency communications/911 centers as part of the initial MMRS response complement. MMRS assets assigned to the incident will be dispatched to designated staging areas on the initial assignment. An Incident Command Team (ICT) composed of responders with specialized training will be designated to supervise MMRS activities and coordinate response requirements with local incident commanders and the State Emergency Operations Center (SEOC).

- The Incident Support Team may consist of representatives from the City of Glendale, City of Mesa, City of Phoenix, and City of Tucson. These representatives must be on call 24/7 and have a working knowledge of enhanced response capabilities and the MMRS. It is imperative that the Incident Support Team member has the authority to commit additional resources and make critical decisions on behalf of their jurisdiction.

- Designated assets from the MMRS will be dispatched to a defined staging area and then proceed to the incident scene as a team upon direction from the Incident Commander.

- At the State's request an MMRS representative(s) may be assigned to the SEOC to coordinate MMRS assets.

- The Phoenix and Tucson Urban Area Security Initiative (UASI) can provide additional specialty trained CBRNE response capabilities to support an incident to include Police and Fire Rapid Response Teams (RRT) for tactical law enforcement, bomb, hazmat and technical rescue support. To determine these deployments an Incident Support Team may be dispatched.

- Law enforcement assets will be dispatched as necessary and may include Bomb Squad and/or SWAT from Glendale, Mesa, Phoenix, Tempe and Tucson. These units have specialized training and equipment for a CBRNE event.

- The IST will receive simultaneous notification via the “MMRS Group” page. Upon activation and in accordance with the MMRS SOG, the Incident Support Team will conduct conference calls to assign and deploy IST members to the incident. A minimum of two (2) uncommitted IST members will then proceed immediately to the SEOC to coordinate incident command communications, assume all-hazard technical advisory positions for Fire/Rescue; determine the make-up of the deployment in terms of disciplines to be represented and to facilitate the most expeditious transportation to the incident command post available for coordinating deployment of MMRS assets. Incident Support Team(s) transportation requirements will be coordinated by the State of Arizona.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Health & Medical Annex and the Metropolitan Medical Response System Appendix primary and support agencies. • Conducting periodic Health & Medical Annex and Appendices meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate SEOC to provide coordinated MMRS response. • Obtain Proclamation of Emergency from the Governor ordering activation of the State MMRS. (Lack of a proclamation will not prohibit response) • Identify and activate resources to supplement emergency services that may be required to support MMRS Response Team(s). • Coordinate the activities of all MMRS-capable agencies within the state. • Coordinate transportation to the incident location, as necessary. • Request activation of Disaster Medical Assistance Teams (DMAT) via the SEOC.

Support Agencies	Functions
STATE	
Department of Environmental Quality (DEQ)	• Monitor incident scene air quality for contaminants and report to Incident Management Team. • Assist with decontamination efforts in coordination with MMRS Team and Incident Management as required.

	• Assist ADHS with environmental assessments as needed.

Roles and Responsibilities – Continued

Support Agencies	Functions
STATE – Continued	
Department of Health Services (ADHS)	• Provide assistance in identifying suspected biological and chemical agents in support of MMRS Team(s). • Identify subsequent public health issues and report to MMRS Response Team(s) and activated EOCs. • Coordinate surveillance and reporting with hospitals in the event of a terrorist or suspected terrorist attack.
Department of Public Safety (DPS)	• Act as one of the primary point of contact to local government(s) for activation of the State MMRS. • Activate State MMRS via notification to Phoenix Fire Dispatch of need and upon verification of the incident/event. Mesa Alarm Room and the City of Tucson Fire Communications Center will act as alternate contacts. • Coordinates for transportation corridor for responding agencies. • Coordinates for personnel and equipment necessary to transport equipment and material. • Provide security and traffic control for Strategic National Stockpile if activated (See Strategic National Stockpile Appendix #4 this ESF) while in State custody.
Department of Transportation (ADOT)	• Provide personnel and equipment to coordinate traffic management for MMRS response agencies. • Assist DPS with road closure information, roadblocks, alternate routes, etc. in ensuring expeditious MMRS Response Team(s) travel to designated staging area(s).
Department of Water Resources (ADWR)	• Upon request can monitor groundwater levels report to IC and/or Incident Management Team.
Department Of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel and equipment, including air support, to facilitate rapid deployment of the MMRS and Incident Support Teams. • Provide personnel and equipment for casualty care. • Provide personnel and equipment to transport supplies and equipment to deployed MMRS Response Team(s). • Provide Civil Support Team.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM) Tribal Emergency Management (TEM)	• Verify local law enforcement has requested activation of State MMRS Team through DPS and/or statewide mutual aid. • Contact ADEM with request to activate State MMRS. • Obtain verbal emergency declaration from Board of Supervisors via local protocol. • Support ADEM Liaison in County EOC as needed. • Request activation of Disaster Medical Assistance Team (DMAT) for assistance through CEM/SEOC if required.
County Sheriff's Office (CSO) Local Law Enforcement (LLE) Local Fire Department (LFD)	• Coordinate with County Emergency Manager for support of state MMRS Team. • Contact DPS operational and/or regional dispatch centers to request activation of a state MMRS Team. • Provide incident command structure for MMRS response. • Contact responding MMRS cities to advise of cost reimbursement opportunities upon receipt of available funds as appropriate.

In accordance with A.R.S.§ 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organizations and listed above.

Plan Development and Maintenance

ADEM, in coordination with MMRS Program Leader will review and revise this Appendix. Each participating agency will prepare Standard Operating Procedures (SOP) and update Incident Operations Plans (IOP) in support of this Appendix.

Attachments

None

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Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)

Division of Emergency Management (ADEM)

FEDERAL

Federal Emergency Management Agency (FEMA)

Department of Health and Human Services (HHS)

Department of Defense (DoD)

Department of Veterans Affairs (VA)

Introduction

Purpose

Provide procedural direction in requesting the activation of the National Disaster Medical System (NDMS), a federally coordinated system that augments the Nation's emergency medical response capability. The overall purpose of the NDMS is to establish a single, integrated national medical response capability for providing assistance to state and local authorities in dealing with the medical and health effects of major peacetime disasters and providing support to the military and Veterans Health Administration medical systems in caring for casualties evacuated back to the U.S. from overseas armed conflicts.

Scope

The National Response Framework utilizes the National Disaster Medical System (NDMS), as part of the Department of Health and Human Services, Office of Preparedness and Response, under Emergency Support Function #8 (ESF #8), Health and Medical Services, to support Federal agencies in the management and coordination of the Federal medical response to major emergencies and federally declared disasters including:

- Natural Disasters
- Technological Disasters
- Major Transportation Accidents
- Acts of Terrorism including Weapons of Mass Destruction Events

Planning Assumptions

It is conceivable that a major medical and environmental emergency resulting from a nuclear, biological, chemical (NBC) or other weapons of mass destruction (WMD) attack or hazardous material accident could produce a large concentration of specialized injuries and problems that could overwhelm the State and local public health and medical care systems.

Disaster Medical Assistance Teams can be requested to support local and state health needs. A DMAT is a group of professional and para-professional medical personnel (supported by a cadre of logistical and administrative staff) designed to provide medical care during a disaster or other event. NDMS recruits personnel for specific vacancies, plans for training opportunities, and coordinates the deployment of the teams.

DMATS are designed to be a rapid-response element to supplement local medical care until other Federal or contract resources can be mobilized, or the situation is resolved. DMATs deploy to disaster sites with sufficient supplies and equipment to sustain themselves for a period of 72 hours while providing medical care at a fixed or temporary medical care site. The personnel are activate for a period of two weeks.

In mass casualty incidents, their responsibilities may include triaging patients, providing high-quality medical care despite the adverse and austere environment often found at a disaster site, patient reception at staging facilities and preparing patients for evacuation.

It is also conceivable that such an emergency or disaster could result in significant mortalities as well. The National Response Plan assigns the National Disaster Medical System (NDMS) Section under Emergency Support Function #8 (ESF #8) to provide victim identification and mortuary services (DMORT). These responsibilities include:

- Temporary morgue facilities
- Victim identification
- Forensic dental pathology
- Forensic anthropology methods
- Processing
- Preparation
- Disposition of remains (See Catastrophic Incident Annex - Mass Fatalities Appendix of this SERRP for further information).

Also, the National Response Framework assigns the National Disaster Medical System (NDMS) Section under Emergency Support #8 (ESF #8) to provide assistance in assessing the extent of disruption and need for veterinary services (VMAT) following major disasters or emergencies. These responsibilities include:

- Assessing the medical needs of animals
- Medical treatment and stabilization of animals
- Animal disease surveillance
- Zoonotic disease surveillance and public health assessments
- Technical assistance to assure food and water quality
- Hazard mitigation
- Animal decontamination
- Biological and chemical terrorism surveillance

(See ESF #11, Agriculture and Natural Resources Annex of this SERRP for additional information.)

Concept of Operations

Activation

In emergencies/disasters requiring federal health and medical assistance, activation of the National Disaster Medical System (NDMS) may be requested by the Director, ADEM, after consultation with and attaining the concurrence of the Governor.

Activation Request Procedures

All requests for NDMS activation will be made by the Director/Deputy Director, ADEM to FEMA's 24/7 National Response Coordination Center (NRCC).

Information Requirement for System Activation

Before an official request for assistance and activation of the NDMS, local government will provide the Director/Deputy Director, ADEM, or his/her designee with the following information:

- The location of the incident where assistance is being requested;
- A description of the incident and the resultant health/medical problems; and
- A description of the assistance required (i.e., medical assistance teams, medical supplies/equipment, aero-medical evacuation, acute hospital care, etc.).

Actions Taken Following Initial Requests

All requests for NDMS assistance will be immediately transmitted to an NDMS Duty Officer, who will take action to validate the request and arrange for activation of the appropriate elements. Confirmation of the activation of the NDMS will be made by telephone to the requesting official or his/her designee. Instructions regarding direct communications with the National Disaster Medical Operations Support Center (NDMOSC) will be provided at the time of confirmation of NDMS activation.

Federal Coordinating Centers

Phoenix VA Health Care System, Glendale and the Tucson VA Medical Center have been established as Federal Coordinating Centers for the NDMS program.

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State of Arizona

Emergency Response and Recovery Plan
ESF #8 - Strategic National Stockpile (SNS) Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Health Services (ADHS)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

State Board of Pharmacy (ASBP)
Department of Public Safety (DPS)
Department of Emergency and Military Affairs (DEMA)
Department of Transportation (ADOT)

LOCAL/TRIBAL

Chief Executive Officer/Elected Official (CEO)
County Emergency Management (CEM)
County Public Health (CPH)
County Sheriff's Office (CSO)
Metropolitan Medical Response System (MMRS)

VOLUNTARY

Arizona Voluntary Organization Active in Disasters ()
AzVOAD

PRIVATE SECTOR

Arizona Pharmacists Association (AZPA)

FEDERAL

Federal Emergency Management Agency (FEMA)
Department of Human and Health Services (DHHS)
- Centers for Disease Control and Prevention (CDC)
  - Centers for Disease Control and Prevention (CDC)
  - US Public Health Service (USPHS)

Department of Defense (USDoD)

Introduction

Purpose

As an appendix to the Emergency Support Function (ESF #8) Health & Medical Annex the purpose of the Strategic National Stockpile Appendix is to:

- Define the mechanisms for requesting and activating the Strategic National Stockpile (SNS) in compliance with Centers for Disease Control and Prevention (CDC) procedures.
- Address the distribution of materiel from the State Receiving, Storage, and Staging (RSS) site to County Receiving, Storage, and Staging distribution sites or other approved locations. This plan does not address the operation of Local RSS's, distribution and POD sites, or treatment centers. Dispensing and treatment are local responsibilities, and the plans and procedures for County/Tribal RSS, distribution, dispensing and treatment are to be found in the local plans.
- Address the recovery of any remaining stockpile assets following termination of the incident.
- Assure positive control and effective security of SNS materiel.

Scope

This Appendix is applicable to all state agencies and political subdivisions of the state responding to a terrorist attack, a major natural disaster, major technological accident, or any large-scale epidemic where State availability to critical medical supplies to effectively treat the masses is either compromised; overwhelmed or otherwise non-existent.

Policy

- Local, county and tribal governments have a responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens and/or responders medical needs as a result of an incident.
- Local, county, and tribal security, in conjunction with health operations, has a responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on citizens and/or responders health, including medical countermeasure distribution.
- State emergency response support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Supporting medical needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Appendix activities and providing services will be in accordance with existing State and Federal statutes, rules, and regulations.
- Assigning State personnel to support SERRP medical needs functions will be in accordance with the rules and regulations of their respective parent agencies.

- The National Incident Management System – Incident Command Structure (NIMS-ICS) will be used at all levels of emergency response and recovery activities in Arizona
- State SNS deployment and replenishment operations will be carried out on an as needed basis for the duration appropriate to the event.

Planning Assumptions

- Existing medical countermeasure supplies in the state are inadequate to support a response to a large-scale incident.
- The State of Arizona's request for the CDC SNS may be initiated when any one of the trigger events described in Figure 2 occurs.
- Effective receipt of the SNS from Federal-to-State and distribution from State to county/tribal level will require pre-established coordination between all jurisdictions and private entities.
- The Federal SNS assets will be deployed to only one State of Arizona RSS warehouse location for a declared event or series of events and all materiel will be distributed from that location.
- ADHS and the Department of Public Safety (DPS) will collaborate with other state agencies during planning stages to identify specific State RSS and alternate RSS distribution sites operational needs, facilities or accommodations.

Concept of Operations

General

- Any local level government not capable of responding to an incident may request state support through their county emergency management director/coordinator. The County Emergency Manager or Incident Commander can request public health support needs through the SEOC. The SEOC will confer with ADHS HEOC for medical countermeasure supplies.
- During an incident, local emergency responders will determine whether existing supplies of medical countermeasures are inadequate to treat the volume of patients expected.
- ADHS Director and ADEM Director recommend deployment of the SNS to the Governor.
- ADHS and county public health departments will oversee the receipt and distribution of medical countermeasures. Controlled substances will be handled by a Drug Enforcement Agency (DEA) Registrant or authorized designee as assigned by ADHS and county public health.

Actions

Procedures for Requesting the SNS

- The decision to request SNS deployment will start at a local level when local public health and/or emergency management officials identify a potential or actual problem they believe will threaten the health of their community. The decision to request and the actual CDC deployment of SNS assets will be a collaborative effort between local, county/tribal, State, and Federal officials.
- Upon determination that needed medical countermeasures exceed or are expected to exceed county public and private inventories, the county emergency management director/coordinator and county health department officer/director will notify the Arizona Division of Emergency Management (ADEM). ADEM will notify the Arizona Department of Health Services (ADHS) and advise them of the situation (See Figure 1 –

SNS Deployment Flowchart).

- The county/tribal public health officer or designate will notify the County EOC with proper ADHS Strategic National Stockpile Resource Request form(s).
- The County EOC will notify ADEM or ADEM Duty Officer (After-hours). ADEM will notify ADHS with the proper ADHS Strategic National Stockpile Resource Request form(s) that are filled out by county public health. .
- ADHS and/or ADEM will notify the DPS-Duty Officer who will notify other previously identified support agencies involved in state SNS operations.
- ADEM, ADHS and effected local area will conduct the Arizona Public Health Emergency Assessment Conference call with all necessary agencies to discuss the scenario prior to SNS request.
- ADEM and/or ADHS will provide notification to the Governor's Office. These agencies in a collaborative conference call with CDC and the affected County/Tribal officials will discuss the request for the SNS materiel.
- CDC will hold, separately, a conference call with other federal agencies to determine if SNS assets will be sent. Once the determination has been made CDC will contact ADHS to confirm decision. ADHS will notify other involved agencies the product is enroute.
- CDC will deploy SNS assets to the designated State RSS Warehouse site as determined by ADHS SNS-Coordinator.

Figure 1 – SNS Deployment Notification Protocols

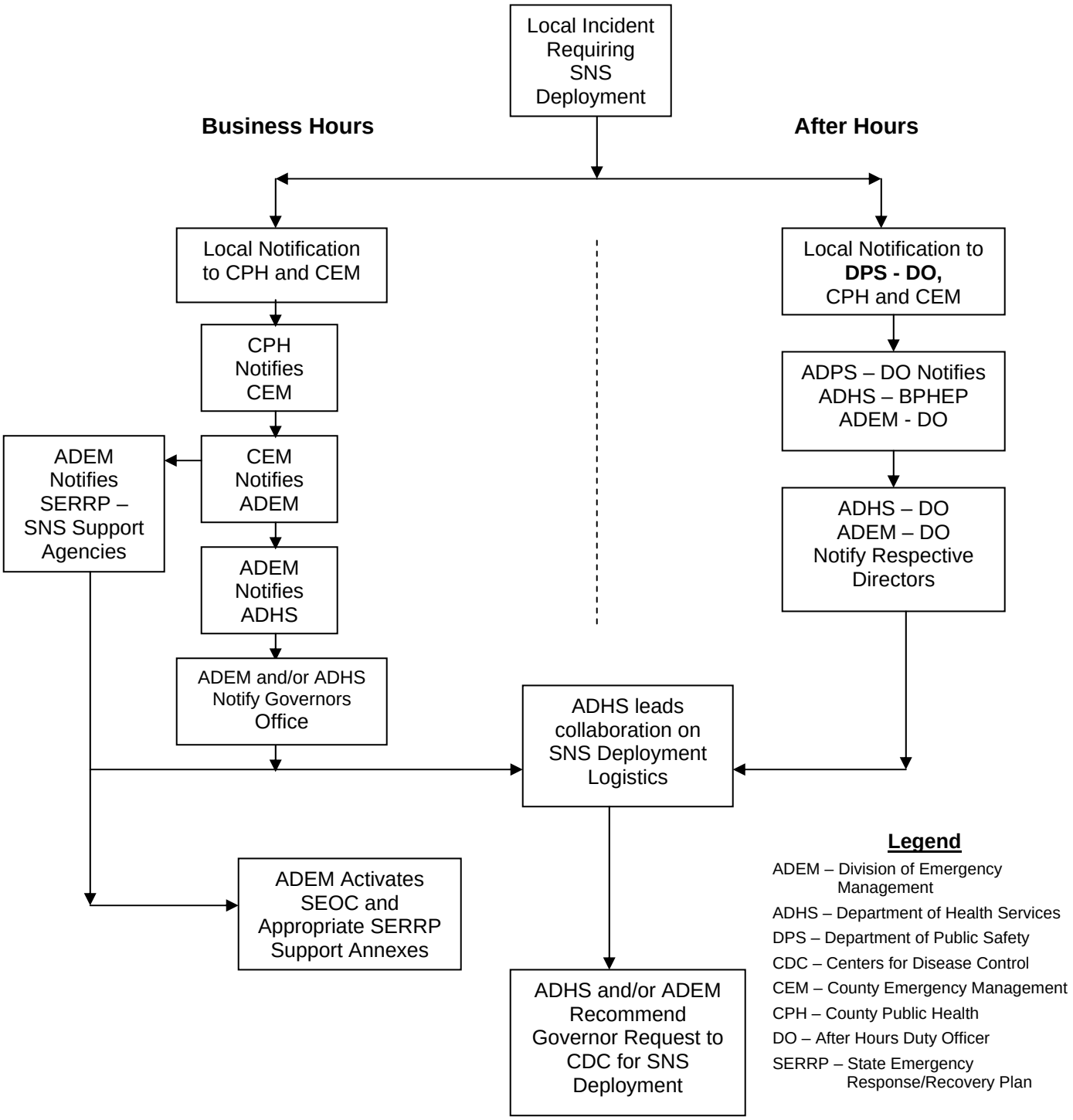

Figure 2

Criteria for Requesting the Strategic National Stockpile
Overt release of a chemical or biological agent Claim of release by intelligence or law enforcement Indication from intelligence or law enforcement of a likely attack Clinical or epidemiological indications: • Large number of ill persons with similar disease or syndrome; • Large number of unexplained disease, syndrome, or deaths; • Unusual illness in a population; • Higher than normal morbidity and mortality from a common disease or syndrome; • Failure of a common disease to respond to usual therapy; • Single case of disease from an uncommon agent; • Multiple unusual or unexplained disease entities in the same patient; • Disease with unusual geographic or seasonal distribution; • Multiple atypical presentations of disease agents; • Similar genetic type in agents isolated from temporally or spatially distinct sources; • Unusual, genetically engineered, or antiquated strain of the agent; • Endemic disease or unexplained increase in incidence; • Simultaneous clusters of similar illness in non-contiguous areas; • Atypical aerosol, food, water transmission; • 3 people presenting the same symptoms near the same time; • Deaths or illness among animals that precedes or accompanies human death; • Illnesses in people not exposed to common vent systems; Laboratory results Unexplainable increase in Emergency Medical Service (EMS) requests Unexplained increase in antibiotic prescriptions or over-the-counter (OTC) medication use
Local Resource Considerations For Deploying the SNS
Number of current casualties Projected needs considering the population of the area (including transients), and possible infections versus non-infections Hospital capacity at the time of the event, including intensive care unit beds and ventilator needs State resources identified, including pharmacy distributors, oxygen availability, other nearby hospitals, and in-state alternative care centers Local resources, e.g., pharmacy distribution, oxygen availability, and transport capacity

Procedures for Requesting the SNS - continued

- ADEM will notify the Federal Emergency Management Agency (FEMA) Region IX Emergency Coordinator that the SEOC and Emergency Support Function (ESF) # 8 have been activated to anticipate any additional requests for support the State may request.
- ADHS and ADEM will activate their respective operational Response Plans and SNS deployment plans.
- ADHS-HEOC will request an ADEM agency representative to the ADHS-HEOC to establish communications and provide coordination assistance where necessary.
- ADEM-HEOC representative(s) will be deployed to the SEOC to provide coordination as the Medical and Health coordinator(s) and agency representative(s).
- In an unusual circumstance or if assistance is needed, the state can request technical advice/help from CDC DSNS personnel.

SNS Reception

The federal government has contracted with undisclosed private companies to transport the SNS. The materiel will be delivered to the State RSS using ground transportation.

- Armed U.S. Marshal contingents will arrive with the SNS materiel before it is transferred to the state.
- Upon transfer of SNS assets to State control, the Department of Public Safety (DPS) will be responsible for security oversite of State SNS personnel, RSS location, equipment and materiel during the transportation and storage of the SNS while it is in control of the State. DPS may request augmentation from federal, state and local resources to provide this security.
- ADHS will oversee the allocation and distribution of medical countermeasures to distribution center(s). If repackaging of bulk pharmaceuticals is necessary ADHS will oversee the process.
- When requested, the SEOC will assist with the allocation of needed escorts and security for drivers and vehicles supporting SNS activities. This may include coordination of mobilized National Guard Resources, or through direct assistance with transportation and or logistical support companies.
- The National Guard is authorized to provide assistance as required in matters relating to the SNS (See ADHS Receipt, Storage and Staging (RSS) Standard Operating Guide).
- The SEOC Logistics Section may contract locally (in or adjacent to the affected jurisdiction) to obtain a clean, climate-controlled facility capable of accommodating SNS supplies, if necessary.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Participate in periodic Health & Medical Annex and Appendices meetings and conference calls. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Health Services (ADHS)	• Selecting and determining State RSS Warehouse site(s) in strategic locations throughout the State, and contracting/planning with the site management for these functions. The SNS will only be deployed to one location within Arizona for an event or series of events and all materiel will be distributed from that location. • In collaboration with the ADEM/SEOC, assessing the emergency or disaster situation, activating the ADHS -Public Health Emergency Operations Center (HEOC) and helping to determine when State Public Health resources have been or will be exceeded, thus anticipating the need for requesting the Strategic National Stockpile (SNS) from CDC. • Processing requests for additional materiel and resources received from County/Tribal Areas and/or the SEOC and approved by the ADHS-HEOC. • Evaluating any local request for medical countermeasures and the State's ability to meet the needs of the emergency. • Recommend, with ADEM, the Governor requests deployment of the SNS when necessary. • Requesting through the Governor or the Governor's Authorized Representative (GAR), with ADEM/SEOC, the deployment of the SNS from CDC and participation in all discussions between CDC, State, and local officials regarding the decision to deploy the SNS. • Preparing and Activating the State RSS Warehouse and the State RSS management/operations team for the functions of receiving, storing, staging, distributing and recovery of the SNS. • Overseeing the process of storing, breaking down and staging the SNS.

Department of Health Services (ADHS)	• Delivering the requested resources or SNS materiel to the local county/tribal distribution location(s). • Providing expertise as needed to the County/Tribal management/operations staff in the tasks of distribution and tracking of resources or SNS materiel. • Receiving unused pharmaceuticals,, durable medical resources or any SNS materiel back from the County/Tribal management/operations staff and preparing for return to CDC, if applicable and necessary. • Submitting all documentation to CDC as requested. • Develop and maintain an Operational Plan and Procedures for Receiving and Distributing the Strategic National Stockpile (SNS) for SNS operations. This guide should delineate procedures for receipt, breakdown, distribution, and dispensing of SNS medical supplies and material. • Allocate SNS materiel to county/tribal distribution site(s) on the basis of epidemiological intelligence or effected populations. • Coordinate, track and maintain medical materiel inventory using existing inventory and patient management systems. • Coordinate public health public information activities and provide a Public Information Officer for media inquiries, and for informing and reassuring the public. Messages and information materials should be prepared prior to an emergency. • Provide a liaison to the State EOC during state and federal declared emergencies, if necessary.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate this Appendix and recommend, in conjunction with the ADHS Director, that the Governor request deployment of the SNS. • Coordinate procurement of an RSS warehouse and secured storage for controlled substances if primary and secondary RSS warehouse facilities are inoperable. • Coordinate public information with ADHS and provide a Public Information Officer for media inquiries, and to inform and reassure the public. Messages and information material should be prepared prior to an emergency. • Provide emergency communication networks (landline, satellite phones or two-way radio services capabilities) to ensure safe, smooth, timely and accurate SNS operations management. All transportation assets should have interoperable communications capability with the ADEM Operations Section, RSS warehouse and distribution center(s).

Support Agencies	Functions
STATE	
Arizona State Board of Pharmacy (ASBP)	• Maintain a list of licensed pharmacists to help coordinate the organizing, repackaging and dispensing of SNS materiel, if requested. • When requested, provide technical assistance and consultation.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• When requested by ADHS supports state and local agencies by providing transportation (trucks and helicopters), personnel and security, and materiel assets in the transportation and security of SNS assets
Department of Public Safety (DPS)	• Work with US Marshalls to transfer security command over with the State receipt of SNS materiel from CDC. • Upon request from ADHS, coordinate security of SNS personnel, equipment, facilities and materiel to facilitate transportation and delivery to the state and county RSS warehouses. • Coordinate and provide security for controlled substances while in the state RSS warehouse. • Evaluate physical security requirements, assess the risks that could interfere with the receipt, distribution and dispensing of the SNS, and coordinate for law enforcement as required. • Provides control for traffic, crowd and access at the RSS warehouse and resources to manage necessary control as requested and as available. • Provide security transportation of SNS assets to County RSS sites if deemed necessary. • Request necessary augmentation from federal, state, and local law enforcement organizations and AZNG through the SEOC.
Department of Transportation (ADOT)	• Support SNS operations by providing personnel equipment and traffic management to effect expedient and efficient transportation and delivery of SNS material. • Tasks may include designation of transportation routes, heavy equipment and operators, barriers and signs, trucks, drivers, maintenance, repairs and fuel.
Other State agencies	• When tasked, provide personnel, equipment, administrative and coordination to support SNS operations. • Anticipate the necessity to provide support to displaced citizens (emergency food stamps, unemployment compensation, job counseling, etc.)

LOCAL/TRIBAL	
Chief Executive Officer/Elected Official (CEO)	• Protect and credential essential response personnel. • Provides a Public Information Officer for media inquiries, and to inform and reassure the public. Messages and information materials should be prepared prior to an emergency.
County Emergency Management (CEM)	• Coordinate local assets for response and recovery operations. • Locate resources as required and/or requested in support of county public health. • Brief key elected officials in non-incorporated and incorporated municipalities within jurisdiction. • Coordinate with county health department on the arrival of the SNS and procurement of the distribution site(s), dispensing site(s) and/or treatment center(s). • Establish and staff the county EOC. • Establish contact with supporting levels of county, state and federal government. • Establish liaison with private and public health and medical organizations. • Provide a Public Information Officer for media inquiries, and to inform and reassure the public. • Messages and information materials should be prepared prior to an emergency. Coordinates transportation and communications between state, county and local government. • Provide continual and timely feedback of information to SEOC
County Public Health (CPH)	• Define essential personnel, including fire fighters, law enforcement, hazardous material specialists, and emergency medical personnel. • Submit all documentation to ADHS as requested. • Conducts a rapid epidemiological investigation to determine possible exposed or at risk population and provides an assessment of public health needs to ADHS. • Determines need for request of medical countermeasure assets from the State. • Maintains SNS Operational Plans and accompanying annexes that include items such as dispensing plans, RSS warehouse plans, and personnel requirements. • Coordinates with the county department of emergency management/services on the arrival of the SNS and procurement of the distribution site(s), dispensing site(s) and/or treatment center(s). • Maintains responsibilities for coordination and operation of RSS

	warehouse(s) and dispensing sites. • Identify, with local officials, all sites where exposed patients are receiving care and obtain counts or good estimate numbers of patients. • Determines the amount of drugs, supplies and equipment required at each site. • Provide a Public Information Officer for media inquiries, and to inform and reassure the public. Messages and information materials should be prepared prior to an emergency.
County Sheriff's Office (CSO)	• Support DPS security operations by providing personnel and equipment and organizing physical security operations at the repackaging and distribution location and transportation to dispensing centers. • Provide security for dispensing site(s), treatment center(s) and other distribution locations. This will include traffic control, crowd control, and protection of personnel, equipment and SNS materiel. • Maintain liaison with federal, state and local law enforcement agencies. • Provide mutual aid support upon request of other political subdivisions.
VOLUNTARY	
Arizona Voluntary Organizations Active In Disasters (AZVOAD)	• May be requested to provide personnel for SNS operations for county/tribal jurisdictions.

PRIVATE SECTOR	
Contracted Transporters	• Forklift, equipment and personnel to offload cargo. • Facilities adequate to support SNS materiel receipt and distribution • Local drivers and transportation for repackaged materiel.

FEDERAL	
Department of Health & Human Services (USDHHS) - Centers for Disease Control and Prevention (CDC)	• Ship drugs, vaccines, medical supplies and equipment to State Health Department. • Replenishes additional SNS materiel orders. • Apportions SNS materiel nationally when supplies are temporarily limited. • May deploy SNS without Presidential Declaration of Major Disaster. • At the request of the state or in unusual circumstances technical assistance can be provided.
Department of Defense (USDoD)	• Upon request, may provide logistical support to the State for SNS operations including airfields, off-load, storage, and transportation of SNS assets.
Federal Emergency Management Agency (FEMA – Region IX)	• Upon request of the State, will assess the situation and determine whether or not it is appropriate to recommend a Presidential declaration and activate the National Response Framework (NRF).

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Administration and Logistics

ADEM will provide personnel and equipment to support twenty-four hour operations in the SEOC in accordance with the SEOC SOP.

ADHS will administer the receipt and deployment of SNS assets.

Plan Development and Maintenance

This SNS Appendix will be reviewed and updated annually or as needed by ADEM in collaboration with ADHS.

ADEM is responsible for maintenance of this appendix in the SERRP.

ADHS is responsible for the development and maintenance of the Operational Plan and Procedures for Receiving and Distributing the Strategic National Stockpile (SNS) and accompanying annexes.

All agencies tasked to participate in the implementation of this plan are encouraged to submit recommendations for changes and revisions to the plan.

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State of Arizona

Emergency Response and Recovery Plan

ESF #9
Urban Search and Rescue Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

FEDERAL

Federal Emergency Management Agency (FEMA)

LOCAL/TRIBAL

Phoenix Fire Department (PFD – US&R AZTF #1)

Support Agencies:

STATE

Department of Administration (ADOA)
Department of Fire, Building and Life Safety (DFBLS)
- Office of the Fire Marshal (OFM)

Department of Health Services (ADHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

LOCAL/TRIBAL

County Emergency Management (CEM)
Tribal Emergency Management (TEM)

VOLUNTARY

Civil Air Patrol (CAP)

PRIVATE SECTOR

Structural Engineers Association of Arizona (SEAoA)

Introduction

Purpose

Emergency Support Function (ESF) # 9 – Urban Search and Rescue Annex, is activated to rapidly deploy components of Urban Search and Rescue (US&R) assets located within Arizona to provide specialized life-saving assistance to county, local, and tribal authorities and State department/agencies during an incident. US&R activities include locating, extricating, and providing onsite medical treatment to victims trapped in collapsed structures.

Scope

- ESF # 9 will coordinate the State response to a request for extraordinary activities in areas affected by an emergency/disaster where severe and/or large scale structural collapse or other such event has created a need for highly trained personnel and equipment to perform location, extraction and medical assistance.
- This response may include deployment of Arizona (US&R) task force assets staffed by certified fire department and emergency services personnel who are trained, experienced and equipped in collapsed structure search and rescue operations.
- The State Emergency Operations Center (SEOC) will provide coordination and logistical support to US&R task forces during emergency operations.
- In addition, the State has at its disposal Heavy and light rescue units that have been strategically placed throughout the State. These units are operated and staffed by local fire departments and are assets of the State under the Statewide Fire Mutual Aid Agreement. The units are available to the State under a Governor's Declaration of emergency/disaster. (see ESF 4 – for deployment protocol).
- This ESF #9 also recognizes and will coordinate assets of the Federal government through the National Response Framework (NRP) ESF #9 and the National US&R Response System and will provide coordination and logistical support to Federal Joint Management Team(s) (JMT).
    - JMTs are comprised of personnel from US&R task forces; Federal, State, county, local, and tribal government emergency response organizations; and private-sector organizations
    - JMT's also conduct needs assessments and provide technical advice and assistance to State, local, county, and tribal government emergency managers.

Policies

- In accordance with assigned responsibilities and upon activation of this ESF support will be provided to the affected area via Phoenix Fire Department containing the US&R, Arizona Task Force (AZTF) #1 that is on 24-hour call for deployment within the state..
- Other support agencies will furnish equipment and personnel resources to meet ESF requirements as requested and as available. Support requested and provided by agencies will be ended at the earliest practical time.
- The National US&R Response System assists and augments State and local US&R capabilities.
- Upon activation by the Department of Homeland Security (USDHS) under the National Response Framework (NRP), US&R task forces are considered Federal assets under the Robert T. Stafford Disaster Relief and Emergency Assistance Act and other applicable authorities.

Planning Assumptions

- Disasters may cause conditions that vary widely in scope, urgency and degree of devastation.
- Substantial numbers of persons could be in life-threatening situations requiring prompt rescue and medical care.
- Because the mortality rate will dramatically increase beyond 72 hours, search and rescue must begin immediately.
- Rescue personnel will encounter extensive damage to buildings, roadways, public works, communications and utilities.
- Fires, landslides, flooding and hazardous materials releases will compound problems.
- Weather conditions such as temperature extremes, snow, rain, and high winds may pose additional hazards for disaster victims and rescue personnel.
- In some circumstances, rescue personnel may be at risk from terrorism, civil disorder, or crime.
- Local search and rescue organizations may be assigned and unable to respond or non-existent.
- Local residents, workers and volunteers will initiate activities to help US&R operations and require coordination and direction prior to arrival of US&R teams.
- Access to damaged areas will be restricted. Some sites may only be accessible by air or on foot.
- The effects of earthquakes, aftershocks, secondary and cascading events, and other disasters will threaten survivors and search and rescue personnel.

Concept of Operations

General

The National US&R Response System core consists of 28 US&R task forces, JMTs, and technical specialists.

- The core is sponsored by State and local government emergency response organizations, comprising more than 5,000 individuals.
- Each deployed task force is comprised of 70 individuals organized into 35 organized into seven functional teams (management, search, rescue, planning, logistics, medical, and hazardous materials (HAZMAT)) staffed to permit 24hour operations.

The Arizona Division of Emergency Management (ADEM) may activate the ESF #9 US&R Response Annex for any actual or potential incident of statewide or national significance likely to result in collapsed structures that may overwhelm existing county, local US&R resources.

Activation is dependent upon the:

- Nature and magnitude of the event.
- Suddenness of onset.
- Existence of US&R resources in the affected area.

In responding to these incidents, ADEM (via the SEOC) and other state agencies responding to the emergency will adhere to the principles and concepts of the National Incident Management System (NIMS)

Actions

Initial Actions

- The SEOC serves as the single point of contact for responding task forces
- ADEM determines whether to activate ESF #9 based upon information from initial staff reports and State and county authorities.
- Upon notification from the Director, ADEM, certain primary and support agency representatives may be requested to report to the SEOC upon activation of this ESF to coordinate respective departmental resource support activities.
- Initial staff in the SEOC develops commitment documents and activates ESF #9 Annex for supplemental staffing of the SEOC.
- Phoenix US&R-AZTF #1 will be the primary responder tasked by the SEOC if not already committed to a similar jurisdictional emergency.
- Other Federal US&R teams will be requested through FEMA Region IX via the SEOC if necessary.
- Deployed US&R team(s) will be supported as requested and as available with tasking assigned to:
    - Department of Administration
    - Civil Air Patrol
    - State Fire Marshal
    - National Guard
    - Department of Public Safety
    - Department of Transportation

FEMA does not have the authority or funding to reimburse such activities absent a Stafford Act (Presidential) declaration.

Non-Stafford Act deployments are reimbursed by the jurisdiction requesting US&R assistance in accordance with provisions contained in the Financial Management Support Annex.

Continuing Actions

- ESF #9 staff (primary /support agencies) coordinate the acquisition of resources to fulfill mission assignments in support of all activated ESFs when requested and as available.
- Each committed unit will remain under the command and control of their own organization. Upon arrival at the disaster site all units will report to the incident commander.
- Additional Heavy and Light Rescues will be additional responders tasked by the SEOC if not all ready committed to the incident through local mutual aid agreements.
- ADEM is responsible for managing all financial transactions undertaken through mission assignments issued to ESF #9.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate US&R State activities and supplement the activities of local government. • Upon request, coordinate US&R AZTF #1 activities with federally-deployed US&R task forces through the Incident Commander. • Assist the Governor in requesting the Presidential Declaration of a Major Disaster if necessary. • For incidents of extended duration, ensure feeding, shelter, salary reimbursement, and other logistical support of US&R AZTF #1 task force. • Conducts pre-incident planning and coordination activities. • Maintains ongoing contact with ESF primary and support agencies. • Conducts periodic ESF meetings and conference calls. • Coordinates efforts with corresponding private-sector organizations. • Coordinates ESF activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate and manage State US&R task force deployment to, employment in, and demobilization from the affected area. • Coordinates logistical support for State US&R assets during field operations. • Provide patient evacuation and continuing care after entrapped victims are removed from collapsed structures by US&R task force personnel, when county and local emergency medical services resources are overwhelmed.

LOCAL/TRIBAL	
Phoenix Fire Department (PFD) - US&R-AZTF #1	• Deploy necessary resources to incident site as requested and as available and report to Incident Commander. • Maintain AZTF #1 according to the U. S. Department of Homeland Security US&R National Response System. • Provide training to develop, renew, and upgrade skills required for each position. • Develop, test, implement and practice an internal call-out system. • Develop policies and procedures for the effective use and coordination of US&R assets.

Primary Agencies	Functions
FEDERAL	
Federal Emergency Management Agency (FEMA)	• Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

Support Agencies	Functions
STATE	
Department of Administration (ADOA)	• Supplement the administrative staff of responding agencies. • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
Department of Fire, Building and Life Safety (DFBLS) - Office of the Fire Marshal (OFM)	• Provide training and certification for functional elements of the team. • Provide technical assistance to US&R task teams upon request. • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
Department of Emergency and Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel, heavy equipment and helicopter support. • Assist with the transport of rescue workers and response personnel. • Provide additional security upon request and as available.
Department of Health Services (ADHS)	• Coordinate the efforts of public/private sector health care organizations. • Direct the activities of the National Disaster Medical System (NDMS) and their Disaster Medical Assistance Teams (DMAT) if requested. • Provide operational support to US&R task force medical teams from ESF #8 – Health and Medical Services, as requested by the SEOC, to provide liaisons; medical supplies, equipment, and pharmaceuticals; supporting personnel; and veterinary support. • Provide patient evacuation and continuing care after entrapped victims are removed from collapsed structures by US&R task force personnel, when county and local emergency medical services resources are overwhelmed • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
Department of Public Safety (DPS)	• Coordinates for area security for the impacted area. • Coordinates for road blocks on state and federal highways. • Provides for traffic control assistance. • Provides supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles) • Provides transportation support resources (e.g., mechanics, pilots).

Department of Transportation (ADOT)	• Provide heavy equipment and operators to support US&R activities as requested and as available. • Provide barricades and other equipment to ensure the security of the disaster area. • Identify a point of contact and an alternate for receiving an alert from the SEOC upon activation.
LOCAL/ TRIBAL	
County Emergency Management (CEM) Tribal Emergency Management (TEM)	• Assist with any available local, county and/or tribal resources as requested.

Cooperating Agencies	Functions
VOLUNTARY	
Civil Air Patrol (CAP)	• Provide photo surveillance and/or air reconnaissance missions as requested and as available.

PRIVATE SECTOR	
Structural Engineers Association of Arizona (SEAoA)	• Organize lists of volunteers willing to respond to local emergencies who will provide professional opinions on the safety of event-damaged structures. These professional services will primarily involve urban search and rescue operations and structure assessment.

In accordance with A.R.S. § 26-303(E.2.*): "The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will be responsible for the development and on-going maintenance and administration of this Emergency Support Annex and any related Appendix.

Attachments and Appendices

Appendices

Rural Search and Rescue Appendix

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State of Arizona

Emergency Response and Recovery Plan
ESF #9 - Rural Search and Rescue Appendix

Appendix Coordinator
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Game and Fish Department (AZGFD)

State Parks (ASP)

LOCAL/TRIBAL

County Sheriff's Office (CSO)

Local Law Enforcement (LLE)

Tribal Police (TP)

VOLUNTARY

Civil Air Patrol (CAP)

Volunteer Sheriff Organizations

FEDERAL

US Air Force Rescue Coordinating Center (AFRCC)

Introduction

Purpose

- Describe procedures for the use of state and other political subdivisions' personnel, equipment, services and facilities to aid in search and/or rescue operations.
- Maintain a contact list of public and private organizations and an inventory of available facilities, equipment and supplies within each county.

Scope

Search and rescue responsibility is delegated to each county sheriff. The county emergency management director may support the search and rescue efforts of the county sheriff.

Planning Assumptions

- Persons may become lost, entrapped or isolated. Government must be prepared to seek out, locate and rescue such persons.
- Search and rescue operations are an essential element of emergency/disaster response. State government has a coordinated search and rescue program.
- State law provides for search and rescue liabilities and expenses to be incurred. Eligible expenses may be reimbursed county sheriffs office(s) and/or assisting state agencies.
- The state may support county sheriff activities and may request federal assistance in locating or rescuing persons during emergencies/disasters.

Concept of Operations

Actions

- Local jurisdictions will receive search and rescue assistance from respective county sheriff operations upon request.
- The affected County Sheriff may request state assistance if situation warrants.
- The ADEM Search and Rescue (SAR) Coordinator will commit personnel, supplies, equipment and other resources.
- Federal resources are available through the United State Air Force Rescue Coordination Center (AFRCC). Requests for assistance must come from the ADEM SAR Coordinator.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination • Maintaining ongoing contact with Appendix primary and support agencies • Conducting periodic Appendix meetings and conference calls • Coordinating efforts with corresponding private-sector organizations • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions

Department of Emergency and Military Affairs (DEMA)
 	
- Division of Emergency Management (ADEM)
	• Activate the State Emergency Operations Center (SEOC) upon notification of missing persons incident.
	• Coordinate:
	  • State SAR activities;
	  • Air SAR missions; and
	  • Federal/state/local resources.

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide personnel, equipment, supplies and other resources for assisting in search or rescue operations as requested and as available.
Department of Public Safety (DPS)	• Coordinates for road blocks on state and federal highways. • Provides for traffic control assistance. • Provides supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles). • Provides transportation support resources (e.g., mechanics, pilots).
Department of Transportation (ADOT)	• Provide personnel, facilities, equipment, supplies and other resources as requested and as available.
Game & Fish Department (AZGFD)	• Provide personnel, facilities, equipment, supplies and other resources as requested and as available.
State Parks (ASP)	• Provide personnel, equipment, supplies and other resources to incidents in/near their facilities as requested and as available.

Support Agencies	Functions
LOCAL/TRIBAL	
Incorporated Community and Tribal Governments	• Develop and document their own respective method of conducting SAR operations. • Law enforcement generally conducts searches while the fire department responds to rescue calls. • When search or rescue requirements exceed local capabilities, officials should request assistance from the county sheriff or tribal police.
County Sheriff's Office (CSO) Tribal Police (TP)	• Responsible for search and rescue within their county/tribal nation. • Appoint SAR coordinators to respond to requests from federal/state/county/local agencies for SAR mission assistance. • May request assistance from the ADEM SAR Coordinator for missions. • May request reimbursement for eligible expenses from ADEM.
VOLUNTARY	
Local	• Local sheriff volunteer organizations provide resources such as personnel, horse patrols, search teams, divers and trackers. • Sheriff volunteer organizations respond to mission requests from the Incident Commander.
Civil Air Patrol (CAP)	• Support ADEM with lost or overdue aircraft searches and the investigation of Emergency Locator Transmitter (ELT) signals. • Supply light aircraft and ground resources. • Provide communications support (see ESF #2).

FEDERAL	
United States Air Force Rescue Coordination Center (AFRCC)	• Supply federal resources and may task the local wing of the CAP.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Roles and Responsibilities.

Administration and Logistics

Upon notification or request from County Sheriff, DEMA will:

- Designate a SAR Coordinator;
- Develop plans and procedures for SAR activities; and
- Develop IOPS, to include:
  - Documenting requests for assistance, actions taken and reimbursement for eligible expenditures;
  - Coordinating the use of SAR resources of political subdivisions; and
  - Coordinating CAP and all other aircraft for SAR missions or overdue/missing aircraft.

Support Agencies (County Sheriffs and State) will develop plans and IOPS, to include:

- Identifying resource personnel, equipment and materials;
- Documenting expenditures;
- Alerting agency officials in the agency; and
- Providing an operational checklist.

Plan Development and Maintenance

DEMA is responsible for the development and maintenance of this ESF.

Attachments

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan

ESF #10
Oil and Hazardous Material Response Annex

ESF Coordinators:

Arizona Emergency Response Commission (AZSERC)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

FACILITY INCIDENTS
Department of Environmental Quality (DEQ)
Department of Public Safety (DPS)

HIGHWAY INCIDENTS
Department of Transportation (ADOT)
Department of Public Safety (DPS)

PIPELINE INCIDENTS
Arizona Corporation Commission (ACC)
- Pipeline Safety Section

RADIOLOGICAL INCIDENTS
Arizona Radiation Regulatory Agency (ARRA)

RAILROAD INCIDENTS
Arizona Corporation Commission (ACC)
- Railroad Safety Section

Department of Public Safety (DPS)

WMD INCIDENTS
Department of Public Safety (DPS)
Federal Bureau of Investigation (FBI)

Support Agencies:

STATE
Arizona State University (ASU)
Commission for the Deaf & Hard-of-Hearing (ACDHH)
Department of Administration (ADOA)
- Risk Management Section (ADOA-RMS)

Department of Agriculture (ADA)
Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Fire, Building & Life Safety (DFBLS)
- Office of Fire Marshal (OFM)
- State Fire Safety Committee

Game & Fish Department (AZGFD)
- Game & Fish Commission

Industrial Commission (ICA)
- Division of Occupational Safety and Health

Attorney General's Office (AGA)
- Environmental Enforcement Section (AG-EES)

Arizona Poison and Drug Information Centers (APDIC)
State Emergency Response Commission (AZSERC)
Counties LEPCs
State Land Department (ASLD)
State Forestry Division (ASFD)
State Mine Inspector (ASMI)

VOLUNTARY:
American Red Cross (ARC)
Arizona Statewide Independent Living Council (SILC)
Citizens Corps Program (CCP)

PRIVATE:
American Chemistry Council (ACC)
- Chemical Transportation Emergency Center (CHEMTREC)

Aristatek - Palmtop Emergency Action for Chemicals (PEAC)
Arizona Humane Society (AZHS)
Mental Health Association of Arizona (MHAAZ)
Operation Respond Emergency Information System
- Emergency Services Information Network. Corporation (OREIS/ESINC)

Visual Data
- HazMat 2000

Chlorine Institute
Chemical Biological Response Aide (CoBRA)
Defense Group Incorporated
Kinder Morgan Energy Partners
State-Approved (ADOA)Emergency Response Contractors

FEDERAL
Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
Department of Agriculture (USDA)
Department of Commerce
- National Oceanic & Atmospheric Administration (NOAA)

Department of Defense (DOD)
Department of Energy (DOE)
Department of Health and Human Services (DHHS)
Federal Emergency Management Agency (FEMA)
United States Coast Guard (USCG)
Department of Interior (USDOI)

Department of Labor (USDOL)
- Mining Safety and Health Administration (MSHA)

Department of Transportation (USDOT)
- Federal Motor Carrier Safety Administration (FMCSA)
- Federal Railroad Administration (FRA)
- Office of Hazardous Materials Safety (OHMS)

Environmental Protection Agency (EPA)
United States National Response Team (NRT)
- Region IX Regional Response Team (RRT)

Introduction

Purpose

The Federal Government also may respond to oil and hazardous materials Incidents of National Significance using mechanisms of the National Oil and Hazardous Substances Pollution Contingency Plan (NCP) without activating ESF #10. Those procedures are described in the Oil and Hazardous Materials Incident Annex. (Note: For the purposes of this annex, “hazardous materials” is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the NCP.)

Emergency Support Function (ESF) #10 – Oil and Hazardous Materials (HazMat) Response provides State support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during incidents of statewide or national significance upon activation with the mission to:.

- Protect life and property from risks associated with the discharge, release or misuse of hazardous materials

(HazMat) by providing coordinated, effective, state support to county, local, and tribal governments upon request, and to coordinate with and request assistance from federal and private organizations as needed.

- Comply with the concepts and principles of the National Incident Management System (NIMS), to align processes with those identified in the National Response Framework (NRF) ESF #10; and to comply with the state's HazMat emergency planning mandate, FEMA and the Environmental Protection Agency (EPA) policies and procedures.

Scope

Emergency Support Function (ESF) #10:

- Provides for a coordinated response to actual or potential oil and hazardous materials incidents by placing the hazard-specific response mechanisms of local and tribal jurisdictions within the broader State Emergency Response and Recovery Plan (SERRP) coordination structure.
- Includes the appropriate response and recovery actions to prepare for, prevent, minimize, or mitigate a threat to public health, welfare, or the environment caused by actual or potential oil and hazardous materials incidents. Hazardous materials addressed under the SERRP include chemical, biological, and radiological substances, whether accidentally or intentionally released. These include certain chemical, biological, radiological and explosive substances considered weapons of mass destruction (WMD).
- Describes the lead coordination roles, the division of, and the specification of responsibilities among State agencies, statewide and onsite response organizations, personnel, and resources that may be used to support response actions.
- Applies to all State departments and agencies with responsibilities and assets to support county, local, and tribal response to actual or potential oil or hazardous materials incidents.
- Describes criteria and procedures for requesting state/federal assistance.
- Response to oil and hazardous materials incidents is carried out in accordance with the National Oil and Hazardous Substances Pollution Contingency Plan (NCP) (40 CFR part 300). The NCP implements the response authorities and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act, and the authorities established by section 311 of the Clean Water Act, as amended by the Oil Pollution Act.

Appropriate response and recovery actions can include efforts to detect, identify, contain, clean up, or dispose of released oil and hazardous materials. Specific actions may include:

- Stabilizing the release through the use of berms, dikes, or impoundments.
- Capping of contaminated soils or sludge.
- Use of chemicals and other materials to contain or retard the spread of the release or to decontaminate or mitigate its effects.
- Drainage controls; fences, warning signs, or other security or site-control precautions; removal of highly contaminated soils from drainage areas; removal of drums, barrels, tanks, or other bulk containers that contain oil or hazardous materials; and other measures as deemed necessary.
- In addition, ESF #10 may be used to respond to actual or threatened releases of materials not typically responded to under the NCP but that, as a result of an incident of statewide or national significance, pose a threat to public health or welfare or to the environment. Appropriate ESF #10 response activities to such incidents include, but are not limited to:
- Household hazardous waste collection. Permitting and monitoring of debris disposal.
- Water quality monitoring and protection.
- Air quality sampling and monitoring.

Protection of biological resources and natural ecological resources.

Policies

- The term Hazardous Material (HazMat) is used in a generic sense to mean any chemical, substance, material or waste contaminants which may pose an unreasonable risk to life, health, safety, property or the environment and includes:
- Hazardous materials as defined by United States Department of Transportation (USDOT);
- Hazardous wastes, hazardous substances and extremely hazardous substances as defined by EPA; hazardous chemicals as defined by OSHA; other regulated substances; and other substances, pollutants that pose a hazard to the public health, safety and environment.
- Radioactive materials as defined under the Atomic Energy Act (see ARS §26-301.7) and;
- Other materials which by their nature may cause hazards, i.e., sewage, vegetable oils, etc.
- A WMD threat to the Homeland is any deliberate attack using chemical, biological, radiological, nuclear or explosive (CBRNE) agents on the population or infrastructure of the United States, to include the deliberate introduction of biological pathogens into the nation's livestock, crop, food or water supply (as biological can be introduced into water system).
- Compliance with Title 29 Code of Federal Regulations (29 CFR) section 1910.120 will be adhered to in any response or recovery operation involving state agencies or employees.
- State personnel who are present at the site of a HazMat incident will operate under the safety standards provided for in 29 CFR 1910.120(q)(3), and, if required, participate as an incident commander under 29 CFR 1910.120(q)(6)(v).
- State personnel who respond at the Technician and Specialist employee level will be provided with medical surveillance and consultation as provided for in 29 CFR 1910.120(q)(9).
- Chemical protective clothing and equipment used by state HazMat response personnel will meet the applicable requirements of 29 CFR 1910.120(q)(10), and National Fire Protection Association (NFPA) standards 1991/1992/1994. State response personnel will also adhere to their respective departmental personal protection guidelines and policies.
- State personnel will respond only at the level of training and certification they have achieved. Training will be based on the duties and function to be performed as provided for in 29 CFR 1910.120(q)(6) and 1926.65(q)(6).
- The U.S./Mexico Joint Contingency Plan (La Paz Treaty of 1998) requires notification and activates the U.S./Mexico Joint Response Team for hazardous materials incidents occurring within 100 km (62 miles) of the U.S./Mexico Border.
- Costs arising from HazMat contingencies and emergencies/disasters may be paid from unrestricted monies from the general fund (ARS §35-192 and AAC §R8-2-301). Local government may be reimbursed up to $25,000 from EPA and/or the Department Environmental Quality (DEQ) for costs incurred in responding to a hazardous substances emergency.

Primary Agency (PA) Determination:

Dependent upon whether the incident affects a facility (DEQ), a State highway (DPS/ADOT), a pipeline (ACC), railroads (ACC/DPS), radiological containment (ARRA) or involves a weapon of mass destruction (WMD) (DPS/FBI) specific agencies will assume PA responsibilities as defined in this ESF.

Support Agencies (SA):

To the extent possible, support agency representatives to the SEOC and subsequently to an activated ESF #10 should be those personnel having extensive knowledge of the resources and capabilities of their respective organization and have access to the appropriate authority for committing such resources during the activation.

Multiple Response Actions:

When more than one PA is involved in implementing a response due to multiple response actions, ESF #10 is the mechanism through which close coordination is maintained among all agencies. The primary agencies involved ensure ESF #10 response actions are properly coordinated and carried out utilizing a Unified and/or Area Command concept dependent upon incident.

Relationship to Terrorism Incident Law Enforcement and Investigation Annex:

- For a terrorist incident involving oil or hazardous materials (such as a WMD incident), ESF #10 provides assistance and coordination with the law enforcement and criminal investigation activities addressed in the Terrorism Incident Law Enforcement and Investigation Annex., including Investigative support, and intelligence analysis for the oil/hazardous materials response.
- For an incident involving oil or hazardous materials requiring State ESF #10 activation and that is determined to be an intentional criminal act but not an act of terrorism, the response is carried out in accordance with ESF #10 and applicable local/tribal laws and regulations. The agency with primary jurisdictional responsibility, as directed by State statute, Executive Order, existing State/Federal policy, and/or the Attorney General, provides the Senior State Law Enforcement Official ((LEO).
- Upon the determination of a terrorist-related incident/accident or suspected terrorist incident involving hazardous materials, DPS in conjunction with the FBI will be responsible for crime scene assessment and the collection and custody of evidence.
- The Federal Bureau of Investigation (FBI) Joint Terrorism Task Force (JTTF) will assist and support local law enforcement in the aforementioned proceedings.
    - The collection and custody of evidence should be handled by law enforcement personnel or those personnel specifically trained in evidence collection associated with chemical/biological/radiological/explosive agents.

Relationship to Biological and Nuclear/Radiological Incident Annexes:

Hazardous materials addressed under the NCP include certain biological and radiological substances. The SERRP Biological/Nuclear/Radiological Incident, Catastrophic Incident and Terrorist/Law Enforcement Incident Annexes may therefore be activated simultaneously with ESF #10.

Local Emergency Planning Committee:

The State of Arizona Emergency Response Commission (AZSERC) has divided Arizona into 15 HazMat emergency planning districts. These districts are defined by county boundaries.

- Each of these planning districts has a Local Emergency Planning Committee (LEPC). LEPCs are made up of elected officials, law enforcement officers, emergency responders, emergency managers, media, community members, industry, transportation and medical representatives. They are mandated to develop and implement comprehensive emergency response plans regarding potential HazMat emergencies/disasters within their respective planning districts (ARS §26-345).
- Arizona LEPCs will maintain a database of facilities (provided by the AZSERC) that have reporting requirements under section 312 and ARS §26-350 of the Emergency Planning and Community Right to Know Act.
- Tribal Emergency Response Commissions (TERCs) and Tribal Local Emergency Planning Committees, if electronic agreements are signed, will receive appropriate data from the AZSERC.
- Significant numbers and varieties of hazardous materials are formulated, used, stored and transported throughout Arizona.

- The discharge, release or misuse of a hazardous material may pose a significant threat to public health and safety.

STATE On-Scene Coordinator (SOSC)

- SOSC is the state official responsible for monitoring and directing responses to all oil and hazardous materials releases reported to the state government. The SOSC coordinates all state efforts with, and provides support and information to local, state and as needed to federal response communities. The SOSC is an agent of the state agencies as described in ESF#10, Responsibilities, and responds to incidents depending on the type and location of incident.
- The SOSC typically conducts assessments at the beginning of the response to determine the need for personnel, equipment and other resources to promptly and effectively mitigate the release. It is essential that the SOSC monitor the release and those activities taken to ensure that the actions taken to control and clean up a chemical release or oil spill are appropriate.
- Once a release or spill has been assessed, the SOSC determines whether state assistance will be necessary to help control and contain it. If the SOSC decides that the state or possible local assistance will be required, the SOSC will obtain needed resources such as personnel and equipment. If sufficient resources are not available for an incident, the SOSC has access to the Governor's Emergency Response Fund through the Arizona Division of Emergency Management (ADEM). This assistance ensures that an adequate response and clean up will not be hindered by the lack in available personnel or equipment on behalf of the local and state governments or responsible party resources.
- Evaluating response actions provides information that is useful for designing or improving response plans. ESF#10 requires that the SOSC report all activities that take place during and after an incident. These reports can be used to identify effective efforts and problem areas and can be shared with other agencies that may make recommendations for improvement.

Planning Assumptions

- Local government has the primary responsibility to protect public health and safety. Local firefighters, paramedics and law enforcement officers are usually first-on-the-scene of HazMat incidents.
- No single agency at the State, local, tribal, Federal, or private-sector level possesses the authority and expertise to act unilaterally in response to the many difficult issues that may arise in response to an incident of this nature.
- A HazMat incident may occur in a large population center within the State of Arizona involving WMD and may produce major consequences that would overwhelm the capabilities of many county and local governments almost instantaneously.
- Major consequences involving WMD may also overwhelm existing State capabilities as well, particularly if multiple locations are affected (See appropriate Incident Annexes this Plan for additional information).
- HazMat emergency response and recovery operations often require extensively trained teams and specialized equipment. Local government may not have adequate resources to develop and maintain the personnel, specialized training and equipment needed to safely and effectively respond to HazMat emergencies/disasters.
- State/local agencies may recover HazMat emergency response costs in accordance with ARS §12-972.
- The state is responsible for providing emergency support and response when local government is unable to provide adequate response or recovery actions, or when an incident occurs in an area that is directly under state jurisdiction or involves certain state regulated activities.
- The federal government may respond to HazMat incidents under the provisions of the Oil and Hazardous Material Emergency Support Function (ESF) #10 of the National Response Framework (NRP), EPA National Contingency Plan (NCP) (40 CFR, part 300), or USDOE Radiological Assistance Plan (RAP).

The Coast guard may be called for their assets for oil and Hazmat incidents that affect waterways in Arizona, as well as the US Army Corp of Engineers if a Hazmat event occurs in navigable waters of the US-These agencies, along with ADEQ, will need to be called when a 404 waterway is impacted (These waters are regulated under § 404 of the federal Clean Water Act, 33 U.S.C. § 1341 *et seq.* or Arizona Revised Statutes Title 49, Article 3.1, A.R.S. § 49-255 *et seq*).

- If the agency(s) providing the State On-Scene Coordinator (SOSC) join or establish an Area Command (or Unified Area Command), or Presidential-declared incident, the ESF #10 original lead ensures coordination between the Joint Field Office (JFO) and Area Command, as needed, on matters relating to ESF #10 activities.
- In the event of a multi-state incident, USDHS may establish multiple JFOs. In this case, the primary agency designates an ESF #10 representative for each JFO.

Incident Support Teams (IST) and Rapid Response Teams (RRT) responding outside of their jurisdictional boundaries under the authority of the Urban Area Security Initiative (UASI) will be coordinated under the State On-Scene Coordinators as a State asset.

Concept of Operations

General

- In conjunction with the affected county or tribal jurisdiction, ESF #10 coordinates the provision of support to, and the overall management of, the various response sites to ensure actions are taken to mitigate, clean up, and dispose of oil and hazardous materials and minimize the impact of the incidents.
- ESF #10 promotes close coordination with State, county tribal, Federal, and local officials, as well as the private sector, to establish priorities for response support.
- The primary agency represents ESF #10 in all interactions with the State Emergency Operations Center (SEOC) Policy Group and maintains coordination with ESF #10 statewide components. Support agencies may also be requested to provide a representative at the Policy Group as appropriate, in accordance with SEOC procedures.
- ESF #10 requires documentation of all response activities to support after-action requirements and justify actions taken by primary and support agencies.
- Following an initial situation assessment, the Primary Agency (PA) determines which Support Agencies (SA) are required to continue to provide representatives to ESF #10 via the SEOC on a 24-hour basis (either by telephone or in person) during the emergency response period.
- PA's may elect to coordinate response activities under their respective authorities from their respective departmental emergency operations center (EOC).
- PA's also provide representatives at the SEOC to support the coordination of information regarding ESF #10 activities.
- ESF Support Agencies have representatives available immediately by telephone on a 24-hour basis.
- While incident reports generally flow to the SEOC from the County Emergency Operations Center (CEOC), the primary agency EOC (if operational) also keeps the SEOC apprised of incident management efforts.
- Public communications generally are coordinated through ESF #15 – External Affairs in consultation with the Joint Information Center (JIC) and JFO, if established. It is recognized, however, that in some cases it may be necessary for responding SOSC(s) to communicate with the media/public on tactical operations and matters affecting public health and safety directly from the scene, particularly during the early stages of the emergency response.
- Personnel representing an ESF#10 organizations at the SEOC are expected to have extensive knowledge of the resources and capabilities of their respective organization and have access to the appropriate authority for committing such resources during the activation.

Actions

Local Response

- On-scene command and control is the responsibility of the jurisdiction in which the incident occurs. Per NIMS concepts and principles, the local incident commander (IC) is in charge of all personnel at the scene.
- Local emergency response agencies should make an immediate appraisal of the situation and it's potential.
- U.S. Department of Transportation (USDOT) - North American Emergency Response Guidebook provides basic information to assist on-scene officials in selecting protective actions.
- Incident Commanders and responders should maintain access to existing electronic tools such as CAMEO Suite, PEAC, WISER, COBRA and OREIS to support their response. *
- Additionally, tools such as Firebelle's, "First Responder's Field Guide to Hazmat and Terrorism Emergency Response", also provide informational resources.
- Reportable quantity releases and/or terrorist acts or suspected terrorist acts are to be reported to the National Response Center 1-800-424-8802, the Arizona Counter Terrorism Information Center (ACTIC) 1-877.272.8329 to impacted Local Emergency Planning Committees (www.azserc.org) for impacted districts, and to the Department of Environmental Quality's (DEQ) Emergency Response Unit (ERU) [602-771-2330]. The ERU accepts initial verbal reports on behalf of the Emergency Response Commission
- It is also important when reporting releases along the border with Mexico, to include both sides of the border. Local responders and the SOSC are encouraged to ensure that release information is reported. If the party responsible for the incident does not make the required calls, the responding jurisdictional agency for the area in which the release occurred or the responding SOSC is requested to make such calls.
- Seek additional appropriate resources if the event exceeds, or is expected to exceed, the capability of local resources, including mutual aid. State assistance may be requested through the SOSC or the Department of Public Safety Duty Officer (DPS-DO) (see Appendix 1 - Local Government Request for State Assistance).
- Notification of local response to all hazmat incidents to the Department of Public Safety duty officer at 602-223-2212 is strongly encouraged.
- Sheriff's dispatch will notify the responsible agency(ies) of the HazMat incident within their jurisdiction as required by the Local Emergency Planning Committee (LEPC) HazMat Response Plan and/or local procedures. Sheriff's dispatch will notify the DPS Duty Office as needed.

RESPONDER GUIDELINES
Responders should consider all of the following **(The order of actions taken is dependent on the nature of the event)**
• Establish scene management; operating under the National Incident Management System (NIMS).
• Consider precautions regarding secondary devices.
• Consider potential crime scene(s).
• Detect the presence of HazMat.
• Begin identification of chemicals.

• Contain incident without risking exposure.
• Isolate incident and identify zones of activity.
• Consider personal protection/decontamination.
• Begin evacuation or direct in-place sheltering.

State Response

- The Department of Public Safety Duty Officer (DPS-DO) will notify the appropriate SOSC as follows for:
  - Highway transportation incidents notify DPS - Hazardous Materials Unit and the Department of Transportation (ADOT) Emergency Response Specialist;
  - Non-transportation incidents notify the Department of Environmental Quality (DEQ);
  - Radioactive materials incidents notify the Radiation Regulatory Agency (ARRA);
  - Pipeline incidents will be reported to the Pipeline Safety Section of the Arizona Corporation Commission (ACC) and DPS Hazardous Materials Unit if required.
  - Railroad transportation incidents notify DPS Hazardous Materials Unit (HMU) and the Railroad Safety Section of the ACC.
  - For incidents involving Weapons of Mass Destruction or terrorist acts notify the Arizona Counter Terrorism Information Center (ACTIC) and FBI.

For incidents involving Weapons of Mass Destruction, the Duty Officer will make a notification to the ACTIC.

Compliant with NIMS hierarchy, the SOSC is designated as the Incident Commander (IC) for all state response agencies when the state has legal responsibility for the incident.

When responsibility rests with the local jurisdiction, the SOSC will act as the coordinator for all state resources and will coordinate state activities at the direction of the local government IC.

When responsibility rests with both the state and the local jurisdiction, the SOSC will serve as the state IC within a unified command structure.

The SOSC will notify:

- Appropriate regulatory agencies of the event and activate others for response (including requests for deployment of the Civil Support Team in accordance with standing protocols);
- The Attorney General's Office - Environmental Enforcement Section (AG-EES) upon indications of violation of local, state and federal HazMat laws;
- The incident-responsible party (RP) and initiate requests for private sector assistance; and,
- For reportable quantity releases and/or terrorist acts or suspected terrorist acts report to the National Response Center (NRC). (See Local Response Actions this section-page ESF10-7).
- County Law Enforcement agencies that may be affected by the incident/release.

State personnel responding to the incident will assist the SOSC in accordance with their departmental SOPs and within the limits of current individual training and capabilities.

As the recovery phase of the incident proceeds, the SOSC role may be transferred to the state agency having primary responsibility for on-scene operations.

Request for federal agency assistance, i.e., Federal on Scene Coordinator (FOSC), will be initiated by the DEQ SOSC, the DPS SOSC, the ADOT SOSC, the ARRA SOSC or the ADEM Regional Response Team (RRT) representative in coordination with the local IC as follows:

- The DEQ SOSC or the ADEM RRT representative will contact the EPA Region IX FOSC, the USDOT, Coast Guard (USCG) National Response Center (NRC), or the National Strike Team (NST) to initiate assistance.
- The ARRA SOSC will contact DOE to request assistance for radioactive materials incidents when federal support is required.
- The DPS SOSC will contact the appropriate federal agency having regulatory authority over the incident, i.e. Federal Bureau of Investigation, the Bureau of Alcohol, Tobacco, Firearms and Explosives, and the Federal Motor Carrier Safety Administration.

Federal Response

The Federal On Scene Coordinator (FOSC) will contact the SOSC to provide recommendations and advice or response.

If the response is on Federal land:

- Response will be provided by the impacted federal agency, EPA Region IX or DEQ through its cooperative agreement with EPA.
- The state may respond and initiate emergency actions for the protection of life, property and the environment.
- If the event is on Indian nation/tribal lands the SOSC will respond upon request from the impacted tribal jurisdiction.
- The regional ESF #10 lead supports Federal OSCs and coordinates their activities. The regional lead also ensures that ESF #10 activities are integrated and coordinated with other Federal, State, county, local, and tribal response activities to make the best use of response resources and to avoid gaps or overlaps in response actions.
- The FOSC has the authority to direct oil and hazardous material response efforts and coordinate all other efforts at the scene of a discharge or release (i.e., at the ICP), in accordance with existing delegations of authority.
  - The FOSC generally joins an ICP already established by local authorities or designates an ICP at the site in accordance with the local Area Contingency Plan, and conducts activities from that ICP under a Unified Command.
  - FOSC efforts are coordinated with other appropriate Federal, State, county, local, tribal, and private response agencies through Incident Command System mechanisms.

Private Sector Response

The private sector (e.g., Chemical Manufacturers Association (CMA), facility operators, shippers, carriers, etc.) may be able to provide the SOSC with technical advice/recommendations or provide specialized resources needed for response or recovery operations.

Private cleanup contractors under state contract will initiate HazMat cleanup and disposal at the direction of the SOSC. Private entities (i.e., responsible parties) may use a qualified contractor of their choice.

Currently it is the responsibility of the Responsible Party (RP) to supply the contractor. If the contractor that shows up is not qualified or properly equipped, then the State can require a contractor from the on call list of State approved remediation companies on State contract. The RP will then be invoiced for the costs.

Containment

Local and state emergency responders, if appropriate to do so, should minimize the spread of a spilled material by preventing the material from:

- Entering a body of water (e.g., lakes, streams, canals, etc.);

- Spreading over land;
- Entering sewer or drainage systems; and
- Becoming airborne.

Command and Control

In accordance with 29 CFR 1910.120(q)(3) and established concepts of NIMS, state response to HazMat incidents will be managed under the Incident Command System (ICS). On-scene command and control is the responsibility of the jurisdiction in which the incident occurs.

State response to HazMat incident will be managed within ICS under three general circumstances:

- Response to a local jurisdiction - When a local jurisdiction has legal responsibility for response and is the IC, the SOSC will serve as a resource initially through the liaison officer at the command post. The SOSC and additional state resources may be assigned to other functional areas within the command structure at the direction of the IC. The IC will coordinate requests for state assistance with the SOSC.
- Response to state lands - The state is responsible for incidents occurring on state lands. In those situations, the SOSC will be the IC and direct responding state resources.
- Response by both the state and a political subdivision - When legal responsibility rests with both the state and another jurisdiction, the SOSC will serve as the state IC. Decisions will be made in coordination with the local IC.
- UASI Incident Support Teams (IST) and Rapid Response Teams (RRT) will respond as a state asset under the coordination of the SOSC.

Ongoing Actions

Recovery

The responsibility/liability for cleanup lies with the spiller (40 CFR, part 300). Contamination should be minimized and cleanup expedited by emergency responders

Cleanup operations should be initiated using the following guidelines:

- Upon acceptance, the incident-responsible party will commence cleanup, local/state officials will monitor cleanup to ensure environmental standards are met.
- If the responsible party is unknown or refuses to accept responsibility and local government does not have the capability or funds for cleanup, the SOSC will assess the situation.
    - The SOSC may request use of the Governor's Emergency Fund (GEF), the Water Quality Assurance Revolving Fund (WQARF) (ARS §49-282) or other funding sources available through DEQ. The state retains the right to pursue the unresponsive responsible party for reimbursement of expenditures.

Cleanup operations will be initiated immediately after the incident has been stabilized in order to minimize the threat to public health and safety.

- Cleanup operation as the result of a terrorist related incident shall be carefully coordinated with local, state and federal law enforcement agencies.
- If cleanup is warranted by the SOSC, a certified State cleanup contractor under contract will be employed and cost recovery will be determined by the agency providing the funding.

Reimbursement Procedures

Local response agencies requesting reimbursement for hazardous materials responses outside of their jurisdiction can find the required Hazardous Materials Incident Report Form and process for reimbursement at www.AZSERC.org (Fire Department Documents). Reimbursement submission must be made within 15 days of the incident.

Resource Requirements

Responsible parties and local response organizations will assess the situation and utilize their available resources. When an assessment indicates that additional resources are needed, the local government will request state assistance.

The SOSC will seek additional state/federal assistance as follows:

- DEQ may authorize the use of WQARF for remedial actions taken in response to a release or threat of release of a hazardous substance or pollutant that presents an emergency to the public health or environment including:
    - Monitoring, assessing, identifying, locating and evaluating the degradation, destruction, loss of or threat to waters; and,
    - Conducting site investigations, feasibility studies, health effect studies and risk assessments.
- The Arizona Department of Administration Risk Management Section (ADOA-RMS) may authorize funding for cleanup of hazardous waste on state land and right of way.
- ADEM may authorize use of the Governor Emergency Fund (GEF) for those incidents that pose an immediate threat to public health/safety when there is no responsible party for cleanup and/or local government does not have the resources to accomplish a cleanup.
    - Provisions for use of GEF are contained in ARS §35-192, paragraph C and AAC §R8-2-301 et seq.
    - The State Purchasing Office has executed a state contract for removal of HazMat waste utilizing private contractors.
- USCG may use the Oil Spill Liability Trust Fund (26 USCA 9509) under the provisions of 33 USCA 1321, for response to oil discharges.
    - The Commander, Marine Safety Division, Eleventh District USCG, administers the fund within the Region IX Mainland Area.
    - The fund may be activated by the FOSC: Website: http://www.uscg.mil/hq/npfc/index.htm
- Upon fund activation is available to:
    - Pay authorized costs; and
    - Reimburse costs incurred by other federal/state agencies when authorized in advance by the FOSC.
    - National Pollution Funds Center is created to pay for uncompensated removal costs incurred during oil and hazardous material response that are not paid by the incident-responsible party.
    - The FOSC needs to sign off on any Incident Action Plan that identifies federal resources requested and/or assigned to the incident.

- The Hazardous Substances Response Trust Fund established pursuant to the Comprehensive Environmental Response Compensation and Liability Act (CERCLA), may be used to:
    - Undertake removal actions authorized by EPA/USCG FOSCs that will prevent or mitigate immediate and significant risk of harm to human life/health or the environment; and
    - Reimburse local government, political subdivisions and tribal jurisdictions up to $25,000 per incident for temporary emergency measures taken to prevent or mitigate injury to human health, welfare or the environment from hazardous substance threats (42 USC 9623).
- Any costs recovered pursuant to ARS §12-972 must be returned to the fund from which those costs were paid or reimbursed.

Roles and Responsibilities

Coordinating Agencies	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) - Emergency Response Commission (AZSERC)	• Pre-incident planning and coordination. • Maintains ongoing contact with ESF primary and support agencies. • Conducts periodic ESF meetings and conference calls. • Coordinates efforts with corresponding private-sector organizations. • Coordinates ESF activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate. • Provides training to and authorizes State Agency On-Scene Coordinators.
Primary Agencies	**Functions**
STATE	
Arizona Corporation Commission (ACC)	• Regulates HazMat transportation by pipeline and rail through the adoption of the Federal Hazardous Materials Transportation Regulations (Arizona Constitution, Article 15; ARS §40-441, §40-442 & §40-801, et. seq., and AAC §R14-5-107 & §R14-5-202). • Responds to pipeline and railroad incidents. • Supports state/local response and recovery efforts. • Responds in accordance with the memorandum of understanding, dated July 1986, and revised April 1988, between ACC and DPS. • Assumes the role of SOSC for pipeline incidents. • Responds to incidents, evaluate and determine need for additional state/federal/ private sector resources. • Supports local emergency services and coordinate the federal/state/ private activities and resources. • Provides the SOSC with a railroad safety liaison between the SOSC and railroad officials, and offer technical assistance. • Assumes the role of SOSC for railroad incidents after the threat has been abated and cleanup determinations have been made.

	• Conducts railroad post-accident investigations.

Department of Environmental Quality (DEQ)	• Manage and administer water quality, air quality, solid waste and hazardous waste regulations (ARS Title 49).
	• Implement EPA programs including the:
	  • Clean Air Act, as amended (PL 95-95).
	  • Federal Water Pollution Control Act (PL 92-500).
	  • Safe Drinking Water Act (PL 94-523).
	  • Resource Conservation and Recovery Act (PL 94-580).
	• Authorize and coordinate Water Quality Assurance Revolving Fund (WQARF) expenditures.
	• Regulate and establish criteria and standards for the characteristics, identification, listing, generation, transportation, treatment, storage and disposal of hazardous waste (ARS §49-922).
	• Establish an emergency response unit to function as the public health and environmental element of the state HazMat emergency management program (ARS §49-108), that:
	  • Acts as the SOSC for non-transportation HazMat incidents.
	  • Provides scientific support to other SOSCs and respond to incidents involving potential environmental hazards.
	  • Receives incident reports from facilities on reportable releases of hazardous and/or extremely hazardous substances.
	  • Evaluates imminent hazards to human health and/or the environment.
	  • Ensures that response/disposal phases of environmental emergencies are properly completed.
	  • Determines, in conjunction with ADHS, when reentry and/or closure phases are appropriate.
	  • Monitors cleanup/disposal to ensure that all life/health and environmental threatening conditions are compromised.
	  • Acts as the incident specific state representative on the RRT.
	  • For reportable quantity releases, encourages the responsible party, if known, to report to the NRC. For terrorist or suspected terrorist acts report to the NRC. (See Local Response Actions section-IV C1).
	  • Requests assistance of the FOSC as needed.
	  • Implements use of WQARF or requests use of the GEF through ADEM as applicable.
	  • Notifies State Mine Inspector on incidents occurring on active and abandoned mining property.
	  • Plans and supports regular meetings with other primary and support agencies related to preparedness, response, and recovery activities.

Department of Public Safety (DPS)	• Provides staffing to the SEOC to support ESF#10 when requested in accordance with ESF#5. • Coordinates for road blocks on state and federal highways. • Provides traffic control assistance. • Provides supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles). • Provides transportation support resources (e.g., mechanics, pilots). **<u>DPS Duty Officer (DPS-DO)</u>** • Designated 24-hour point of contact for state HazMat response operations. • Provides notification of reported events and circumstances to: o Designated SOSC o DPS Hazardous Materials Unit. o DEQ Emergency Response Unit. o ADOT Emergency Response Specialist of incidents occurring on state highways or ADOT property. • Notifies FBI (JTTF) and ACTIC upon suspicion of a terrorist-related incident/accident (See Terrorism Incident Law Enforcement and Investigation Annex - SERRP). <u>DPS Operational Communications</u> • Provides statewide radio dispatch services to DPS employees, emergency medical services, and other criminal justice agencies. • Operates regional communications centers in Tucson, Phoenix and Flagstaff. • Notifies local sheriff's dispatch of HazMat incidents reported within their jurisdiction. • Sheriff's dispatch will notify the agencies within their jurisdiction as required by the LEPC HazMat Response Plan and/or local procedures (See Appendix 1). • Sheriff's dispatch will notify DPS Operational Communications Center for their area of HazMat incidents reported by first responders within their jurisdiction in accordance with local procedures. <u>DPS Hazardous Materials Response Unit</u> • Functions as the DPS initial response element of the hazardous materials emergency management program pursuant to ARS 26-305.02. • Enforces Hazardous Materials Regulations (as incorporated into Arizona law by AAC §R17-5-209) related to transportation on public roadways. • Responds to highway, railroad, and WMD incidents. • Acts as SOSC for highway and WMD incidents. • Acts as SOSC during the emergency response phase of railroad incidents. Assists ADOT, ARRA, and DEQ in incident response activities.

Department of Transportation (ADOT)	• Regulates highway transportation and administers safety programs involving state highways, routes, airports and transportation systems • (Continued) (ARS §28-101 et. seq.). **<u>Enforcement & Compliance Division</u>** • Through the Motor Carrier Services Office administer and enforce commercial vehicle registration, financial responsibility and highway user fees. • The Driver License Administration licenses commercial motor vehicle drivers and issues HazMat endorsements. • Conducts random vehicle inspections and monitors state ports of entry. **<u>Inter-modal Transportation Division (ITD)</u>** • Performs highway maintenance and construction activities, possesses resources and capabilities to support response and recovery efforts. • Provides assistance with traffic control. • Coordinates ADOT equipment, trained personnel, and materials for incident stabilization, as appropriate and within personnel's NIMS-ISC trained personnel. **<u>Emergency Management</u>** • Responsible for the coordination of ADOT emergency response and recovery operations. • Coordinates liaison officer support to the SEOC, state, county and local agencies. • Supports and coordinates ADOT tasks at the Unified Command. • Supports ADOT District Incident Commander and SOSC. • Provides situation awareness to the ADOT Core Team. • Activates the ADOT EOC. **<u>Safety and Health Section</u>** • Responsible for ADOT occupational safety and health programs. The Safety and Health Section Emergency Response Specialist: • Assists DPS and DEQ in incident response activities. • Coordinates ADOT resources (equipment/personnel) used in response/containment operations. • Advises state highway engineers of damage to highways and other state property. • May act as the SOSC for transportation related HazMat incidents. • Provides support to other SOSCs. • Responds to transportation incidents involving hazardous materials on state highways and highway right-of-way. • For reportable quantity releases encourages the responsible party, if known, to report to the NRC. (See Local Response Actions section-IV C1).
Arizona Radiation Regulatory Agency (ARRA)	The Director, ARRA, is the Governor's designee for receiving advance notification for both Highway Route Controlled Quantity (HRCQ) and Large Quantity shipments of radioactive material and for the transportation of nuclear waste. (Amendments to 10 CRF parts 71 and 73). • Regulates the safe use, storage and disposal of radioactive materials. • Maintains primary responsibility for responding to and the handling of incidents involving radioactive materials. • Provides radiological technical assistance (ARS §30-651 et. seq.).

	• Assumes the role of SOSC for the incident hot zone in which radioactive materials are of primary concern. • Coordinates with the DEQ SOSC for facility incidents and the DPS SOSC for transportation incidents. • Provides technical information/assistance for handling and disposal of radioactive materials. • Provide both field and fixed laboratory sample analysis as required. • Monitor cleanup/disposal phases.
FEDERAL	
Federal Bureau of Investigation (FBI)	• Provides expert advice on complex legal issues, particularly regarding potential criminal cases. • Assumes investigative lead on all HazMat or WMD incidents involving acts or suspected acts of terrorism (See Terrorism Incident Law Enforcement and Investigation Annex for further information).

Support Agencies	Functions
STATE	
Arizona State University (ASU)	• Conducts research on HazMat risks and provides expertise as requested and as available.
Commission for the Deaf & Hard-of-Hearing (ACDHH)	• Ensure Hazardous Material or WMD incident messages are delivered to this population in an accurate and timely manner. • Provide technical assistance to SEOC and other county, local, and tribal entities upon request.
Department of Administration (ADOA)	**Risk Management Section (RMS)** • May authorize funding for cleanup of hazardous waste on state land (ARS §41-625) for: • Investigation of releases of hazardous substances on state land; • Site characterization, analysis and feasibility studies, remedial actions, state land site maintenance, and loss prevention/reduction for state lands and property, as determined by, and in accordance with, Risk Management guidelines and policies. • State compensation insurance for state employees and volunteers. Coverage for volunteers is limited to those participating in a statewide emergency declared by the governor and so designated through proper documentation. • Claim reporting procedures in accordance with R2-10-102(A). An agency or provider shall report a property loss, liability claim or incident that may give rise to a claim under A.R.S §41-621 to RM as follows: • A physical injury, property loss or property damage expected to exceed $10,000 within one (1) day of the incident, either orally, in writing, or by electronic means. • All other claims or incidents within 10 days of the incident in writing or by electronic means.
Department of Agriculture (ADA)	• Provide laboratory analyses of pesticide, feed and fertilizer residues; • Administer control and safety programs relative to fertilizer materials (ARS §3-261 et. seq.), pesticides (ARS §3-341 et. seq.) and commercial feeds (ARS §3-2601 et. seq.); and • Provide technical assistance for events involving agricultural chemicals. • Ensure the purity and wholesomeness of meat and meat products, poultry and poultry products, and egg products. Prevent the distribution of contaminated meat and meat products, poultry and poultry products, and egg products. • Measure, evaluate, and monitor the impact of the emergency incident on natural resources under the U.S. Department of Agriculture's (USDA's) jurisdiction.

Support Agencies	Functions - continued

Department of Agriculture (ADA) - Continued	• In conjunction with DEQ, provide predictions of the effects of pollutants on soil and their movements over and through soil.
	• Assist in developing protective measures and damage assessments.
	• Assist, in coordination with ADHS and DEQ, in the production, processing, and distribution of food.
	• Assist in providing livestock feed.
	• Provide information and assistance to farmers.
	• Provide information in the event of a bio-terrorism incident that would involve crops or livestock.
	• Provide information as to what types of crop and livestock operations exist and where they are located relative to any radiation plumes.
	• Regulate aerial application of pesticide through:
	  • Licensing of companies and pilots who apply pesticides via aircraft equipment.
	  • Providing the FBI with lists of licensed companies and pilots upon request.
	• Provide personnel to investigate spills involving pesticides (both via air and ground equipment) for possible violation of state and federal pesticide laws.

Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Leads the development and implementation of the state HazMat emergency management program (ARS §26-305.02). • Coordinates with state agencies to develop and implement the state HazMat emergency management program. • Coordinates HazMat mitigation efforts. • Provides direction to state agencies responding to an incident and coordinates short-term recovery efforts. • Develops, implements and maintains this ESF as a function of the Arizona Oils and Hazardous Materials Emergency Response and Recovery Plan. • Maintains a directory of local/state/federal/private contacts for the SEOC and provides copies to SOSC agencies and DPS Duty Office. • Develops, implements and maintains standardized curricula for HazMat emergency response training and education.

Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)-continued
	• Authorizes and coordinates the disbursement of GEF monies for HazMat incidents.
	  • See Attachment B, “Governor’s Emergency Fund Reimbursement Procedures for State Agencies”.
	  • See Attachment C for DOT form 5800.1 “Threshold for Form Completion”.
	• Maintains financial records and establish audit procedures for GEF HazMat monies.
	• Activates the SEOC to support the SOSC.
	• Provides administrative support to the AZSERC.

	• Maintains Homeland Security Advisory System Protective Action Plan • Website: http://www.dem.azdema.gov
- National Guard (AZNG)	• Responsible, as directed by the governor, for providing specific emergency services necessary to protect life or property (ARS §26-101 et. seq.) • Mobilizes to assist the State On-Scene Coordinators in response to and recovery from HazMat incidents. • Deploys the Civil Support Team (CST) to support civil authorities (i.e. State On-Scene Coordinator(s) and Incident Commander(s) at domestic WMD, CBRNE incident sites by identifying CBRN agents/substances, assessing current and projected consequences, advising on response measures, and assisting with requests for additional support. Deploys the 91st CST for response to natural or man-made disasters in the United States that result or could result, in the catastrophic loss of life or property. • Serves as the coordinator for additional National Guard assets requested from other states to include additional CSTs and mass decontamination units.
Department of Fire, Building & Life Safety (DFBLS)	**Office of the State Fire Marshal (OSFM)** • Promotes public health and safety, enforces the state fire code for cities having populations of one-hundred thousand or less which do not have a nationally recognized fire code in effect (ARS §41-2161).
	State Fire Safety Committee • Promulgates by rule a state fire code establishing minimum standards including a code for storage, sale, distribution and use of dangerous chemicals, combustibles, flammable liquids, explosives and radioactive materials. (ARS §41-2146).
Department of Health Services (ADHS)	• Administers programs relating to public health and safety (ARS Title 36). • ADHS will provide assistance on all matters related to the assessment of health hazards during an incident response and the protection of response workers and the general public. • Determine whether illnesses, diseases, or complaints may be attributable to exposure to a hazardous substance. **Bureau of State Laboratory Services** • Provides chemical analytical analyses of unknown materials. **Bureau of Epidemiology and Disease Control, Office of Risk Assessment and Investigation** • Conducts risk assessments to provide acceptable levels of toxic substances in water, air and soil to anticipate the type and magnitude of adverse health effects associated with exposure to toxic and biological substances.
Game & Fish Department (AZGFD)	**Game & Fish Commission** • Bring suit against any person, corporation or government agency to restrain or enjoin them from discharging/dumping into a stream, or body of water, any deleterious substance which is injurious to wildlife; and, • Respond to SOSC notification of spills entering streams or bodies of waters (ARS §17-237).

Industrial Commission (ICA)	**Division of Occupational Safety and Health** • Develops and implements the state occupational safety and health program (ARS §23-407). • Enforces occupational health hazard communications standards, worker right-to-know regulations (29 CFR 1910.1200). • Enforces the hazardous waste operations and emergency response standard (29 CFR 1910.120). • Processes safety and management of highly hazardous chemicals (29 CFR 1910.119 and 1926.64). • Enforces the subpart Z, toxic and hazardous substances regulations (29 CFR 1910.1000-1500 and 1926.1102-1148)
Attorney General's Office (AGA)	**Environmental Enforcement Section (AGA-EES)** • Investigates and prosecutes violations of state criminal law. • The Civil Division will assist in recouping expended state emergency funds up to and including litigation against responsible party.
Arizona Poison and Drug Information Center (APDIC)	**Samaritan Regional Poison Center** • Assist incident responders in identifying and assessing the threat. • Provide medical management and decontamination information.
State Emergency Response Commission (AZSERC)	• Implements SARA Title III (a.k.a., the Emergency Planning and Community Right-to-Know Act or EPCRA). • Supervises and coordinates county LEPC activities (ARS §26-341 et. seq.). • Publishes a notice on AZSERC web page that the emergency response plan, material safety data sheets (MSDS) or lists and inventory are available. • Reviews LEPC Hazmat Incident plans and make recommendations to the LEPCs on revisions. • Ensures that the LEPC plan is coordinated with emergency response plans of adjoining emergency planning districts as applicable. • Determines in conjunction with appropriate SOSC plume boundaries from releases that can be modeled in ALOHA or other appropriate plume-models. • Implements tasking outlined in ARS Section §26-341 to include providing FBI, DPS, ADHS, ADOT, and other requesting agencies, information from the Arizona Tier Two on-line database.
State Emergency Response Commission (AZSERC) – Continued	**LEPC** • Prepares/reviews emergency response plans annually for emergencies due to releases of extremely hazardous substances. • Receives and processes requests for information on hazardous chemicals at facilities. • Receives MSDS or lists, chemical and chemical inventory forms from facilities. • Responds to requests for facility HazMat information in accordance with EPCRA. • Conducts an exercise of their hazmat plan at least every two years.

State Land Department (ASLD)	**Environmental Resources and Trespass Division** • The Division Manager is the representative and point of contact for HazMat incidents on state trust lands. • Responds as requested to reported events and assist the SOSC with response and recovery efforts as stated in state contract A2-0016; • Coordinates with ADOA-RMS for funding, contractor selection and scope of work approval. • Coordinates with the DEQ Emergency Response Unit for site remediation transition.
State Forestry Division (ASFD)	• The State Forester has authority for suppression of wildland fires throughout the State and may provide support for non-fire incidents by use of cooperative agreements with Arizona fire departments and federal firefighting agencies and contractual agreements with vendors and service providers throughout the State and the US. (see ESFs # 4-A1 and ESF #7 for further information).
State Mine Inspector (ASMI)	• Provides for the health and safety of miners and the general public for HazMat incidents occurring on mining property. • Maintains records of all active mining locations and facilities, regulates records of manufacturing, storing, selling, transferring or in any manner disposing of explosives on mining property.
	• Receives notification of HazMat releases. • May coordinate with local fire jurisdictions regarding EPCRA compliance.
State Mine Inspector (ASMI) – Continued	• Regulates the labeling and the amount of explosives stored on mining property. • Regulates the safe loading and unloading of hazardous materials on mining property. Responds to events involving an exceptional occurrence (spills, unplanned explosions, entrapment). • Provides technical assistance by referring to manufactures guidelines for the handling, use and disposal of, mine explosives and hazardous materials on mining property. • Provides support to other authorities. • Maintains a current tracking system of mining facilities in operation. • Determines safety of ingress to below ground tunnels and excavations on mining property. • Maintains 24 hour telephone number: 602-542-5971
Structural Pest Control Commission (SPCC)	• Regulates the use of non-agricultural pesticides (ARS §32-2301 et seq.). • Assists with containment tasks to minimize the spread of a spilled material that may be a hazard to people, animals and/or the environment. • Assists with recovery tasks, including cleanup of spills, monitoring

	proper cleanup and documenting and reporting proper cleanup. • Collects samples for laboratory analyses. • Gathers information by interviewing people, photographing and videotaping sites or events, and submitting reports of information gathered. • Provides technical assistance for events involving pesticides. • Provides factual research and information gathering assistance. • Provides information technology, computer data entry, and factual information reporting assistance. • Provides assistance in responding to requests to information and assistance, including directing people to resources and maintaining and disseminating factual information about the status of an emergency situation via telephone hotline and electronic mail methods. • Regulates the use, storage and application of pesticides and devices used in pest/weed management.

Structural Pest Control Commission (SPCC) - Continued	• Maintains a record of its acts and proceedings, including the issuance, refusal, renewal, suspension or revocation of licenses held by entities or persons conducting pest/weed management.
	• Administers disciplinary action against unlicensed entities or persons conducting pest/weed management and services.
	• Provides information about entities and persons to whom licenses have been issued or against whom disciplinary action has been taken.
	• Investigates alleged violation of the SPCC's statutes or rules or in the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA), including:
	  • Issuing subpoenas to obtain documents and other items.
	  • Entering private or public property to inspect and measure, survey, photograph, test or sample the property, designated objects, or operations for compliance.
	• Assists in developing protective measures and damage assessments.
	• Transports people and equipment using state vehicles, as requested and as available.
	  • Assists all public and private entities with the emergency response tasks.
	  • Provides telephone, photocopying, electronic communication assistance.
	  • Serves as a location for secure storage of documents, equipment and other items used or gathered during emergency response activities.

FEDERAL	
Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)	• Enforces the Federal laws and regulations relating to alcohol and tobacco division, firearms, explosives and arson. • Website: www.atf.gov
Department of Agriculture	• Measures, evaluates, and monitors the impact of the emergency incident on natural resources under USDA's jurisdiction, primarily the

(USDA)	national forests. • Provides predictions of the effects of pollutants on soil and their movements over and through soil. • Assists in developing protective measures and damage assessments. • Assists in the disposition of livestock and poultry contaminated with hazardous materials.
Department of Commerce/ National Oceanic and Atmospheric Administration (NOAA)	• Provides operational weather data and prepares forecasts tailored to support the response, through the Interagency Modeling and Atmospheric Assessment Center (IMAAC) when activated. • Provides expertise on natural resources habitat, the environmental effects of oil and hazardous materials, and appropriate cleanup and restoration alternatives. • Predicts pollutant movement, dispersion, and characteristics (marine) over time.
Department of Defense (USDoD)	• Directs response actions related to CBRNE incidents to include releases of hazardous materials from its vessels, facilities, vehicles, munitions, and weapons that exist in the state of Arizona.
Department of Energy (USDOE)	• Acts as lead federal agency for radiological emergencies. • Provides an OSC (during Presidential-declared disasters or Incidents of National Significance) and directs response actions for releases of hazardous materials from its vessels, facilities, and vehicles. • Participates in the maintenance of the NRP and the RAP that describe the roles and responsibilities of federal agencies responding to peacetime radiological emergencies. • Waste Acceptance and Transportation activities at the Office of Civilian Radioactive Waste Management concentrate primarily on the acceptance and subsequent transportation of spent nuclear fuel and high-level radioactive waste from commercial and government-owned sites to a proposed geologic repository at the Yucca Mountain Site in Nevada. • Transportation of nuclear waste will be conducted in accordance with Nuclear Regulatory Commission (NRC) and Department of Transportation regulations. The waste will be transported in NRC-certified casks along approved transportation routes.
Department of Energy (USDOE) - Continued	• Provides advice in identifying the source and extent of radioactive releases relevant to the NCP, and in the removal and disposal of radioactive contamination. • Provides additional assistance for radiological incidents pursuant to, or in coordination with, ESF #8 –Public Health and Medical Services DOE activities. • Administers the National Contingency Plan (NCP), which describes the roles and responsibilities of federal agencies responding to discharges of oil, and releases of hazardous substances, pollutants and contaminants.
Department of Health & Human Services (USDHHS)	• Provides assistance on all matters related to the assessment of health hazards at a response and protection of response workers and the

	public health. • Determines whether illnesses, diseases, or complaints may be attributable to exposure to a hazardous material. • Establishes disease/exposure registries and conducts appropriate testing. • Develops, maintains, and provides information on the health effects of toxic substances. • Works in cooperation with EPA and USDA to ensure the proper disposal of contaminated food or animal feed.
Department of Homeland Security (USDHS)	• Develops and maintains NRF ESF #10 that describes the roles and responsibilities of federal agencies in providing HazMat support for events that exceed the response/recovery capabilities of state/local governments.
	Border and Transportation Security -Directorate/Customs and Border Protection (CBP) Where hazardous materials are transported by persons, cargo, mail, or conveyances arriving from outside the United States, CBP provides extensive analytical and targeting capabilities through its National Targeting Center; full examination capabilities by trained CBP Officers equipped with radiation detection and non-intrusive inspection technology; and nationwide rapid technical response capabilities through its Laboratory and Scientific Services Division.
Federal Emergency Management Agency (FEMA)	• Respond upon state declaration of emergency and request for assistance. • Provide training and emergency planning and exercise guidance related to accidents involving transport, manufacture, storage and disposal of hazardous material. • Coordinate Federal HazMat training programs. • Participate in the National Response Team (NRT) and Regional Response Team (RRT) programs. • Provides technical assistance and resources to state and local government for HazMat program development. • Operates the National Response Center (USCG-NRC). • Acts as the primary point of contact for providing notification of HazMat incidents and for requesting federal assistance.

Department of Labor (USDOL)	**Mining Safety and Health Administration (MSHA)**
	• Administers the provisions of the Federal Mine Safety and Health Act of 1977 (Mine Act).
	• Enforces the mandates of the Mine Act at all mining and mineral processing operations in the United States, regardless of size, number of employees, commodity mined, or method of extraction.
	• Enforces compliance with mandatory safety and health standards as a means to
	  • Eliminate fatal accidents
	  • Reduce the frequency and severity of nonfatal accidents

	• Minimize health hazards • Promote improved safety and health conditions in the Nation's mines.
United States Coast Guard (USCG)	• Provides response and recovery assistance to incidents involving radiological dispersal devices and improvised nuclear devices.

Department of Transportation (USDOT)	**Federal Motor Carrier Safety Administration (FMCSA)**
	• Maintains National Hazardous Material Route Registry that provides the most current listing of the national network of Prescribed, Restricted, and HRCQ Radioactive routes.
	• Provides standards for commercial drivers license and vehicle requirements.
	  • The National Hazardous Materials Route Registry
	  o http://hazmat.fmcsa.dot.gov/nhmrr/index.asp
	  • For CDL and HazMat endorsement
	  o http://www.fmcsa.dot.gov
	Federal Railroad Administration (FRA)
	• Administers and enforces the Federal laws and related regulations designed to promote safety on railroads; exercises jurisdiction over all areas of rail safety under title 49, United States Code, chapter 201.
	Research and Special Programs Administration
	• Office of Hazardous Material Safety
	  • Enforces Hazardous Materials Regulations (HMRs) which are designed to ensure the safe and secure transportation of hazardous materials and coordinate a national safety program for the transportation of hazardous materials by air, rail, highway and water. These rules address the classification of hazardous materials, proper packaging, employee training, hazard communication, and operational requirements.
	  • Website: http://www.phmsa.dot.gov/hazmat
	• Office of Pipeline Safety (OPS)
	  • Regulates all interstate pipeline operations.
	  • Ensures that pipeline operations transport natural gas and hazardous liquids in a manner that is safe for the public and the environment.
	  • Website: http://www.phmsa.dot.gov/pipeline

Environmental Protection Agency (EPA)	• Enforces toxic air chemical release notification and ensures appropriate fixed hazardous material facility record keeping of reportable quantity requirements. • Maintains and updates a list identifying substances most likely to cause serious harm in the event of a large accidental release. Operates an air-toxic information clearinghouse, which will facilitate the exchange of information on air toxic items among state and local agencies. • Coordinates Federal funding, equipment, personnel and expertise during major ground, air toxic incidents and inland water spills. • Provides toxic air contingency planning and exercise guidance and

	training. • Provides toxic air HAZMAT team guidance and training. • Provides technical assistance for developing site-specific risk assessments. • Chairs the National Response Team (NRT) • Co-Chair (with the U.S. Coast Guard) Regional Response Teams (RRT).

United States National Response Team (NRT)	• Responsible for oil and hazardous materials spill planning and coordination on a national level including:
	  • Evaluating methods of responding to discharged.
	  • Maintaining national preparedness to respond to a major oil discharge and developing procedures in coordination with the National Strike Force Coordination Center (NSFCC).
	  • Ensuring the coordination of Federal, State, local and tribal governments.

Regional Response Team(s) (RRT) – Pacific Southwest Mainland Region 9	• Acts as a regional body responsible for regional planning and coordination of preparedness and response actions involving oil and hazardous materials. • The Federal On-Scene Coordinator (FOSC) is the link between Local and State emergency response communities and Federal response efforts. • **National Response Center (24 hour number) is 800-424-8802:** • **EPA's Regional Duty Officer (24-hour number) is 800-300-2193**
VOLUNTARY	
American Red Cross (ARC)	Disaster Relief focuses on meeting people's immediate emergency disaster-caused needs. When a disaster threatens or strikes, the Red Cross provides shelter, food, and clothing, and mental health services to address basic human needs. The core of Red Cross disaster relief is the assistance given to individuals and families affected by disaster to enable them to resume their normal daily activities independently. The Red Cross also feeds emergency workers, handles inquiries from concerned family members outside the disaster area, and helps those affected by disaster to access other available resources. • Website: http://www.arizonaredcross.org
Arizona Statewide Independent Living Council (SILC)	• May be called upon to provide technical assistance in sheltering operations, food services and other identified needs for individuals with limited abilities.
Citizens Corps Program (CCP)	• Provide certified human resources to complement State response and recovery activities upon request and as available.
PRIVATE SECTOR	
American Chemistry Council (ACC)	Represents the leading companies engaged in the business of chemistry. Council members apply the science of chemistry to make innovative products and services that make people's lives better, healthier and safer. • Website: www.americanchemistry.com

	• Telephone: 703-741-5000
	Chemical Transportation Emergency Center (CHEMTREC)
	• CHEMTREC an informational system to emergency responders that:
	  • Provides advice on coping with chemical emergencies.
	  • Notifies shippers and manufacturers of incidents and allows shippers to teleconference with on-scene personnel and chemical experts.
	  • Maintains the Hazard Information Transmission (HIT) service that sends hard copy CHEMTREC emergency chemical reports to registered first responders at the scene.

Aristatek - Palmtop Emergency Action for Chemicals (PEAC)	• Provides the necessary emergency response information to make quick and informed decisions to protect response personal and the public.
Arizona Humane Society (AZHS)	• Provide technical assistance regarding care and welfare for animals exposed to hazardous material. • Assist in procurement of animal shelter, food, health and medical care needs as requested and as available.
Mental Health Association of Arizona (MHAAZ)	• Provide volunteer disaster behavioral health services for responders or victims of hazardous material incident, as requested and as available. • May be requested to provide technical assistance to SEOC during incident response and recovery operations.
Operation Respond Emergency Information System	**Emergency Services Information Network Corporation (OREIS/ESINC)** • Software tool that provides emergency responders with vital information for dealing with rescue, response and counter-terrorism operation on or around railroads and highways, including those involving hazardous materials. • Website: www.oreis.com
Chlorine Institute	• Trade association of companies and other entities that are involved or interested in the safe production, distribution and use of chlorine, sodium and potassium hydroxides, and sodium hypo chlorite, and the distribution and use of hydrogen chloride. The Institute has 240 members located in the U.S., Canada, Mexico, Central and South America and overseas countries. • Website: http://www.cl2.com/who_we_are/index.html
Chemical Biological Response Aide (CoBRA)	• An emergency response system that provides first responders with necessary data resources and interactive tools to supply practical, step-by-step actions for managing WMD incidents. • CoBRA can access the latest data on effects, protective gear, and response measures from Response Information Data Sheets (RIDS) on over 80,000 chemical names. • Website: http://shop.store.yahoo.com/dgi-cobra/cobandcobpro.html
Defense Group Incorporated	• No responsibilities listed.
Kinder Morgan Energy Partners	• Operates more than 35,000 miles of pipelines that transport products such as gasoline, jet fuel, and diesel fuel. • Website: http://www.kindermorgan.com
State-Approved (ADOA) Emergency Response	• http://www.azspo.az.gov/

Contractors	

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM (AZSERC) will coordinate with local/state/federal agencies, and:

- Conduct HazMat emergency response training, exercises and drills.
- Evaluate exercises and response/recovery operations.
- Formulate mitigation strategies.
- Maintain this ESF and ensure compliance with national standards.
- Maintain a directory of state/federal/private contacts and distribute to SOSCs, LEPCs and county emergency management directors.
- Perform an agency review annually or sooner if required.

Appendices and Attachments

The following Appendices/Attachments to this ESF #10 – Oil and Hazardous Material Response Annex have been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. These Appendices may be activated concurrent with the activation of ESF #10 or separately under its own taskings and assignments as dictated by the incident.

Attachments

No attachments

Appendices

No Appendices formulated at this time

State of Arizona

Emergency Response and Recovery Plan

ESF #11
Agriculture and Natural Resources Annex

ESF Annex Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

State Land Department (ASLD)
Department of Agriculture (ADA)

Support Agencies:

STATE

Department of Economic Security (DES)
Department of Environmental Quality (DEQ)
Game and Fish Department (AZGFD)
Department of Health Services (ADHS)
State Forestry Division (ASFD)
Department of Emergency & Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Public Safety (DPS)
Department of Transportation (ADOT)

LOCAL

County Emergency Management (CEM)
Cooperative Extension Service
County Sheriff's Office (CSO)
County Public Works (CPW)
Highway Department (CHD)

PRIVATE

Arizona Veterinary Medical Association (AzVMA)
American Veterinarian Medical Association (AVMA)
USDA Accredited Veterinary Practitioners
Arizona Cattlemen's Association
United Dairymen of Arizona
Arizona Pork Council
Arizona State Horsemen's Association
Arizona Poultry Industry Representative
Livestock Markets
Livestock Slaughter Establishments

VOLUNTARY

American Red Cross (AMC)
Arizona Statewide Independent Living Council (SILC)
The Salvation Army (TSA)
Arizona Voluntary Organizations Active in Disasters (AzVOAD)

FEDERAL

United States Department of Agriculture (USDA)
- Animal and Plant Health Inspection Service (APHIS)
- Veterinary Services (VS)

USDA-Incident Management Teams

Introduction

Purpose

To coordinate the emergency support activities of state, federal and private resources in response to and recovery from foreign animal disease incidents. This coordination may also involve the identification, prevention and control of diseases of public health significance. Although this plan does not specifically address surveillance and prevention activities, these are important components to preparedness for an outbreak of a foreign animal disease and should be included in local and state agency emergency operating plans.

Scope

This incident annex is applicable to all agencies identified in the Primary and Support Agency outline that may provide technical advice and assistance to county and local governments in the control and eradication of a foreign animal disease.

Planning Assumptions

Situation

- Several serious animal disease outbreaks have occurred outside the United States. Foot and Mouth Disease in Taiwan in 1997 resulted in the slaughter of over 5 million hogs. The Hog Cholera Epidemic in the Netherlands resulted in the slaughter of over 10 million hogs. Bovine Spongiform Encephalopathy (BSE) or “mad cow” disease in the United Kingdom and Europe resulted in the destruction of large numbers of the beef and dairy cattle. The 2001 outbreak of Foot and Mouth Disease in the UK necessitated the destruction of well over 4,000,000 head of cattle, sheep, and swine. That outbreak spread rapidly to the European mainland with significant consequences. The aftershocks of the BSE outbreak (1 animal) in Canada in 2002 very nearly eradicated the Canadian beef industry. The situation clearly indicates the problem with unintended consequences that emerge with cases of Foreign Animal Diseases (FAD), natural or man-made in origin. The repercussions to this type of situation should be expected to last months to years.
- The importation of plants, animals and animal products from foreign countries, the ease of travel throughout the world, the ongoing threat of agro-terrorism and the minor outbreak of a foreign plant or animal disease within the state of Arizona indicate our vulnerability to an outbreak of a Foreign Plant or Animal Disease.
- An organized attack on the agricultural production system would most likely be very widespread, making recovery even more complicated. Presently, the U.S. is unprepared to absorb even a relatively small attack, since multiple commodities would be affected, even if only one species were targeted. Current federal emergency response plans for terrorism attacks on agriculture use the natural disease outbreak model.

Planning Assumptions - Continued

Situation - continued

- The United States Department of Agriculture in cooperation with the Office of International Epizooties (OIE) has published the following lists of diseases of concern in their International Animal Health Code:

OIE Listed Diseases

Source: World Organization for Animal Health, updated 1/21/2008

http://www.oie.int/eng/OIE/en_about.htm?e1d1

Multiple species diseases

- Anthrax
- Aujeszky's disease
- Bluetongue
- Brucellosis (Brucella abortus)
- Brucellosis (Brucella melitensis)
- Brucellosis (Brucella suis)
- Crimean Congo haemorrhagic fever
- Echinococcosis/hydatidosis
- Foot and mouth disease
- Heartwater
- Japanese encephalitis
- Leptospirosis
- New world screwworm (Cochliomyia hominivorax)
- Old world screwworm (Chrysomya bezziana)
- Paratuberculosis
- Q fever
- Rabies
- Rift Valley fever
- Rinderpest
- Trichinellosis
- Tularemia
- Vesicular stomatitis
- West Nile fever

Sheep and goat diseases

- Caprine arthritis/encephalitis
- Contagious agalactia
- Contagious caprine pleuropneumonia
- Enzootic abortion of ewes (ovine chlamydiosis)
- Maedi-visna
- Nairobi sheep disease
- Ovine epididymitis (Brucella ovis)
- Peste des petits ruminants
- Salmonellosis (S. abortusovis)
- Scrapie
- Sheep pox and goat pox

Swine diseases

- African swine fever
- Classical swine fever
- Nipah virus encephalitis
- Porcine cysticercosis
- Porcine reproductive and respiratory syndrome
- Swine vesicular disease
- Transmissible gastroenteritis
- Lagomorph diseases
- Myxomatosis
- Rabbit haemorrhagic disease

Planning Assumptions - continued

Situation - continued

OIE Listed Diseases - continued

Fish diseases

- Epizootic haematopoietic necrosis
- Infectious haematopoietic necrosis
- Spring viraemia of carp
- Viral haemorrhagic septicaemia
- Infectious salmon anaemia
- Epizootic ulcerative syndrome
- Gyrodactylosis (Gyrodactylus salaris)
- Red sea bream iridoviral disease
- Koi herpesvirus disease

Crustacean diseases

- Taura syndrome
- White spot disease
- Yellowhead disease
- Tetrahedral baculovirosis (Baculovirus penaei)
- Spherical baculovirosis (Penaeus monodon-type baculovirus)
- Infectious hypodermal and haematopoietic necrosis
- Crayfish plague (Aphanomyces astaci)
- Infectious myonecrosis
- White tail disease

Cattle diseases

- Bovine anaplasmosis
- Bovine babesiosis
- Bovine genital campylobacteriosis
- Bovine spongiform encephalopathy
- Bovine tuberculosis
- Bovine viral diarrhoea
- Contagious bovine pleuropneumonia
- Enzootic bovine leukosis
- Haemorrhagic septicaemia
- Infectious bovine rhinotracheitis/infectious pustular vulvovaginitis
- Lumpky skin disease
- Malignant catarrhal fever (wildebeest only)
- Theileriosis
- Trichomonosis
- Trypanosomosis (tsetse-transmitted)

Equine diseases

- African horse sickness
- Contagious equine metritis
- Dourine
- Equine encephalomyelitis (Eastern)
- Equine encephalomyelitis (Western)
- Equine infectious anaemia
- Equine influenza
- Equine piroplasmosis
- Equine rhinopneumonitis
- Equine viral arteritis
- Glanders
- Surra (Trypanosoma evansi)
- Venezuelan equine encephalomyelitis

Planning Assumptions - continued

Situation - continued

OIE Listed Diseases - continued

Avian diseases

- Avian chlamydiosis
- Avian infectious bronchitis
- Avian infectious laryngotracheitis
- Avian mycoplasmosis (M. gallisepticum)
- Avian mycoplasmosis (M. synoviae)
- Duck virus hepatitis
- Fowl cholera
- Fowl typhoid
- Highly pathogenic avian influenza and low pathogenic avian influenza in poultry as per Chapter 2.7.12. of the Terrestrial Animal Health Code
- Infectious bursal disease (Gumboro disease)
- Marek's disease
- Newcastle disease
- Pullorum disease
- Turkey rhinotracheitis

Bee diseases

- Acarapisosis of honey bees
- American foulbrood of honey bees
- European foulbrood of honey bees
- Small hive beetle infestation (Aethina tumida)
- Tropilaelaps infestation of honey bees
- Varroosis of honey bees

Mollusc diseases

- Infection with Bonamia ostreae
- Infection with Bonamia exitiosa
- Infection with Marteilia refringens
- Infection with Perkinsus marinus
- Infection with Perkinsus olseni
- Infection with Xenohaliotis californiensis
- Abalone viral mortality
- Other diseases
- Camelpox
- Leishmaniosis

- Even though the threat of foreign animal disease has increased, the general public gives them relatively low priority. Protecting American agriculture requires cooperation and partnership. Consideration must be given to the fact that an uncontrolled outbreak of foreign animal and plant disease within the state of Arizona would be devastating to the economy and the health, not just of Arizona, but of the entire country.

Planning Assumptions - Continued

Assumptions

- Local livestock producers, dairymen, feedlot operators, chicken farmers, horsemen, and hog producers will be the first to notice an unusual condition/disease in their animals. Many of these producers will consult with their herd veterinarian. Other may contact the ADA or the Arizona Veterinary Diagnostic Laboratory. Some may even go so far as to send specimen samples to the Arizona Veterinary Diagnostic Laboratory, located at the University of Arizona at Tucson or a private laboratory.
- Depending on the clinical signs displayed displayed by the animal and the history of the problem, the local veterinary practitioner, the producer, the laboratory, or the local ADA Livestock Inspector will notify the State Veterinarian at the Arizona Department of Agriculture in Phoenix or the USDA, Animal and Plant Health Inspection Service (APHIS), Veterinary Service Area Veterinarian-in-Charge (USDA-AVIC), of their suspected diagnosis. The State Veterinarian will notify the appropriate federal and state government officials and take steps to isolate the disease to as small an area as possible.
- Foreign animal diseases may potentially have adverse effects on wildlife or the public health and welfare.

Concept of Operations

Organization

- Upon notification by a local veterinarian, a producer, the University of Arizona Veterinary Diagnostic Laboratory, or the U.S. Dept of Agriculture, that an outbreak of Foreign Animal Disease is suspected or confirmed, either within or without the state, the State Veterinarian or his/her assistant, will notify the Director of ADA who may activate the State Core Decision Team which consists of the following organizations:
    - Arizona Department of Agriculture (ADA).
        - Director
        - Associate Director, Animal Services
        - Associate Director Plant Services
        - State Veterinarian
        - Assistant State Veterinarians
        - Assistant Attorney General
        - PIO
    - Area Veterinarian-in-Charge, USDA/APHIS/Veterinary Services (AVIC)
    - Director, Arizona Veterinary Diagnostic Laboratory
    - Director, Arizona Division of Emergency Management
    - Industry representative(s) (dependent on animal species involved)

Concept of Operations - continued

- Director, Arizona Game and Fish Department
- Adjutant General, Arizona National Guard
- Director, Arizona Department of Environmental Quality
- Director, Arizona Department of Health Services
- Director, Arizona Department of Public Safety
- Director, Arizona Department of Transportation

- The Director of ADA, on advice of the State Veterinarian, may request the activation, delivery, storage, and distribution of the National Veterinary Stockpile (NVS) from the U.S. Department of Agriculture. The complete process will be executed according to the state and federal plans established for the NVS.
- The above outlined organizations will make the determination as to what procedures will be established to:
  - Isolate the affected area;
  - Contain and eliminate the Foreign Animal Disease.
  - Which ESF's of the SERRP will be activated
  - When to activate the SEOC.
  - When to request activation of the USDA Incident Management Team(s).
  - Notify DHS or FBI in case of suspected bioterrorism.

Initial Actions

Immediately upon notification of a threat or an imminent or actual incident with state response implications, Primary and Support Agency consideration is given toward:

- Management Authority – Region IX (FEMA-RIX).

Continuing Actions

ESF # 1 staff coordinates the acquisition of transportation services to fulfill mission assignments in support of all activated ESFs when required.

The SEOC under the guidance from ADOT and upon request from overwhelmed jurisdiction:

- Coordinates with appropriate State, county, and tribal entities to facilitate the movement of people and goods to, from, and within the incident area.

Direction and Control

- The primary point of contact for activation of this Annex is the State Veterinarian. The State Veterinarian will notify the Director-ADA who will notify members of the Core Decision Team and request convening of applicable members. If the situation is such that the state must get involved immediately, the Director of the Division of Emergency Management will request a Proclamation of a State of Emergency. This proclamation will make available the Governor's Emergency Fund and will activate the Arizona National Guard.
- In the event the outbreak exceeds state and U.S. Dept of Agriculture capabilities and resources, the Governor of the State, after consultation with the Emergency Council, may request a Presidential Declaration of either an Emergency or a Major Disaster.
- Local veterinarians, animal control and Humane Society personnel will participate in an emergency operation on a voluntary basis.

Concept of Operations - Continued

Administration and Logistics

- The ADA and the State Veterinarian, along with a number of other state agencies, serve as members of the SEOC staff.
- Reimbursement of expenses will be in accordance with guidelines established by the Arizona Revised Statutes.
- All participating local/county/state agencies will be responsible for maintaining a log of events and expenses in accordance with procedures established by the Arizona Division of Emergency Management. This log and a record of expenses will be made available to DEMA upon termination of the event. Each organization will also maintain a Daily Situation Report (SITREP) that will be forwarded to the State Emergency Operations Center (Plans Section) on a daily basis. Period of report should be from 12 noon of one day to 12 noon of the next day and the report forwarded to the SEOC NLT 1700 hours daily

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) Department of Agriculture (ADA)	**Food Distribution and Nutrition Assistance** • Activate the SEOC to provide food distribution and nutrition assistance direction, control and resource availability; • Determine the availability of foods, including raw agricultural commodities (e.g., wheat, corn, oats, and rice) that could be used for human consumption and assesses damage to food supplies. • Coordinate with county, local, and tribal officials to determine the nutrition needs of the population in the affected areas based on the following categories: o Acutely deficient o Moderately deficient o Self-sufficient. • Coordinate with county, local, tribal State agency and non-governmental organization officials to determine the availability of surplus foods and supplies. • Collaborate with State and voluntary agencies to develop a plan of operation that ensures timely distribution of food in good condition to the proper location, • Assist in the release of food availability information to the public and media. • Assist in establishing priorities for and the coordination of the transition of SEOC operations to recovery activities.
	Animal and Plant Disease and Pest Response • Activate the SEOC to provide animal and plant disease and pest response assistance, direction, control and resource availability; • Assist in the release of animal or plant disease and/or pest response information to the public and media.
	NCH Resources Protection • Provides emergency financial assistance to State and tribal governments for recovery efforts on forested lands as assessment needs are determined and funding resources become available.

Roles and Responsibilities - Continued

Primary Agencies	Functions
Department of Agriculture (ADA)	**Food Distribution and Nutrition Assistance** • In collaboration with ADEM determine the availability of foods, including raw agricultural commodities (e.g., wheat, corn, oats, and rice) that could be used for human consumption and assesses damage to food supplies.
	Animal and Plant Disease and Pest Response **Animal Disease/Veterinary Services** • Detect animal disease anomalies and assigns Foreign Animal Disease Diagnosticians to conduct investigations. o Upon diagnosis of disease, circulates warning notice to appropriate officials statewide in order to facilitate a more timely and efficient response. • Coordinate tasks with other ESFs, Veterinary Medical Assistance Teams, and voluntary animal care organizations to respond. • Coordinate surveillance activities along with ESF #8 – Health and Medical Services in zoonotic diseases. • Coordinate with ESF #6 Animal Protection Appendix in the case of a natural disaster in which animal/veterinary/wildlife issues arise, to ensure support for such issues. • Request and coordination of the receiving, storage, and distribution of the National Veterinary Stockpile from the US Department of Agriculture according to the established state plan. **Plant Disease/Pest Response** • In an exotic plant disease or plant pest of quarantine importance, the grower and/or ADA diagnostic laboratory contacts the State Plant Regulatory Official as well as the State (Plant Health Director of the Plant Protection and Quarantine) program. The Director then notifies the ADA district offices. • Prior to initiation of an emergency response, the suspect specimen must be confirmed by a specialist recognized as an authority by the Plant Protection and Quarantine program's identification services unit. • Once confirmed, the appropriate Plant Protection and Quarantine Region Director and the Pest Detection and Management Programs notify the State Plant Regulatory Official and the district office in the point of origin that the presence of the exotic plant disease or plant pest has been confirmed. • The ADA then notifies the National Plant Board and all trading partners statewide of the confirmation.

Roles and Responsibilities - Continued

Primary Agencies	Functions
Department of Agriculture (ADA) - Continued	**Food Supply Safety and Security** • Assess whether meat, poultry, and egg product processors, distributors, and importers in the affected area are able to provide safe and secure food. • Ensure the operations of facilities that cannot produce unadulterated products are suspended, and other facilities continue to undergo regular or enhanced inspection and verification, including laboratory monitoring of food samples. • Collaborate with Federal, State, county, tribal and local authorities as well as industry to conduct tracing, recall, and control of adulterated products. This includes proper disposal of contaminated products in order to protect public health and the environment in the affected area. • Provide GIS mapping capability for the meat, poultry, and egg product facilities it regulates to assist State, county and local authorities to establish food control zones to protect the public health
State Land Department (ASLD)	**NCH Resources Protection** • Provide scientific/technical advice, information, and assistance to help prevent or minimize injury to and to restore or stabilize NCH resources. Areas covered include: o Terrestrial and aquatic ecosystems o Biological resources, including fish and wildlife o Threatened and endangered species o Migratory birds o Historic and prehistoric resources o Mapping and geospatial data; geology; hydrology, including real-time water flow data, earthquakes and other natural hazards • Make available the response resources of the ASFD Fire Management Division such as incident management teams, communications equipment, transportation resources, temporary housing and feeding resources, etc., in cooperation with ADA , the SEOC and to the extent possible. • Provide technical assistance in contract management, contracting, procurement, construction inspection, and NCH resources assessments and restoration (natural resources), preservation, protection, and stabilization. • Provides technical and financial assistance to State and tribal governments in developing natural resource management and protection plans, primarily for forested areas.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Agriculture (ADA)	**NCH Resources Protection** • Assist ASLD by providing as requested and as available, scientific/technical advice, information, and assistance to help prevent or minimize injury to and to restore or stabilize NCH resources. Areas covered include: o Terrestrial and aquatic ecosystems o Biological resources, including fish and wildlife o Threatened and endangered species o Migratory birds o Historic and prehistoric resources o Mapping and geospatial data; geology; hydrology, including real-time water flow data, earthquakes and other natural hazards • Provides technical and financial assistance to State and tribal governments in developing natural resource management and protection plans, including forested areas.
Department of Economic Security (DES)	**Food Distribution and Nutrition Services** • Identify and provide nutrition assistance to those individuals with special needs under the auspices of DES. • Approves emergency issuance of food stamp benefits to qualifying households within the affected area.
Department of Environmental Quality (DEQ)	**Food Distribution and Nutrition Services** • Provide technical assistance in determining when water is suitable for human consumptive uses.
	NCH Resources Protection • Make available an environmental data archive for determining baseline conditions. • Provide contaminant analysis expertise, equipment and facilities.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Health Services (ADHS)	**Food Distribution and Nutrition Services** • Coordinate with SEOC to determine the nutrition needs of the population in the affected areas based on the following categories: o Acutely deficient o Moderately deficient o Self-sufficient. • Determine which foods are fit for human consumption and identify potential problems of contaminated foods. • Provide health education in the areas of food preparation and storage. • Provide laboratory and diagnostic support, subject-matter expertise, and technical assistance as well as field investigators to assist in product tracing, inspection and monitoring, and interdiction activities. • Provide human health-related information, including surveillance for food-borne disease and occupational safety and health issues.
	Animal and Plant Disease and Pest Response • Coordinate surveillance activities along with ESF # 8 –Health and Medical Services in zoonotic diseases. • Coordinate with ESF # 8 in the case of a natural disaster in which animal/veterinary/wildlife issues arise, to ensure public health support for such issues.
	Food Supply Safety and Security • Coordinate with SEOC to conduct tracing, recall, and control of adulterated products. This includes proper disposal of contaminated products in order to protect public health and the environment in the affected area.
Game & Fish Department (AZGFD)	**Animal and Plant Disease and Pest Response** • Serve as the point of contact for any zoonotic diseases involving wildlife. • Assist in responding to a highly contagious/zoonotic disease, biohazard event, or other emergency involving wildlife by providing wildlife emergency response teams; geospatial assessment and mapping tools; assistance in the identification of new emerging and resurging zoonotic diseases. • Provide diagnostic disease and biohazard analyses on wildlife; • Provide assistance with the prevention, control, and eradication of any highly contagious/zoonotic disease involving wildlife. • Coordinate with SEOC on carcass disposal facilities as appropriate.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued)	
Arizona Statewide Independent Living Council (SILC)	• Provide SEOC with technical assistance in assessing nutrition needs for persons with limited abilities.
Game & Fish Department (AZGFD) - Continued	**NCH Resources Protection** • Assist ASFD by providing as requested and as available, scientific/technical advice, information, and assistance to help prevent or minimize injury to and to restore or stabilize NCH resources. Areas covered include: o Terrestrial and aquatic ecosystems o Biological resources, including fish and wildlife o Threatened and endangered species o Migratory birds o Historic and prehistoric resources o Mapping and geospatial data; geology; hydrology, including real-time water flow data, earthquakes and other natural hazards. • Approve the use of pesticides. • Provide technical assistance in determining when water is suitable for human consumption and canning.
Department of Public Safety (DPS)	• Provide control over movement of people, conveyances, and/or things. In the event of a plant or animal disease • Help enforce a quarantine zone through inspection and movement control.
Department of Transportation (ADOT)	• Assist the DPS and local law enforcement in directing evacuees and emergency workers to designated areas.
VOLUNTARY	
American Red Cross (ARC)	• Identifies and assesses requirements for food and distribution services on a two phase basis: o Critical emergency needs immediately after the disaster, and o Longer-term sustained needs after the emergency phase has ended. • Coordinate the food distribution efforts of other voluntary organizations.
The Salvation Army (TSA) Arizona Voluntary Organizations Active in Disasters (AzVOAD)	• Coordinate with SEOC to determine the availability of surplus foods and supplies. • Collaborate with State and voluntary agencies to develop a plan of operation that ensures timely distribution of food in good condition to the proper location.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in "Roles and Responsibilities" starting on Page ESF11-8 above.

Plan Development Maintenance

Arizona Department of Agriculture in coordination with the Arizona Division of Emergency Management is responsible for the development and maintenance of this Incident Annex. Other members of the Core Decision Group will review this Annex on an annual basis or as necessary following the activation of this Annex. Any changes recommended by the Core Decision Group, will be forwarded to either the State Veterinarian or the Arizona Division of Emergency Management.

Attachments

Attachments

Foreign Animal Disease Roles and Responsibilities - Attachment A

State of Arizona

Emergency Response and Recovery Plan

ESF #11 – Foreign Animal Disease Appendix - Attachment A

Primary Agency

Arizona Department of Agriculture (ADA)

Support Agencies

STATE

Attorney General's Office (AGA)

Arizona Veterinary Diagnostic Laboratory
University of Arizona

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Public Safety (DPS)

Department of Environmental Quality (DEQ)

Department of Health Services (ADHS)

Game and Fish Department (AZGFD)

LOCAL/TRIBAL

Emergency Management (CEM)

Agricultural Extension Office (AEO)

County Sheriff's Office (CSO)

Public Works Departments

Highway Departments

PRIVATE

Local Veterinarian

The American Veterinary Medical Association

FEDERAL

U.S. Department of Agriculture (USDA)

Federal Emergency Management Agency (FEMA)

Roles and Responsibilities

Primary Agency	Functions
Arizona Dept of Agriculture (ADA)	• The ADA is identified as the primary agency for this Incident Annex. ADA will function as the primary decision maker for the Primary and Secondary State Core Decision Groups, and co-decision maker with USDA. ADA will function as the lead state agency when the USDA emergency management system is activated. • ADA will be responsible for acting as liaison between the local governments, the State of Arizona, and the federal government. • ADA will assume on-scene command and declare quarantine, and coordinate depopulation and disposal of infected animals as necessary. • ADA will consult with ADEQ and ADHS, as necessary, to determine appropriate disposal and disinfections procedures, and Personal Protective Equipment (PPE) needed by on-scene personnel.

Supporting Agencies	Functions
STATE	
Attorney General's Office (AGA)	• Provide legal assistance as required to accomplish the overall mission of dealing with a Foreign Animal Disease within or without the boundaries of the State.

Roles and Responsibilities - Continued

Supporting Agencies	Functions
STATE - Continued	
Arizona Veterinary Diagnostic Laboratory, University of Arizona	• Immediately report suspect or positive cases of Foreign Animal Disease to the ADA. • Assist the ADA in investigating outbreaks of animal disease.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate the State Emergency Operations Center (SEOC) upon notification by ADA of an outbreak of a Foreign Animal Disease or at the direction of the State Core Decision Group. • Through the SEOC, provide liaison to other state, county, and local government agencies and tribal authorities. • Establish procedures for documenting expenses. • Provide representation to the State Core Decision Group. • Through activation of the State Emergency Response and Recovery Plan, provide access to the State Emergency Council, and federal agencies other than the U.S. Department of Agriculture, as required.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Activate appropriate members of the Arizona National Guard (AZNG) per directive of the Governor of Arizona. The following types of Guard missions may be assigned: o Military Police o Heavy Equipment and Operators o Transportation o Aviation and crews o Decontamination of people and equipment o Administrative • Members of the AZNG may be required to assist the ADA, local law enforcement and the DPS in the staffing of roadblocks, preparation of burial sites for destroyed animals, transport of equipment and possibly infected, exposed, or dead animals, rapid transport of response members to an incident area, and other missions which may be deemed essential. • Personal Protective Equipment (PPE) and decontamination procedures will be established by the ADA in consultation with the ADHS and provided to assigned personnel.

Roles and Responsibilities - Continued

Supporting Agencies	Functions
STATE - Continued	
Department of Public Safety (DPS)	• Be prepared to provide roadblocks on state and federal highways for restricted and quarantined areas outlined by the State Core Decision Team and/or the U.S. Department of Agriculture. • Assist local and county law enforcement in access control of restricted or quarantined areas. • Perform other functions as requested by the State Emergency Operations Center. • Personal Protective Equipment and decontamination requirements will be identified by ADA in consultation with ADHS and provided to assigned personnel.

Department of Environmental Quality (DEQ)	• Provide consultation on disposal procedures via assisting ADA in determining the best method or methods to be utilized for the disposal of dead animals to minimize environmental impact and spread of disease.
	  o If burial is directed, determine if the products can be buried on site or should be transported off-site. If transported to a landfill, identify which landfill will be utilized, who will make the arrangements, and provide recommendations on the method of transportation.
	  o If burning is directed, determine the appropriate location for incineration, the type of accelerant to employ the type of equipment to be used and the methods to minimize environmental impact and the spread of disease.
	• Provide representation at the site of each infected herd marked for depopulation and each disposal area. ADEQ personnel will be qualified to make environmental assessments.
	• Personal Protective Equipment and decontamination requirements will be identified by ADA in consultation with ADHS and provided to assigned personnel.

Department of Health Services (ADHS)	• Immediately assess whether there is any potential human health impact from the Foreign Animal or Plant Disease. • Consult with U.S. Center for Disease Control and Prevention if appropriate. • Determine and recommend appropriate measures to prevent human disease. • Assist ADA in determining appropriate personal protective gear for response personnel.

Roles and Responsibilities - Continued

Supporting Agencies	Functions
STATE - Continued	
Game and Fish Department (AZGFD)	• Support ADA, DPS, and DEMA in the enforcement of quarantines. • Conduct an assessment of wildlife populations in the vicinity of an outbreak. If the Foreign Animal Disease is one that has a history of affecting wild animals, the AZGFD will implement a testing program to determine if the disease is present in wildlife. AZGFD and ADA will then determine and implement the appropriate response. • The AZGFD will work in close coordination with ADA as a member of the Core Decision Group and as a responding agency if required. • In the event that a Foreign Animal Disease is first detected among wildlife, fish or bees, the AZGFD will immediately notify the ADA who will activate the Core Decision Team, if deemed appropriate.

FEDERAL	
Federal	• Federal Agencies: In most disasters, federal agencies such as the U.S. Department of Agriculture will assume a supporting role. However, since Foreign Animal Disease may cross state lines and has a tremendous impact on the animal agriculture industries, the U.S. Department of Agriculture may assume a primary role early on in an animal health disaster. The State Veterinarian will be the primary contact point for the U.S. Dept. of Agriculture, and in most cases will seek their directive in controlling an outbreak of a Foreign Animal Disease. In case of a suspected Bioterrorism event, the FBI and the Department of Homeland Security may assume responsibility.
U. S. Department of Agriculture (USDA)	• Provide assistance to state emergency response activities through activation of Incident Management Teams. • The USDA National Veterinary Services Laboratory, Plum Island, NY will provide diagnostic services to confirm the presence of a Foreign Animal Disease. It is the only laboratory approved to conduct FAD testing. • The Director, ADA, on advice of the State Veterinarian, may request the activation, delivery, storage, and distribution of the National Veterinary Stockpile (NVS) from the U.S. Department of Agriculture. The complete process will be executed according to the state and federal plans established for the NVS.
Federal Emergency Management Agency (FEMA)	• Provide support to both state and U.S. Department of Agriculture response activities. • Implement the National Response Framework (NRF) upon Presidential Declaration of Emergency/Disaster to provide resource support to state/local/tribal jurisdictions.

Roles and Responsibilities - Continued

Supporting Agencies	Functions
LOCAL/TRIBAL	
Emergency Management	• Coordinate with state and local agencies to affect an efficient program to detect, identify, and eradicate foreign animal disease.
Agricultural Extension Office	• Provide liaison between the Department of Agriculture, veterinarians, and livestock owners. • Vulnerability and threat information will be communicated to veterinarians and livestock owners and suspected infection and contamination information will be communicated to the Department of Agriculture.
County Sheriff's Office	• Support DPS and other law enforcement agencies providing security and traffic management to FAD operations.
Public Works Departments	• Support FAD operations as tasked, and as capabilities and assets permit.
Highway departments	• Provide personnel and equipment in support of FAD operations as requested.

PRIVATE	
Local Veterinarian	• Immediately report suspected Foreign Animal Diseases to the State Veterinarian or AVIC.
The American Veterinary Medical Association	• Release Veterinary Medical Assistance Team(s) deployed at the request of federal or state authorities per existing memoranda of understanding (MOU).

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State of Arizona

Emergency Response and Recovery Plan

ESF #12
Energy Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agency:

STATE

Arizona Corporation Commission (ACC)

Governor's Office of Energy Policy (OEP)

Department of Weights and Measures (ADWM)

Support Agencies:

STATE

Department of Administration (ADOA)

Department of Agriculture (ADA)

Department of Emergency & Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Department of Environmental Quality (DEQ)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Neighboring State Energy Offices

LOCAL/TRIBAL

County Emergency Management (CEM)

Local Government Emergency Managers

Tribal Emergency Managers

PRIVATE

Public/Private Utility Companies

Public/Private Partnership Unit (BECC)

Private Business Partners Fuels Sector

American Petroleum Marketers Association (APMA)

Western States Petroleum Association (WSPA)

Individual Business Partners

Private Business Partners in Trucking Industry

Arizona Trucking Association (ATA)

FEDERAL

Department of Energy (USDOE)

Western Area Power Administration (WAPA)

Federal Emergency Management Agency (FEMA)

US Environmental Protection Agency (EPA)

U.S. Nuclear Regulatory Commission (NRC)

Federal Motor Carrier Safety Admin (FMCMA)

Pipeline and Hazards Materials Safety Admin (PHMSA)

Introduction

Purpose

Emergency Support Function (ESF) #12 – Energy Annex is intended to describe procedures to restore energy systems critical to saving lives and protecting health, safety and property statewide.

Through the activation of the State Emergency Response and Recovery Plan (SERRP) other ESFs, State resources may be used to support the restoration of damaged energy systems and components during, or as the result of, an incident that overwhelms county, local, tribal jurisdictions and/or State critical infrastructure.

Scope

- ESF #12 collects, evaluates, and shares information on energy system damage and estimations on the impact of energy system outages within affected areas.
- ESF #12 provides information concerning the energy restoration process such as projected schedules, percent completion of restoration, geographic information on the restoration, and other information as appropriate.
- ESF #12 facilitates the restoration of energy systems through legal authorities and waivers.
- ESF-12 provides technical expertise to the energy systems, conducts field assessments, and assists government and private-sector stakeholders to overcome challenges in restoring the energy system.
- While restoration of normal operations at energy facilities is the primary responsibility of the facility owners, ESF #12 works to provide the appropriate supplemental State assistance and resources to enable restoration in a timely manner.
- The term “energy” includes producing, refining, transporting, generating, transmitting, conserving, building, distributing, and maintaining energy systems and system components.

Policies

- Restoration of normal operations at energy facilities is the responsibility of the facility owners and operators.
- ESF #12 maintains lists of confidential energy-centric critical assets and infrastructures, and continuously monitors those resources to identify and correct vulnerabilities to energy facilities.
- ESF #12 addresses significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems, unexpected operational failure of such systems, or unusual economic or international political events
- This Annex relies on a cooperative partnership between government agencies and private industry. The Governor’s Office of Energy Policy (OEP) will activate an extensive network of contacts with industry and all levels of government, ensuring a coordinated state response to an energy shortage or disruption.
- Should the shortage(s) impact Indian Nations, and their ability to obtain essential supplies becomes compromised, the OEP will work with each Nation as requested.
- The effectiveness of this Annex relies on numerous factors to achieve and maintain operational readiness. The OEP, ACC, ADWM, and DEMA, via the State Emergency Operations Center (SEOC), will direct all activities in response to an energy emergency at all levels of the state government, ensuring a coordinated response to the energy emergency.

Planning Assumptions

- The suddenness and devastation of a disaster, either natural or manmade, may sever key energy lifelines, constraining supply in affected areas and most likely adversely impacting adjacent areas.
- Emergencies/disasters may cause shortages in energy supplies by disrupting electricity transmission, creating natural gas/propane shortages, severing fuel supply methodologies, or increasing energy use in general.
- Energy emergencies can include shortages caused by power outages, flow disruptions and panic buying of fuels.
- Fuel shortages can be caused by imbalances in supply and distribution and not necessarily a natural or human-caused incident.
- A shortage of energy in one form can cause shortages in other sources.
- Damages to any of the energy systems or related components may have a cascading effect on supplies, distribution and/or other transmission systems.
- The only energy resource the state is self-sufficient in is electricity. All other energy supplies must be imported.
- National and/or statewide rationing or strict conservation may be employed.
- Damage to an energy system in one geographic region may affect energy supplies in other regions that rely on the same delivery systems. Energy supply and transportation problems can be intrastate, interstate and international.
- This ESF applies to the production, refinement, transportation, generation, transmission, storage, conservation, building and maintenance of energy systems and components.
- There may be widespread and possibly prolonged natural gas and electric power failures. The transportation and telecommunications infrastructures may be affected.
- Communications and traffic signals may be affected by power failures, affecting public health and safety services, logistics and overall response to the disaster site.
- Delays in the production, refining, and delivery of petroleum-based products may occur as a result of loss of commercial electric power.
- Water pressure systems may be low or zero, affecting facilities essential to health and safety.
- Damaged areas may not be readily accessible.
- The availability of appropriate resources (both equipment and personnel) for repairs may be limited in a catastrophic event.

Concept of Operations

General

In general, an energy emergency exists whenever supplies of fuels or electricity are inadequate to meet demand. However, it is useful to delineate the four situations of an energy problem. These are:

- The physical destruction of energy systems and/or components by natural factors such as earthquake, wildland fire or flood.
- Industrial accidents or sabotage of energy supplies and/or distribution facilities.
- A sharp, sudden escalation in the price of energy products, resulting from a curtailment of supplies and stocks.
- A sudden or unexpected surge in demand that cannot be met by actual or expected supply levels. Situations at the local level that may affect an energy emergency are:
  - There is widespread public perception of an imminent energy event related to any of the above listed causing a surge in the purchase of products.
  - One or more counties' economy is affected by the emergency.
  - Residents are unable to receive energy products due to reduced supply from the supplier to the retailers

While restoration of normal operations at energy facilities is the primary responsibility of the owners of those facilities, ESF #12 provides the appropriate supplemental State assistance and resources to enable restoration in a timely manner.

Collectively, the primary and support agencies that comprise ESF #12:

- Serve as the focal point within the State government for:
  - Receipt of information on actual or potential damage to energy supply and distribution systems.
  - Requirements for system design and operations.
  - On procedures for preparedness, prevention, recovery, and restoration.
- Advise county, local, tribal and State department/agency authorities on priorities for energy restoration, assistance, and supply.
- Assist industry, county, local, tribal and State department/agency authorities with requests for emergency response actions as they pertain to the State's energy supply.
- Assist State departments and agencies by locating fuel for transportation, communications, emergency operations, and national defense.
- Recommend State actions to conserve fuel and electric power.
- Provide energy supply information and guidance on the conservation and efficient use of energy to State, county, local, and tribal governments and to the public.

Concept of Operations - Continued

Organization

The Department of Emergency and Military Affairs (DEMA) is responsible for emergency management in the state through:

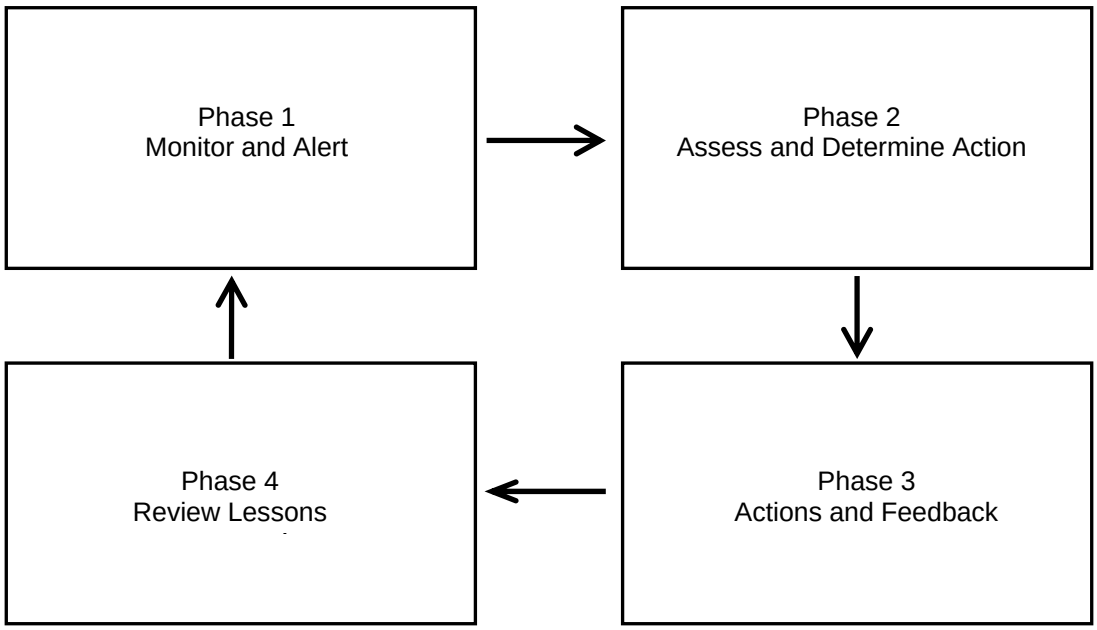
- Coordination of the day-to-day activities of Arizona's emergency management programs.
- A mission to ensure the coordination of all resources to effectively respond to and recover from a natural or human-caused disaster. This ensures that the maximum number of people and the greatest amount of property in jeopardy from a disaster can be saved and order restored as soon as possible

The Arizona Corporation Commission (ACC), the Governor's Office of Energy Policy (OEP), and the Department of Weights and Measures (ADWM) are responsible for energy emergency response actions within the state.

Consistent with the philosophy of "free market approach" and minimum government intervention, the Arizona Energy Emergency Response Plan is structured in four phases of increasing activity. During an energy shortage, the activities prescribed in each phase intensify depending on the severity of the shortage.

The point of transition from one phase to the next phase is not absolute. To a large degree, it is qualitative; the implementation of each phase is based on the OEP, ACC, ADWM, and SEOC staff and the ESF-12 team's analyses of the characteristics of each energy emergency, the probable impacts, and the required response activities.

The Four Phases of an Energy Emergency



Phase I - Monitor and Alert

Phase I involves the normal ongoing energy supply, demand and price monitoring. The Governor's Office of Energy Policy (OEP), Arizona Corporation Commission (ACC), Arizona Department of Weights and Measures (ADWM) and ESF-12 partners regularly monitor data and information as it becomes available through energy supply reporting systems and pay special attention to supply and distribution problems.

ACTIONS

- Routinely monitor Arizona and world events that have the potential to cause an energy supply disruption.
- Monitor international and domestic events.
- Conduct periodic testing of the plan.
- Train OEP, ACC, ADWM and partners.
- Update and maintain a network of public and private-sector contacts.

Phase II - Assess and Determine Action

In Phase II, having noticed early signs of what might become an energy emergency, responding agencies intensify data and information collection efforts to ensure that the most recent information is available. Information is analyzed to evaluate potential outcomes and assess possible courses of action.

ACTIONS

1. The verification phase marks the activation of a more formal communication network with the, ACC, ADWM, DEMA, OEP and other State agencies, county, local and tribal government agencies, and private industry, as appropriate. Working with the ESF-12 partners OEP, ACC, ADWM and DEMA staff will:
    - Determine the nature, extent and duration of a potential or impending energy shortage.
    - Assess the potential impacts of an anticipated petroleum, natural gas or electricity shortage on energy prices and supplies.
    - Assess the magnitude and duration of the potential shortage of petroleum, natural gas, or electricity and provide this information to DEMA.
2. If action is required, DEMA may activate the SEOC and/or may submit a formal recommendation, in conjunction with the OEP Director, to the Governor. DEMA shall notify appropriate contacts throughout state government of the results of this assessment.
3. If no formal action is required, monitoring and evaluation continue.
    - DEMA may notify the Governor that ESF-12 staff is at Phase II and ESF-12 staff will continue to monitor the situation.
    - Continue to notify appropriate contacts of any changes to the energy emergency.
    - Re-assess situation when appropriate.
    - Notify appropriate contacts when Phase II is changed to another level.

Phase III - Actions and Feedback

Once a decision has been made that specific state government action is necessary to assure the health, welfare, and safety of citizens, and the continued economic well-being of the state, Phase III activity begins.

ACTIONS

- Implement programs to maximize available supplies and/or to minimize existing demand levels and monitoring these activities to determine their effectiveness.

- Convene emergency planning and response organizations to consider actions that might be taken by the various state departments and agencies.

- Increase the level of communication among state agencies and others. If the nature of the problem involves multiple states information should be shared among state energy coordinators using the Department of Energy ISERNet website or other communication methods.

- If the SEOC is activated ESF-12 agencies may be called upon to support Emergency Operations Center, Business Emergency Operations Center, and execute Standard Operating Procedures.

Phase IV - Review Lessons Learned

As emergency operations are phased out, responding state agencies should evaluate the emergency preparedness programs and activities that were implemented and report the results to interested parties such as the DEMA, the Governor's Office, and energy policy councils.

ACTIONS

- Reports describing the nature of the energy emergency and a chronology of the actions taken to respond to it;

- Evaluation of mitigation actions results and of the effectiveness of specific actions taken to respond to the emergency; and

- Critical reviews of the overall performance of the state's energy emergency plans in addressing an emergency.

Actions – Motor Fuel Shortage

A motor fuel shortage emergency could occur due to a disruption in the supply system to include one of more of the following factors (may not be inclusive):

- Unloading facilities in Gulf of Mexico or California disrupted.
- Ship accident in channels.
- Refinery disruptions.
- Pipeline disruptions.
- Railroad disruptions.
- Terminal disruptions.
- Electric power outage.
- Truck transport becomes constrained due to ice or snow.
- Shortage due to labor strikes.
- Extended cold snap combined with just-in-time inventory management.
- Product shortage due to high export rate.
- Imports reduced for political or economic reasons.
- Imbalance in supply and demand.

State Government Actions

- Communicate with a network of contacts in private and public sectors to monitor local, regional and global conditions in the motor fuel supply and distribution market.

- ADWM will review rack data, regional and national supply data to assess credibility of any shortage concerns communicated to them through confidential agreements with suppliers. If credibility is determined, daily

inventory update requests are made to marketers, terminals, pipelines and refiners, as appropriate. These requests are voluntary, and not required by regulation.

- GOEP will review retail pricing data, state and national supply reports to assess credibility of any shortage. GOEP will contact neighboring state energy offices to inquire about the situation. GOEP data will be used as a secondary source for determining shortage concerns.
- GOEP will notify all other agencies, associations, and companies that have roles in ESF #12 of the shortage concerns and inform the Department of Energy Infrastructure Security and Energy Restoration (ISER) through the ISERNet website. ADWM will continue consultation and meetings with members of the petroleum fuel production and distribution industry and will coordinate with GOEP on mitigation efforts.
- ADWM will continue tracking terminal inventories and analyze incoming batch data from pipeline.
- ADOT will increase monitoring and analysis of petroleum consumption patterns internally.
- GOEP and ADWM will review reports from ADWM, ADOT, and other available sources and confer with Governor's Office, ADEM and ADEQ, as necessary.
- GOEP, upon consulting with supporting agencies will determine possible courses of action/response measures and assess the potential results. Appropriate contacts throughout state government and private sector should be informed of the results of this assessment.
- Depending on situation, ADWM and GOEP may confer with appropriate agencies to begin the process of requesting state and federal regulatory waivers to facilitate increased delivery of transportation fuels. Per State Statute, ADWM will facilitate the CBG waiver if needed. GOEP will facilitate any necessary waivers for driver hour extensions.
- Fuels Waivers
  - ADWM will prepare fuels waiver request documentation and transmit to ADEQ.
  - ADEQ will submit waiver requests to the EPA. Once approved by EPA, ADWM will issue the state waiver request and notify the registered suppliers and industry trade organizations of waiver approvals.
  - ADWM will monitor shortage conditions to ensure waivers provide adequate relief.
- Driver Hour Extension
  - GOEP will prepare the driver hours extension documentation and transmit to DPS for intrastate driver hour extensions. DPS will submit requests to FMCMA.
  - GOEP will request neighboring state energy offices commence waiver process when driver hour waivers are needed outside of state.
- The Governor may issue an emergency declaration requiring a mandatory reduction in state fleet gasoline usage. The emergency fuel reduction plan for State, local governments and industry include:
  - A survey of the current fleet and its uses.
  - Establishment of priority uses.
  - Development of alternatives for those curtailed activities.
  - Determination of method of transport of gasoline supplies to fleets.

County/Local/Tribal Government Actions

The OEP staff may assist county, local, and tribal governments in:

- Designing generic conservation programs for fleets of various sizes and incorporating fleet management and routing/scheduling techniques.
- Performing vehicle use studies with priority use established, fuel management plans, and alternatives developed for non-priority use.

Local government is in the best position to know how the gasoline shortage is affecting its citizens. It is essential to include representatives in the fuel implementation plan. Specific issues of interest to local governments should include:

- Ability to enforce any mandatory measures in light of manpower and funding limitations.
- Role in providing public information on supply situation in a timely fashion.
- Provision of information on location and availability of gasoline, including a statewide hotline.
- Maintenance of essential and priority uses for health, safety, fire, and mass transit.

Actions – Electricity Shortage

Arizona's Electric Infrastructure

- The electric infrastructure in the state of Arizona is composed of three general components:
    1. Generation facilities
    2. Transmission system facilities
    3. Distribution system facilities
- Electric utilities serving Arizona have primary responsibility for directly responding to disruptions in electrical services.
- Arizona's dependence on natural gas as a fuel for power production has increased significantly. This raises concerns regarding the lack of natural gas production or storage in Arizona. Similarly, it leaves the state's natural gas-fired generation vulnerable to limited import capacities over existing natural gas pipeline at a time when natural gas prices are elevated and volatile.
- Disruptions caused by storms which damage transmission and distribution arteries are the most likely and frequent source of extended power outages.
- An accident or event at the nuclear plant could cause an extended plant shutdown.
- Coal-fired generating units are vulnerable to disruptions in coal supplies
- Communicate with a network of contacts in private and public sectors to monitor local conditions in the electricity supply and distribution market. This list is maintained by OEP staff.
- Prepare and implement a state government electricity emergency conservation program by reducing lighting, etc. in state owned and operated buildings and facilities.
- Prepare to request all public and private building owners and tenants to reduce building electricity use.
- Local gas stations may not be able to pump fuel in an outage without access to an electric generator and prior installation of a transfer switch.
- OEP and ACC through the Joint Information System (JIS) will provide information to consumers through media outlets on how to conserve energy.
- Increase monitoring and analysis of electricity, consumption patterns, including maintaining regular contact with electricity suppliers.
- During a severe or prolonged shortage of electricity, it may be necessary to open temporary shelters for individuals or families that do not have electricity. Medical patients are especially vulnerable.
- Implement public information program and issue public appeals for voluntary electricity conservation.
- OEP, ACC and DEMA (SEOC) jointly recommend emergency actions for the Governor to issue in the Declaration of State Emergency.
- OEP and ACC will increase monitoring and analysis of electricity, consumption patterns, and prices, including maintaining regular contact with distributors regarding adequacy of electricity.
- OEP and ACC recommends to the Governor, businesses and local governments operation hours, including schools and state government buildings and facilities.

Actions – Natural Gas Shortage

Arizona's Natural Gas

- The natural gas infrastructure in the state of Arizona is composed of two general components:
    1. Transmission system facilities
    2. Distribution system facilities
- Natural gas utilities serving Arizona have primary responsibility for directly responding to disruptions in natural gas services.
- Arizona's dependence on natural gas as a fuel for power production has increased significantly. This raises concerns regarding the lack of natural gas production or storage in Arizona. Similarly, it leaves the state's natural gas-fired generation vulnerable to limited import capacities over existing natural gas pipeline at a time when natural gas prices are elevated and volatile.
- Communicate with a network of contacts in private and public sectors to monitor local conditions in the natural gas supply and distribution market. This list is maintained by OEP staff.
- Prepare to request all public and private building owners and tenants to reduce building electricity use.
- Prepare to implement a state government natural gas emergency conservation program by reducing lighting, etc. in state owned and operated buildings and facilities.
- Prepare to request all public and private building owners and tenants to reduce building electricity use.
- OEP and ACC through the Joint Information System (JIS) will provide information to consumers through newspapers and radio and television stations on how to conserve electricity.
- Increase monitoring and analysis of natural gas and electricity, consumption patterns, including maintaining regular contact with both suppliers.
- During a severe or prolonged shortage of natural gas, it may be necessary to open temporary shelters for individuals or families that do not have fuel for cooking, heating and/or air conditioning. Medical patients are especially vulnerable.
- Implement public information program and issue public appeals for voluntary natural gas and electricity conservation.
- OEP, ACC, and DEMA (SEOC) jointly recommend emergency actions for the Governor to issue in the Declaration of State Emergency.

Actions – Propane Shortage

- Specific actions taken with regard to Propane Shortages are discussed in detail in the State of Arizona Energy Emergency Response Plan (SEERP) developed and maintained by the OEP.

Actions – Coal Shortage

- Specific actions taken with regard to Coal Shortages are discussed in detail in the State of Arizona Energy Emergency Response Plan (SEERP) developed and maintained by the OEP.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Energy Annex primary and support agencies. • Conducting periodic Energy Annex meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Annex activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate. • Activating the SEOC if deemed necessary. • Informing OEP of any development during an emergency/disaster that may affect energy status. • Providing information to county/local governments on the status of the energy crisis and measures required to cope with the situation.
Primary Agencies	**Functions**
Governor's Office of Energy Policy (OEP)	• Develop plans and procedures to be utilized during an energy crisis; • Monitor energy related issues to preclude a surprise energy shortage; • Work closely with ACC and AWDM on issues that may affect energy status; • Coordinate with the DOE and develop procedures for responding to national/regional energy shortages; and • Provide representation in the SEOC
Corporation Commission (ACC)	• Keep ADEM and the OEP informed of problems that may cause or contribute to an energy crisis. • Serve as liaison to regulated monopoly utility companies. • Provide a representative to the SEOC if requested by the Director, ADEM. • Provide assistance/guidance to other state agencies.
Department of Weights and Measures (ADWM)	• Keep the Governor's office informed of problems that may cause or contribute to a fuel supply shortage. • Serve as liaison to regulated petroleum supply companies. • Has access to fuel supply information that can be aggregated to protect confidentiality requirements, yet remain useful for energy emergency response decision making • Prepare waiver requests for EPA and ADEQ, and upon approval, issue state waiver request. • Provide a representative to the SEOC if requested by the Director, ADWM.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Administration (ADOA)	• Impose stringent conservation measures on the State vehicle fleet, building/facility electricity consumption and require alternate measures for the government workforce in conserving energy. • Provide departmental representation in the SEOC upon request.
Department of Agriculture (ADA)	• Track the impact of the energy shortage on the agricultural sector. • Assist agriculture, milk, and produce users to obtain generators and or fuel supplies.
Department of Environmental Quality (DEQ)	• Obtain/issue temporary waivers for petroleum products from air quality standard requirements of the Clean Air Act during times of emergency.
Department of Public Safety (DPS)	• Enforce shortage mitigation measures as required, including increased enforcement of the posted speed limits during energy shortages.
Department of Transportation (ADOT)	• Track highway use during a motor vehicle fuel shortage and inform the OEP of critical location problems.
Neighboring State Energy Offices	• Provide assistance when energy disruptions or shortages extend beyond state boundaries (Interstate Driver Waivers from FMCSA)

Roles and Responsibilities - Continued

Support Agencies (Cont)	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM) Local Government Emergency Managers Tribal Emergency Managers	• Analyze county, local and tribal vulnerabilities to an emergency energy shortage. • Plan for jurisdictional energy shortages.
PRIVATE SECTOR	
Public/Private Partnership Unit (BECC) Public/Private Utility Companies Private Business Partners Fuels Sector American Petroleum Marketers Association (APMA) Western States Petroleum Association (WSPA) Individual Business Partners Private Business Partners in Trucking Industry Arizona Trucking Association (ATA)	• Coordinate with and assist state/county/local government during an energy crisis as requested and as available.

FEDERAL	
Department of Energy (USDOE) Office of Electricity Delivery and Energy Reliability	• Inform OEP of any incidents that may affect the status of state energy supplies. • Coordinating protection of critical energy assets and assist federal, state, and local governments with disruption preparation, response, and mitigation. The office has three main functions: 1. Information Dissemination 2. Legal Authorities and Waivers 3. Overcoming Incident Specific Energy Challenges

Western Area Power Administration	• Coordinate with and assist state/county/local government during an energy crisis as requested and as available.
Department of Homeland Security (USDHS) – - Federal Emergency Management Agency (FEMA)	• Activate ESF #12 of the NRF if an emergency shortage develops which cannot be alleviated at the state level or becomes a national problem. • Provide resources to mitigate energy crisis as requested and as available.
US Environmental Protection Agency (EPA)	• Issue temporary waivers for petroleum products from federal air quality standard requirements of the Clean Air Act during times of emergency via DEQ
U.S. Nuclear Regulatory Commission (NRC)	• Coordinate with State, and local emergency organizations in response to domestic events that may affect the Palo Verde Nuclear Facility
Federal Motor Carrier Safety Administration (FMCMA)	• Issues temporary waivers from compliance with driver hours regulations when an energy emergency is declared

In accordance with A.R.S. § 26-303(E.2.), *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in "Roles and Responsibilities" beginning on Page ESF12-13.

Plan Development and Maintenance

DEMA in collaboration with Governor's Office of Energy Policy (OEP), the Corporation Commission (ACC), and the Department of Weights and Measures will be responsible for the development and on-going maintenance and administration of this Emergency Support Function (ESF) #12 – Energy Annex and any related Appendices or Attachments.

Attachments and Appendices

Attachments & Appendices

State Energy Assurance Response Plan (when finalized)

State of Arizona

Emergency Response and Recovery Plan

ESF #13
Public Safety and Security Annex

ESF Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency

Department of Public Safety (DPS)

Support Agencies

STATE

Attorney General's Office (AGA)
Department of Corrections (ADC)
Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)
- Division of Emergency Management (ADEM)

Department of Liquor Licenses and Control

Department of Transportation (ADOT)
Game and Fish Department (AZGFD)
State Parks (ASP)
University Police Departments (ASU, NAU, UA)

LOCAL/TRIBAL

Local Law Enforcement (LLE)
Tribal Police (TP)

FEDERAL

Department of Homeland Security (USDHS)
Federal Emergency Management Agency (FEMA)
Federal Bureau of Investigation (FBI)

Introduction

Purpose

Emergency Support Function (ESF) #13 – Public Safety and Security integrates State public safety and security capabilities and resources to support the full range of law enforcement incident management activities associated with potential or actual incidents of statewide or national significance.

ESF #13 supports county, local and tribal authorities, and coordinates other State and Federal agency efforts in order to:

- Describe law enforcement measures provided by the state in support of local governments during an emergency/disaster.
- Describe policies and procedures for obtaining federal assistance.

Introduction - Continued

Scope

- ESF #13 provides a mechanism for coordinating and providing State-to-State; State support to tribal, and local authorities; and/or support to other ESFs, consisting of law enforcement, public safety, and security capabilities and resources during potential or actual incidents requiring a coordinated Federal response.
  - ESF#13 capabilities support incident management requirements including, but not limited to, force and critical infrastructure protection, security planning and technical assistance, technology support, and general law enforcement assistance in both pre-incident and post-incident situations. ESF #13 is activated in situations requiring extensive public safety and security and where State, tribal, and local government resources are overwhelmed or are inadequate, or for State to State support or in pre-incident or post-incident situations that require protective solutions or capabilities unique to the State Government.
  - Resources during potential or actual emergencies/disasters.
- Establishes the roles and responsibilities of state agencies involved in law enforcement activities during an emergency/disaster.

Policies

- Local, county, tribal, State, private-sector, and specific Federal authorities have primary responsibility for public safety and security and typically are the first line of response and support in these functional areas.
- In most incident situations, local jurisdictions have primary authority and responsibility for law enforcement activities, utilizing the Incident Command System on scene.
- In larger-scale incidents, additional resources should first be obtained through the activation of mutual aid agreements with neighboring localities with incident operations managed through a Unified Command Structure.
- The State's resources would include members of the Department of Public Safety (DPS) the National Guard (AZNG) and other state resources that the Governor can call into State service in a law enforcement, security and/or public safety capacity.
- Should an incident occur on Federal land or facilities, local, county, tribal, and State law enforcement assets would only respond in a support capacity upon request to assist Federal assets, unless other written agreements exist.
- ESF #13 activities should not be confused with the activities described in the SERRP – Terrorism Incident Law Enforcement and Investigation Annex or other criminal investigative law enforcement activities.
- ESF #13 primary agency DPS facilitates coordination among supporting agencies to ensure that communication and coordination process are consistent with stated incident management missions and objectives.

Emergency operations will be carried out in conformity with agency Standard Operating Procedures (SOP). Each agency coordinator is responsible for updating their agency SOP.

This annex does not usurp or override the policies or mutual aid agreements of any local, county or tribal jurisdiction or government, State government or Federal Agency. Law enforcement activities and criminal investigations are conducted in conformance with existing codes and statues.

Introduction - Continued

Policy - Continued

- When activated, ESF #13 coordinates the implementation of State authorities that are appropriate for the situation and may provide protection and security resources, planning assistance, technology support, and other technical assistance to support incident operations, consistent with State agency authorities and resource availability.

Planning Assumptions

- In an emergency/disaster, law enforcement/safety measures may be needed to protect life and property.
- During an evacuation, traffic control personnel may be needed to ensure an orderly flow of traffic and proper parking at reception centers/shelters.
- The concentration of large numbers of people in shelters during an evacuation may necessitate police presence to preserve orderly conduct.
- Police patrols/surveillance will be needed in evacuated areas to prevent looting and protect property.
- Evacuation of prisons/jails may require additional personnel.
- Incidents of bombing, bomb threats, threats against individuals and the public, and arson to achieve political concessions and public notoriety are becoming more prevalent. Terrorist acts and violent activity may cause disastrous results. There is also the potential for immobilization of local law enforcement resources through bombing, blackmail or sniping activities. Acts of terrorism and other criminal activities may immobilize/overwhelm local law enforcement and require state support.
- In the event of an act of terrorism utilizing biological, chemical or nuclear agents (NBC) or accidents involving hazardous material, law enforcement personnel may be subject to decontamination processes or other personal protective measures prior to performance of assigned duties.
- Civil disturbances may result in injuries/damages requiring mobilization of enforcement resources.
- County and local law enforcement officials are responsible for law enforcement within their jurisdiction. A line of succession will be established to cover shifts/absences.

Concept of Operations

General

- The Governor will exercise direction of state response operations under authorities granted by Arizona Revised Statute (ARS §26-303).
- The Director ADEM, or designee, on behalf of the Governor, will coordinate operations and provide necessary emergency management direction for state agency response and recovery activities (ARS §26-305).
- Overall statewide coordination will be exercised from the State Emergency Operations Center (SEOC) upon its activation. State agency representative(s) will report to the SEOC upon the request of the Director, ADEM.
- ESF #13 is activated when State public safety and security capabilities and resources are needed to support incident operations. This includes threat or pre-incident as well as post-incident situations.

- When activated, the primary agency in collaboration with the SEOC Policy Section:
  - Assess public safety and security needs
  - Respond to requests for additional State and/or Federal resources
  - Respond to requests for planning/technical assistance from county, local, tribal and/or State agencies, or other ESFs.

Terrorist activities/threats will be handled according to the incident specific Terrorism Incident Law Enforcement and Investigation annex.

- ESF #13 manages support by coordinating the implementation of State and/or Federal authorities related to public safety and security and protection of property, including critical infrastructure, and mobilizing State security resources and technologies and other assistance to support incident management operations.
- ESF #13 maintains close coordination with State, county, local, and tribal and, if necessary, Federal officials to determine public safety and security support requirements and to jointly determine resource priorities.
- The primary agency (DPS) maintains communications with the SEOC to determine capabilities, assess the availability of resources, and track resources that have been deployed.
- Riots, crowd control, special events, etc., will be handled according to the Civil Disturbances Appendix to this ESF.

Actions

- When activated, the primary agency (DPS) deploys an on-call representative to the SEOC.
- The primary agency assesses the need for ESF #13 resources and coordinate response assistance and support in close cooperation with county, local, tribal authorities and DPS field elements.
- The primary agency may convene ESF #13 support agencies in a meeting or by conference call to coordinate State public safety and security assistance efforts.
- Resolution of resource and mission conflicts involving State public safety and security assets engaged in emergency operations is done by the SEOC Policy Section.

Incident Management Activities

While county, local, tribal, private-sector authorities and specific State departments/agencies have primary responsibility for public safety and security, ESF #13 provides State and Federal (upon request) public safety and security assistance to support prevention, preparedness, response, and recovery priorities in circumstances where locally available resources are overwhelmed or are inadequate, or where a unique State and/or Federal capability is required. This may include but is not limited to the following activities, when appropriate:

- Supporting incident management planning activities and pre-incident actions required to assist in the prevention or mitigation of threats and hazards. This includes:
  - Development of operational and tactical public safety and security plans to address potential or actual incidents of statewide or national significance.
  - Conducting of technical security and/or vulnerability assessments.
  - Deployment of State public safety and security resources in response to specific threats or potential incidents.
- Identifying the need for ESF #13 support and analyzing potential factors that affect resources and actions needed, such as mapping, modeling, and forecasting for crowd size, impact of weather, and other conditions on security, etc.
- Assisting in the establishment of consistent processes for issuing identification badges to emergency responders and other personnel needing access to places within a controlled area, and verifying emergency responder credentials.

- Facilitating security forces to support State, county, tribal (upon request) and local efforts (or to secure sites under State jurisdiction) to control access to the incident site and critical facilities.
- Coordination of security forces and establishing protective measures around the incident site, critical infrastructure, and/or critical facilities.
- Coordination of emergency protective services to address public safety and security requirements during incidents of statewide and/or national significance.
- Coordination for the protection of emergency responders and other workers operating in a high-threat environment.
- Providing for the protection of personnel and temporary storage facilities during distribution of supplies from the Strategic National Stockpile (SNS) while in State custody.
- Coordinating for surveillance to assist in public safety and security efforts, and providing appropriate technology support, as required.
- Coordinating for specialized security assets such as traffic barriers; chemical, biological, radiological, nuclear, and high-yield explosives detection devices; canine units; law enforcement personal protective gear; etc.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Public Safety & Security Annex and primary and support agencies. • Conducting periodic Public Safety & Security Annex and Appendices meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions
Department of Public Safety (DPS)	• Provides staffing to the SEOC to support ESF #13 when requested in accordance with ESF #5. • Identify and provide direction/coordination of state law enforcement activities/resources; • Coordinates control points and road blocks to expedite traffic to reception centers and prevent reentry of evacuated areas; • Coordinates for traffic control, law enforcement and security for damaged state property within their jurisdiction; • Coordinates escort services for mobile homes and other heavy equipment being moved to disaster sites; and • Provide support personnel and equipment to local/county law enforcement agencies as requested and as available.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Corrections (ADC)	• Identify specific ADC correctional facilities that may require evacuation by custody level and coordinate equipment, evacuation routes and alternate/shelter facilities. • Plan for care and security of ADC evacuated inmates • Identify specific ADC correctional facilities that may require Defend in Place strategies to be incorporated based on custody level and/or location. • Plan for care and security of those inmates that remain in ADC correctional facilities that are identified as Defend in Place based on available resources. • Provide assistance to impacted local/county law enforcement agencies in the evacuation/sheltering of jailed inmates as requested and as available.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate the SEOC to provide State coordination, direction, control and resource availability; • Coordinate with Federal government during Incidents of National Significance or Presidential Declared emergencies/disasters. • Coordinate with county, local, and tribal officials to determine the needs of the affected areas based on but not limited to the following categories: • Traffic Direction and Control. • Maintaining Security within the impacted area. • Additional Investigative resources • Coordinate with county, local, tribal and State law enforcement officials to determine the availability of additional resources and supplies outside of the impacted area(s). • Participate in a Joint Information System (JIS) with local, county, Tribal, Federal (if applicable) responders to ensure that unified messages and information are to the public and media. • Assist in establishing priorities for and the coordination of the transition of SEOC operations to recovery activities.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Assist with law enforcement activities. • Prevent looting in evacuated areas. • Provide interoperability communications links to multiple agencies.

Roles and Responsibilities - Continued

Support Agencies	Functions
Attorney General's Office (AGA) State Parks (ASP) University Police Departments (ASU, NAU, UA)	• Support local government activities with law enforcement personnel and equipment resources as requested and as available.
Department of Transportation (ADOT)	• Establish and execute traffic control plans to support movement to reception centers and prevent re-entry. • Provide alternate route plans for oversized equipment moving to the disaster sites. • Provide necessary waivers for disaster response equipment moving into the state on state roads and interstates.

LOCAL/ TRIBAL	
Local Law Enforcement (LLE) Tribal Police (TP)	• Provide public safety functions utilizing law enforcement resources. • Develop mutual aid procedures with adjacent law enforcement agencies and participate in the state Master Mutual Aid Compact.

FEDERAL	
Federal Emergency Management Agency (FEMA)	• Provide coordination with State Emergency Management/SEOC if Presidential Declaration or Incident of National Significance is declared. • Establish and coordinate Joint Field Office (JFO) if required.
Federal Bureau of Investigation (FBI)	• Oversee implementation of ESF #13 at the Federal level. • Identify and coordinate Federal resources as requested by State government units during an ESF #13 operation.
Other Federal Departments and Agencies	• Large areas of the state remain under the jurisdiction of the federal government, i.e., Department of Defense, Department of the Interior (BIA, BLM, NPS) and Department of Agriculture. • Federal agencies will provide primary law enforcement activities and coordination on federal lands.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in collaboration with the Department of Public Safety will be responsible for the development and on-going maintenance and administration of this Public Safety and Security Annex (ESF # 13).

Attachments and Appendices

Attachments

None

Appendices

Civil Disturbance Appendix

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State of Arizona

Emergency Response and Recovery Plan

ESF #13 - Civil Disturbance Appendix

ESF Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency

Department of Public Safety (DPS)

Support Agencies

STATE

Department of Corrections (ADC)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Liquor Licenses and Control
Department of Transportation (ADOT)
Game and Fish Department (AZGFD)
University Police Departments (ASU, NAU, UA)
Attorney General's Office (AGA)
State Parks (ASP)

LOCAL/TRIBAL

County Sheriff's Office (CSO)

FEDERAL

Department of Homeland Security (USDHS)
Federal Bureau of Investigation (FBI)

Introduction

Purpose

The purpose of this Appendix is to describe state resources and methodologies used to provide support to county, local and tribal (upon request) law enforcement of civil disturbance(s).

Scope

- ESF #13 – Civil Disturbance Appendix is typically activated in situations requiring extensive assistance to provide public safety and security where county, and local government resources are overwhelmed or are inadequate to control illegal activity. The activity may be organized (a strike or demonstration) or uncontrolled (a mob, riot and/or panicked disaster victims).
- This Appendix establishes the roles and responsibilities of state agencies involved in law enforcement activities during an illegal civil riot or other uncontrollable disturbance.

Introduction - Continued

Policies

- Local, county, and tribal authorities have primary responsibility for public safety and security and typically are the first line of response and support in these functional areas within their purview.
- The State's resources would include members of the Department of Public Safety (DPS), the National Guard (AZNG) and other State agency resources that the Governor can call into State service in a law enforcement, security and/or public safety capacity.
- The ESF #13 – Civil Disturbance Appendix primary agency DPS facilitates coordination among supporting agencies to ensure that communication and coordination process are consistent with stated incident management missions and objectives.

Planning Assumptions

- Government must respond to reports of civil disturbances. A civil disturbance involves illegal activity beyond control of a normal response. The activity may be organized (a strike or demonstration) or uncontrolled (a mob, riot and/or panicked disaster victims).
- Response to a civil disturbance is the responsibility of local law enforcement agencies.
- If the situation is beyond the capability of local law enforcement, support may be requested from neighboring law enforcement agencies.
- Assistance from certain state agencies (e.g., Department of Public Safety (DPS)) maybe requested by the local/county/tribal jurisdiction or government without a formal Governor's declaration of an emergency/disaster.
- To access the National Guard and/or other State resources and/or Federal assistance there must be a Local and/or County Declaration and then a Governor's Declaration before additional State and/or Federal assistance may be deployed.

Concept of Operations

General

ESF #13 – Civil Disturbance Appendix manages riot, illegal congregation, or crowd control support by coordinating the implementation of State and/or Federal authorities related to public safety and security and protection of property including:

- Critical infrastructure
- Mobilizing State security resources and technologies
- Other assistance to support incident management operations.

Concept of Operations - Continued

General - Continued

Response to a civil disturbance will depend upon the circumstances of each incident. The following activities may be deemed necessary in quelling the disturbance:

- Assess the situation;
- Establish Incident Command;
- Establish a perimeter around the area;
- Identify a staging area and secure it;
- Equip and brief other responding officers and transport them to the staging area; and
- Contact DEMA or the DPS Duty Officer (DO) to alert/request support resources.

Actions

Loca/Tribal

- Local government is responsible for coordinating all emergency law enforcement activities within its jurisdiction. All emergency operations should be directed using the National Incident Management System (NIMS) and the Incident Command System (ICS) with the local police authority, or appointed representative, directing operations as the Incident Commander, in a Unified Command, or Area Command structure.
- Response to a civil disturbance will depend upon the circumstances of each incident.

State Government

- Assistance from certain state agencies (i.e., Department of Public Safety (DPS)) maybe requested by the local/county/tribal jurisdiction or government without a formal Governor's declaration of an emergency/disaster.
- Requests for Federal law enforcement assistance under the Emergency Federal Law Enforcement Assistance Act will be coordinated with the United States Attorney General or his/her designee, prior to actual deployment.

Federal

- The Federal government may provide additional law enforcement either with Federal Uniformed law enforcement officers and/or;
- Federal military assistance under 10 U.S.C. Chapter 15 is available through the U.S. Attorney General Office.
- The President may also use the military in a state to enforce Federal law or to protect constitutional rights. Pursuant to 10 U.S.C. 331-334, the President will ultimately determine whether to use the Armed Forces to respond to a law enforcement emergency.
- Under Title 10 authority, the President may federalize and deploy all or part of any state's National Guard.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Public Safety & Security Annex and primary and support agencies. • Conducting periodic Public Safety & Security Annex and Appendices meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions
Department of Public Safety (DPS)	• Provides staffing to the SEOC to support ESF#13 when requested in accordance with ESF#5. • Identify and provide direction/coordination of state law enforcement activities/resources; • Coordinate for staffing of control points and road blocks to expedite traffic to reception centers and prevent re-entry of evacuated areas; • Coordinate for traffic control, law enforcement and security for damaged state property within their jurisdiction; • Coordinate for escort services for mobile homes and other heavy equipment being moved to disaster sites; and • Provide support personnel and equipment to local/county law enforcement agencies as requested and as available.

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Provide resource support • Provide armed support to guard against looting and support to local/county/state law enforcement.
- Division of Emergency Management (ADEM)	• Activate the SEOC • Coordinate state resource assistance to the threatened area • Request and coordinate Federal assistance (if required).
Department of Transportation (ADOT)	• Support law enforcement with barricades and other forms of access control.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Corrections (ADC) Department of Liquor Licenses and Control Game and Fish Department (AZGFD) Attorney General's Office (AGA) State Parks (ASP) University Police Departments (ASU, NAU, UA)	• Support local government activities with law enforcement personnel and equipment resources as requested and as available.

LOCAL/TRIBAL	
County Sheriff's Office (CSO)	• Support local municipalities • Provide traffic control on county roads • Perform normal law enforcement activities • Participate the County EOC to coordinate mutual aid • Alert ADEM/DPS-DO of the situation and to request assistance.

FEDERAL	
Department of Homeland Security (DHS)	• Provide coordination with State Emergency Management/SEOC if Presidential Declaration or Incident of National Significance is declared. • Establish and coordinate Joint Field Office (JFO) if required.
Federal Bureau of Investigation (FBI)	• Oversee implementation of ESF #13 at the Federal level. • Identify and coordinate Federal resources as requested by State government units during an ESF #13 operation.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Appendix. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Plan Development and Maintenance

DPS, in conjunction with ADEM, are responsible for the development and maintenance of this Appendix.

Attachments

Attachments

None

State of Arizona

Emergency Response and Recovery Plan

ESF#14

Recovery and Mitigation Annex

ESF Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Commission for the Deaf & Hard of Hearing (ACDHH)
Commission of Indian Affairs (ACIA)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Arizona Commerce Authority
Department of Economic Security (DES)
Department of Education (ADE)
Department of Environmental Quality (DEQ)
Department of Fire, Building and Life Safety (DFBLS)
Department of Health Services (ADHS)
Department of Housing (ADOH)
Department of Insurance (ADOI)
Department of Public Safety (DPS)
Department of Real Estate (ADRE)
Department of Revenue (ADOR)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game & Fish Department (AZGFD)
Health Care Cost Containment System (AHCCCS)
Department of Administration (ADOA)
Attorney General's Office (AGA)

STATE - continued

Registrar of Contractors (AZROC)
State Forestry Division (ASFD)
State Parks Department (ASP)

VOLUNTARY

American Red Cross
The Salvation Army (TSA)
Arizona Statewide Independent Living Council (AZSILC)
Arizona Voluntary Organizations Active in Disasters (Arizona VOAD)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)

PRIVATE

Arizona State Bar Association
- Young Lawyers' Section

FEDERAL

Federal Emergency Management Agency (FEMA)
Small Business Administration (SBA)

Introduction

At the core of the recovery effort is the preparation and planning implemented by the local community itself. The intention of state and federal agencies is ultimately to serve the needs of these communities by supporting local efforts, not investing more into the community than it invests into itself. Building a resilient, redundant, local support network that includes all stakeholders (public, private, and volunteer) ensures more consistent outcomes and greater long term stability, which is one of the most important factors for consistent and healthy community growth.

Because each community has unique needs and resources that only it can be aware of and manage, only that community has the ability to prioritize and prepare for the inevitable disaster event that may compromise it. The sense of urgency to plan and prepare during steady state is the key to finding the resources in time and effort that will pay great dividends during disaster state, when the planning and decision making process will be severely compromised by the pressure to take action.

Purpose of the Framework

The framework defines an approach that addresses the complexity of long term recovery with adaptability, flexibility, and provides guidance to all recovery partners and stakeholders:

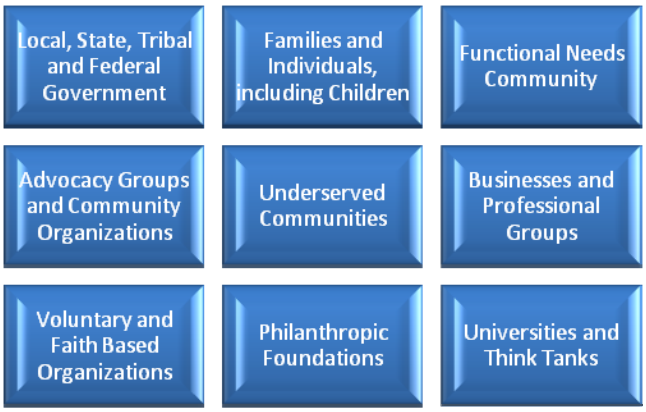


Figure 1: Holistic disaster recovery is a complex process which includes partners and stakeholders from all aspects of a community. Figure 1 depicts some of the organizations that should typically be involved with disaster recovery to ensure the needs of the entire community are recognized.

Experience with recent disasters highlights the need for additional guidance, structure, and support specifically directed towards efforts for long term recovery via a disaster recovery framework. The Framework does not replace Emergency Support Function (ESF) #14 within the State Emergency Response and Recovery Plan (SERRP). The function of the Framework is to augment ESF #14 by providing the flexibility to activate only the Recovery Support Functions (RSFs) necessary to fully address the need as demonstrated by the declared event. The Framework and RSFs can be activated by the ADEM Director for either a state or federally declared event.

Leadership is needed to ensure an inclusive process that is realistic, well planned, and clearly communicated in order to instill confidence that recovery goals can be achieved.

a. Governments and voluntary organizations can provide assistance to track progress, ensure accountability, and make adjustments to ongoing assistance.
b. State Recovery Coordinators (SRC) are established to provide cohesion, focus on recovery efforts, and to help ensure that all who have capability are actively engaged.
c. Recovery Support Functions are six groupings of federal agencies designed to provide a central point of last resort support for communities for key functional areas.

The overall focus of recovery is on how best to restore, reconstruct, and redevelop the social, natural, and economic fabrics of the community, and encompasses more than the restoration of the community's physical structures to their pre-disaster conditions. The elements of the Arizona Disaster Recovery Framework concentrate on government actions at all levels to support and expedite recovery.

The Arizona Disaster Recovery Framework is in support of the National Preparedness Goal (2011) that was derived from Presidential Policy Directive 8: *National Preparedness* (PPD-8). PPD-8 defines national preparedness as "a shared responsibility of our whole community." This framework is a cornerstone in achieving resiliency. By incorporating the AZDRF principals in community preparedness; timely restoration, strengthening, and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic, and environmental components of our state can be achieved more effectively during emergencies and catastrophic incidents.

Achieving Disaster Recovery

Measuring Recovery Success

Achieving a successful recovery from a disaster can look differently depending on the nature and scope of the event. However, the figure below represents broad concepts that will be applicable to most incidents and can be used to show progress and accomplishments. Some key measures of success are:

- The community successfully **establishes and meets its priorities** to overcome the impacts of the disaster.
- The community **reestablishes an economic and social base** that instills long-term confidence in the local citizens and businesses and incorporates the general public in the recovery efforts.
- The community seeks **opportunities for resilience** in the event of future disasters as it rebuilds and strengthens both physical and economic infrastructure.
- The community **leverages established partnerships** with other communities, counties, the State, Tribal Nations, the Federal Government, and volunteer organizations to address short-term and long-term resource needs.
- The community **follows established financial and administrative processes** for procuring resources and documenting costs associated with recovery operations to ensure both control of expenditures and reimbursement, if sought, from available sources. This greatly reduces the cost of the event to the community as a whole.

Figure 2: Measuring disaster recovery requires a community to first set realistic and achievable goals. In addition to creating specific goals following an incident, generic goals that will apply to all incidents should also be used to monitor progress.

It is important to remember that recovery cannot be defined by the community's return to pre-disaster circumstances when such circumstances are no longer sustainable, competitive, or functional to the post-disaster community. The community must be informed and evaluate all options and alternatives, and avoid simple restoration of an area that may not be sustainable or meet long term needs. Disaster recovery often provides an opportunity to redesign a facility or process within the community to strengthen its capabilities and resources moving forward and mitigate the effects of future events.

Recovery Target Capabilities

Recovery can be divided into three operational phases, all of which overlap to some extent: short-term/ immediate needs; intermediate; and long-term recovery. In each phase, several key items should be addressed by the community to ensure the most efficient and effective use of resources. With the assistance and support of pre-identified partners, the community can lead the way in addressing the following:

Structural Damage Assessment (short term, immediate recovery operations)

- Develop and maintain plans, procedures, programs, and systems
- Develop and maintain training and exercise programs
- Activate structural damage assessment
- Direct structural damage assessment operations
- Conduct inspections and assessments
- Provide mitigation and technical assistance
- Demobilize structural damage assessment

Restoration of Lifelines (intermediate term, stabilization operations)

- Develop and maintain plans, procedures, program, and systems
- Develop and maintain training and exercise programs
- Direct mechanisms to facilitate the restoration of lifelines
- Activate restoration of lifelines
- Implement restoration of lifelines
- Demobilize restoration of lifelines operations

Economic and Community Recovery (long term community recovery)

- Develop and maintain plans, procedures, programs, and systems
- Develop and maintain training and exercise programs
- Direct economic and community recovery operations
- Activate economic and community recovery
- Assess and prioritize recovery needs
- Provide monetary relief
- Provide non-monetary relief
- Demobilize economic and community recovery

Recovery Roles and Responsibilities

The Whole Community Approach

Numerous factors contribute to the resilience of communities and effective emergency management outcomes. Three principles that represent the foundation for establishing a Whole Community approach to emergency management are: understanding and meeting the actual needs of the whole community, engaging and empowering all parts of the community and strengthening what works well in communities on a daily basis. The benefits of the Whole Community approach include: a more informed, shared understanding of community risks, needs and capabilities; an increase in resources through the empowerment of community members; and, in the end, more resilient communities. Steps taken to incorporate Whole Community concepts before an incident occurs will lighten the load during response and recovery efforts through the identification of partners with existing processes and resources who are available to be part of the emergency management team. The Whole Community approach produces more effective outcomes for all types and sizes of threats and hazards, thereby improving security and resiliency nationwide.

Individuals and Families

- Need to prepare for and manage own recovery to the extent possible.
- Become educated in order to self-assess risk exposure and identify measures that can be taken to mitigate potential risks and protect themselves from threats.
- Maintain adequate savings, insurance, and cash reserves on hand as contingencies for unexpected events, disasters, and potential interruptions in employment that arise from these conditions.
- After a disaster, prioritize recovery needs and goals, implement recovery plans, and actively participate in post disaster recovery planning.

Private Sector

- Plays a critical role in establishing public confidence immediately after a disaster event.
- Owns the vast majority of critical infrastructure, for which recovery plays a major role towards influencing and affecting the overall recovery of the community, region, or entire nation.
- Private sector resources form the largest and most accessible basis for the community or region to draw from in recovery efforts.
- Work towards developing business models that are adaptable to operate in a disaster event.
- Develop and test contingency, continuity, and restoration plans, while taking into account worker safety and health and allowing for potential employee unavailability or attrition due to a disaster event.
- Educate and train employees to practice business mitigation and preparedness activities. Incorporate mitigation measures in design and construction or hardening of facilities. Mitigate risks from disasters by relocating from hazardous areas or elevating critical infrastructure, and carry adequate insurance to rebuild damaged facilities or survive a disruption in work.
- Develop networks to strengthen coordination between businesses, government entities, community organizations, and other stakeholders that are mutually beneficial during steady state and in times of a disaster event.
- After a disaster occurs, communicate the status of operations, supply chain, and restoration challenges and timelines. Mobilize employees or community at large to utilize available resources and reopen operations as quickly as possible to provide essential goods and services to the community.
- Donate goods and services, provide facilities and office space, including bathrooms and sleeping accommodations to local governments and groups assisting in the recovery effort.
- Funnel resources through non-profit organizations and provide direct services, including technical assistance for the implementation of temporary distribution systems of essential goods, services, and communications.

Non-Profit Sector

- Can directly supplement where government authority and resources cannot be applied to meet obligations that otherwise cannot be met due to legal limitations of public funding, resources, and authority.
- Before a disaster event, work to build relationships with the private sector, emergency managers, recovery officials, and other stakeholders in their communities to have an active voice in the recovery process.
- Actively participate in local recovery planning to articulate resources and capabilities and establish partnerships and support linkages between stakeholders. Build the lessons learned from experience across the entire organization into the local planning process and into the State Voluntary Organizations Active in Disaster (AZVOAD).
- After a disaster occurs, can provide specific relief aid, recovery resources, and support services to vulnerable and underserved groups of individuals and communities as necessary, including support for functional needs groups to maintain independence.
- Provide emotional, spiritual care, case management expertise, and training for care givers and training to support individuals' implementation of their own disaster recovery plans.
- Provide housing repair and reconstruction services that comply with applicable architectural standards
- Provides advocacy services for disaster affected communities to help with the complexities of governmental and other recovery programs.

Local Government

- Hold the primary role in planning for, leading, and managing all aspects of community recovery, as well as adaptation, codification, and enforcement of the majority of mitigation and resilience measures, and ensures that all recovery related dialogue is accessible to all community groups.
- Lead the community in preparing mitigation and recovery plans, raising hazard awareness, and educating the public of available tools and resources to enhance future resilience, as well as establishing agreements for mutual aid and surge capacity in the event of a disaster.
- Prior to the disaster, articulate recovery needs and priorities to facilitate support and collaboration with the State and Federal Government, and private and non-profit organizations, and pre-identifies a structure and local coordinator for managing recovery.
- Inform and educate the community to proactively address mitigation principles and best practices in anticipation of future disaster events, and seek state guidance on mitigation programs and promote adoption of mitigation measures in the community.
- After a disaster, ensure integrated efforts across all government offices, the private sector, and non-governmental organizations during the implementation phase of recovery projects and activities.
- Lead the outreach effort to all constituents and stakeholders to support an inclusive post-disaster recovery planning process, and communicate/coordinate with other levels of government involved in the recovery.
- Receive and manage private, State, and Federal grant resources, and ensures effective and non-discriminatory use of funds, while enforcing accountability and compliance.

State Government

- Manage and drive the coordination of the overall recovery process within the State and possess the basis for all legal authority in the State to enable disaster recovery through legislation, regulation, and management or direction of State and Federal resources.
- Lead the Statewide pre-disaster recovery and mitigation planning efforts, and establish and manage requirements and incentives for pre-event disaster recovery preparedness and planning as well as hazard mitigation actions.
- Encourage and guide communities and local governments to become informed about and understand the full range of mitigation programs and options available through the State government.
- Identify recovery activities that are either primarily the responsibility of State government or beyond the capability of local government.
- After the disaster occurs, coordinate with local, regional, Tribal, and Federal Government and agencies, private business, nonprofit organizations, and other stakeholders on recovery planning and assistance.
- Receive, record, and manage Federal grant resources; ensure efficient, nondiscriminatory and effective use of the funds, and enforce accountability and legal compliance.
- Support local governments in their oversight of volunteer and donation management.
- Appoint State Recovery Coordinators (SRC) to lead and coordinate recovery dedicated organizations, plans, and initiatives.

Tribal Nations

There are **22** Tribal Nations in Arizona. The following Tribes in Arizona have been established by treaty, executive order or a congressional act:

- Ak-Chin Indian Community
- Cocopah Indian Tribe
- Colorado River Indian Tribes
- Fort McDowell Yavapai Nation
- Fort Mojave Indian Tribe
- Gila River Indian Community
- Havasupai Tribe
- Hopi Tribe
- Hualapai Tribe
- Kaibab Paiute Tribe
- Navajo Nation
- Pascua Yaqui Tribe
- Pueblo of Zuni
- Quechan Tribe
- Salt River Pima-Maricopa Indian Community
- San Carlos Apache Tribe
- San Juan Southern Paiute
- Tohono O'odham Nation
- Tonto Apache Tribe
- White Mountain Apache Tribe
- Yavapai Apache Nation
- Yavapai Prescott Indian Tribe

Tribal governments are sovereign nations that exercise their right to self-determination by maintaining the welfare and well-being of their Tribal members, lands, and culture. As sovereign nations, Tribes are responsible for the safety, security, health, and well-being of their lands and people. The Tribes in Arizona share a unique relationship with Federal, State, and county governments and are encouraged to collaborate with all levels of government during the recovery process on Tribal land.

The Arizona Division of Emergency Management, to the extent practicable, engages Tribal Governments in emergency management to ensure meaningful consultation.

The Tribes in Arizona are the primary caretakers of their land, people, and traditions. The Arizona Disaster Recovery Framework provides a path to coordinating disaster recovery services, resources, and assistance to each Tribe within Arizona. It is important that before ADEM executes objectives within the AZDRF that proper consultation on Tribal traditions, culture, processes, and Government structure are mutually understood. Tribal natural, historical, and cultural resources are extremely important to Tribes and to the State of Arizona; therefore, collaboration with Native American Tribes during the recovery process is critical and important.

Arizona Revised Statute (A.R.S.) Section 41-844. Duty to report discoveries; disposition of discoveries; definitions

"A person in charge of any survey, excavation, construction or other like activity on any lands owned or controlled by this state, by any public agency or institution or the state, or by any county or municipal corporation within state shall report promptly to the director of Arizona state museum the existence of any archeological, paleontological, or historical site or object that is at least fifty years old..."

Federal Government

State and Tribal Governments with their responsibility to manage and drive the coordination of the recovery process.

Disasters that exceed the capacity for local and State resources, or those that impact Federal property or other areas of primary Federal Jurisdiction, including national security interests, are supported by the Federal Government engagement of all necessary department and agency capabilities needed for the recovery effort.

The duration and extent of Federal support is scaled to the size and impact of the disaster. Prior to a disaster, the Federal Government has the responsibility to assist State and local governments in recovery planning efforts. The Federal Government facilitates sharing of planning best practices and recovery plans adopted by various states and local jurisdictions.

The Federal Government is responsible to ensure that tax dollars are spent to reduce or eliminate future hazard risk and increase resilience in a manner consistent with national law and policy.

After a disaster, the Federal Government can support and supplement local and State efforts via technical and financial assistance, consistent with existing authorities and the private sector, and can deploy a Federal Recovery Coordinator (FRC) if necessary to help establish a coordination structure in close collaboration with affected State, Tribal, and local governments.

Concept of Operations

Leadership Structure

Community Policy Group:

- Identify issues and needs of the community;
- Prioritize those issues/needs;
- Identify changes or opportunities they would like considered;
- Identify local/county/State/SME partners and organizations, members, or leaders that they would like to see as participants in the Long Term Recovery (LTR) Task Force.

Long Term Recovery Task Force:

- Provide clarity to community issues/needs as identified by the Policy Group;
- Discuss and identify changes, opportunities, and challenges;
- Develop goals and objectives;
- Identify workgroup partners (local/county/state/SME partners and organizations) that can address and work on individual issues identified.

Workgroups convene:

- Take the broad issues and needs defined by the LTR Task force and consider changes, opportunities, and challenges for those identified issues/needs;
- Take the goals and objectives identified by the LTR Task Force and develop concepts, alternatives, benefits, challenges, and impacts.
- Identify resources that will accomplish the goals/objectives identified;
- Report workgroup products back through the LTR Task Force to the Policy Group.

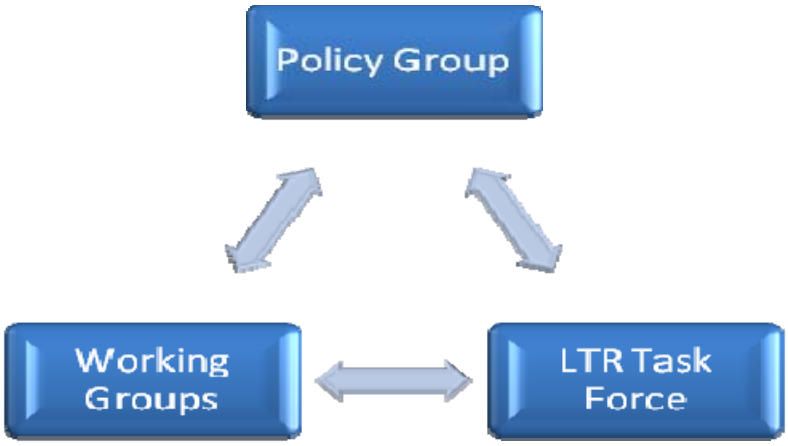


Figure 3: These three groups should work seamlessly to determine and accomplish disaster recovery goals and objectives. This applicable to all State/Tribal/county/local recovery operations.

Recovery Support Functions (RSF)

Recovery Support Functions are the coordinating structure for key functional areas of assistance. Purpose is to support local governments by facilitating problem solving, improving access to resources, and fostering coordination between State and local jurisdictional agencies.

RSFs bring together core recovery capabilities of State departments and agencies and other supporting organizations, including those not active in emergency response, to focus on community recovery needs.

Recovery Support Functions are organized into six manageable components, bringing together relevant stakeholders and experts during steady-state planning and when activated post-disaster to identify and resolve recovery challenges:

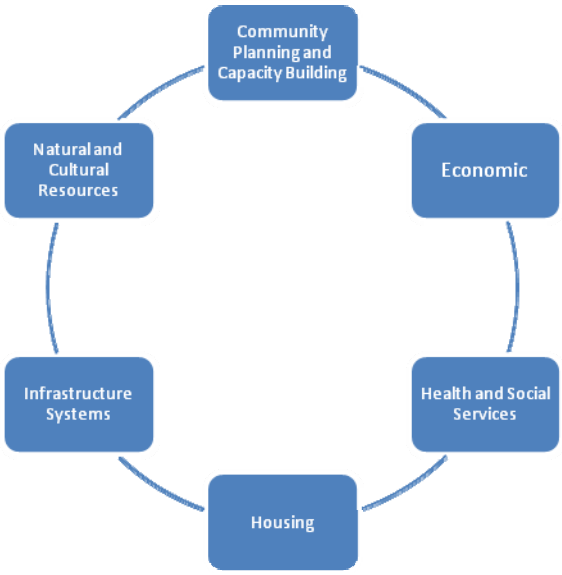


Figure 4: These are the six Recovery Support Functions (RSFs) as defined by the National Disaster Recovery Framework. Each can be individually activated, as necessary, to meet recovery needs.

Differences and Relationship between ESFs and RSFs

Recovery Support Function structure coexists with and builds upon the Emergency Support Functions under the National Response Framework.

RSFs are different from ESFs in that they have different mission objectives, partnerships, approaches, time spans, and organizational structure.

RSF Mission Objectives:

a. To facilitate the identification, coordination, and delivery of State assistance needed to supplement recovery resources and efforts by local jurisdictions, as well as private and nonprofit sectors.
b. To encourage and complement investments and contributions made by the business community, individuals and voluntary, faith based and community organizations.

Because recovery cannot wait until those occupied with response have time and space to start thinking about recovery, a discrete and well-resourced recovery focus is established up front to ensure that communities are well positioned for major reconstruction and redevelopment.

The State Disaster Recovery Coordinator will engage with the Recovery Support Function agencies to organize and coordinate State recovery assistance as the level of response activities declines, and RSF coordinators will work closely with ESF leads to share information about impacts, assistance provided, and working relationships at all levels.

It is essential that State partners address responsibilities across the recovery continuum, including preparedness, mitigation, and development activities as well as post-incident stabilization and recovery actions by creating supporting guidance and tools for recovery implementation.

RSF Roles and Responsibilities:

Each Recovery Support Function has a designated coordinating agency along with primary agencies and supporting organizations with programs relevant to that particular functional area.

The RSF coordinating agency, with the assistance of the Arizona Division of Emergency Management (ADEM), provides leadership, coordination, and oversight for that particular RSF, and ensures communication and coordination between primary agencies and support organizations.

An RSF primary agency is an agency with significant authorities, roles, resources or capabilities for a particular function within an RSF, and these agencies orchestrate State support within their functional area for an affected jurisdiction and may lead interagency field assessment or support teams as necessary.

Support organizations are those entities with specific capabilities or resources that support the primary agency in executing the mission of the RSF. The primary distinction

between support and primary organizations is the frequency with which the agency may be expected to actively participate in an RSF operation.

When coordinating agencies are activated as an RSF, primary agencies and supporting organizations are expected to be responsive to RSF-related communication and coordination needs.

Planning Assumptions

Different Approaches to Plan Development

Stand Alone Long Term Redevelopment/Recovery Plan:

a. Provides a single reference for guiding action and decision making during recovery and detailing steps that can be taken before a disaster strikes to speed the recovery process.
b. Provides the strategy and action plan, but other local plans must support the strategy through policy, regulations, procedures, and projects.

Adoption of a Post-Disaster Redevelopment/ Recovery Ordinance:

a. Can be the result of developing a comprehensive, stand alone plan or the first step in preparing for long term redevelopment after a disaster.
b. Should address temporary regulations (building moratoria and repair permitting) and the establishment of a redevelopment task force or advisory body.

Regional Scale Focus

a. Can guide integration of post disaster redevelopment across a broader array of potential resources and incorporate mutual aid or memoranda of understanding across jurisdictional boundaries.
b. For smaller counties and those with similar disaster vulnerability, a regional plan can be an economical way to develop a plan with limited resources.
c. Can be topic-specific to narrow the range of strategic consensus that must be achieved among a number of stakeholders in order to procure effective action plans.

Key Planning Criteria

Individual and Family Empowerment	•Empower people by assisting them with compassion and respect •Assist in guiding them towards the opportunities, resources, and tools to meaningfully participate in their own recovery
Leadership and Local Primacy	•Encourage informed and coordinated local leadership that embraces its lead role •Support local leaders to plan for and manage all aspects of the community recovery effort
Preparation for Recovery	•Establish a higher state of resilience through preparation and pre-disaster planning •Reinforce relationships and understanding through group planning and exercises •Develop coordination structures between all stakeholders and implement cross training of personnel for contingency and continuity of operations
Partnership and Inclusiveness	•Collaboration can drive innovation through fostering and strengthening community relationships with multiple stakeholders and multiple jurisdictions •Cultural competency, diversity, and sensitivity should be understood and respected at all levels and at all times •Proactive partnerships ensure that all stakeholders have a voice and a place at the table for recovery planning and implementation
Communications	•Frequent, clear, consistent, and culturally sensitive communication of critical recovery information should be delivered through a process that is inclusive of and accessible to all stakeholders •Properly manage expectations for the actual pace, requirements, and time needed to achieve recovery •Provide for a feedback mechanism to monitor progress
Unity of Effort	•Coordinate and focus all available disaster recovery assistance resources toward an agreed upon set of recovery processes and priorities developed at the community level •Support a transparent process through which the community can come together to engage in a healthy and productive dialogue on their recovery priorities •Incorporate a mechanism whereby conflicts arising out of unmet expectations can be resolved through the efforts of the group
Timeliness and Flexibility	•Uphold the value of timeliness, efficiency, and flexibility in coordinating and delivering recovery activities and assistance •Ensure plans, programs, policies, and practices are adaptable to meet unforeseen, unmet, and evolving recovery needs
Resilience and Sustainability	•Promote implementation of practices that minimize risk to all hazards and strengthen the community's ability to withstand and recover from future disasters •Candidly and realistically explore trade-offs in appropriately managing potential risks, based on effective assessment and evaluation techniques that incorporate a *systems thinking perspective and holistic viewpoint*
Mitigation	•Identify and promote mitigation opportunities during all phases and in all areas of recovery •Opportunity for change and implementing mitigation efforts begins with the Policy Group The Policy Group should encourage the task force(s) and workgroups to identify and present all mitigation opportunities that could be implemented during recovery

Figure 5: Above are the core principles of disaster recovery as put forth by the National Disaster Recovery Framework, that when put into practice, maximize the opportunity for achieving recovery success. In order for disaster recovery to be successful, planning for recovery and resilient communities must begin prior to an incident.

Preparedness for Successful Disaster Recovery

A Long Term Recovery/Redevelopment Plan

- Identifies policies, operational strategies, and roles and responsibilities for implementation that guides decisions regarding long term recovery after a disaster.
- Emphasize seizing opportunities for hazard mitigation and community redevelopment after a disaster consistent with the goals of the plan and with full participation of the citizens.

There are three types of resources that are critical to be able to act effectively and efficiently following a disaster:

Figure 6: Administrative capacity, technical knowledge, and tangible resources all promote effectiveness and efficiency in disaster recovery. These items can all be planned for and tested in advance of a disaster to ensure they are in place and ready to respond when needed.

Benefits of a Long Term Recovery/Post Disaster Redevelopment Plan

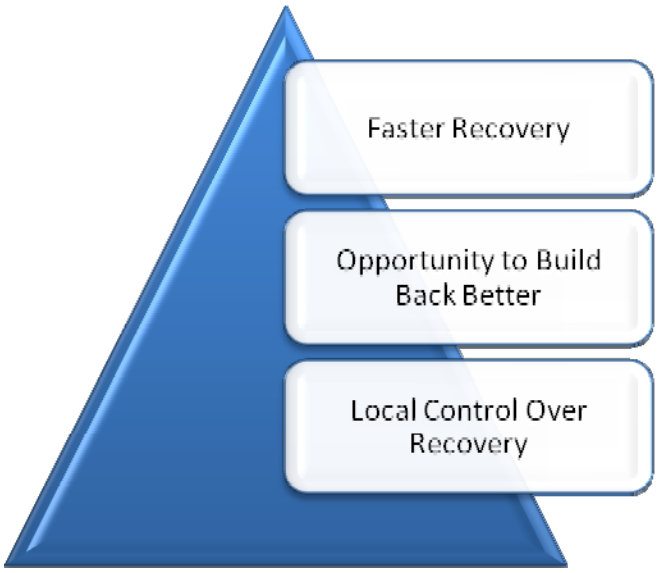


Figure 7: Disaster recovery that begins and remains at the local level, often leads to the most successful recovery.

Key Ingredients for Plan Success

Figure 8: Leadership is often the driving force behind disaster recovery. As stated in the National Disaster Recovery Framework, every incident should have strong leadership and community "champions," who continue to progress the recovery process.

Training and Exercises

Just as response organizations and entities understand that their performance and effectiveness during actual events depends much upon preparation and training, recovery functions must also be practiced and exercised to give greater probability that the recovery will be efficient, effective, and successful. Most of the recovery effectiveness will depend upon the ability of the local jurisdiction to create actionable intelligence for the policy group.

Developing recovery capabilities and performance based exercises that follow the Homeland Security Exercise and Evaluation Program (HSEEP) standard will foster recovery preparedness. Discussion and operations based exercises; provide the ability for the community to address opportunities in their recovery plan during steady state conditions. Exercises also allow for corrective actions with any issues identified.

A key component of both incident response and recovery is the financial and administrative sections that must identify, track, and resolve all costs associated with the event. A well-designed exercise incorporates and integrates this function at all levels. Studies have shown that an average of between 30-50% losses in reimbursement is incurred from the beginning of incident response unless these functions are executed and supported effectively.

Post Disaster Planning

Organizing recovery priorities and tasks through the use of a planning process by assessing risk, evaluating the conditions and needs after a disaster, setting goals and objectives, identifying opportunities to build in future resilience through mitigation, compliance with standards for accessible design, and identifying specific projects in areas of critical importance to the overall recovery.

Using a process that is community driven and locally managed, designed to promote local decision making and ownership of the recovery effort, and promoting inclusive and accessible outreach by working collaboratively with and through groups of people affiliated by proximity and common interest to maximize stakeholder and

public involvement. Such a process should also provide for well defined activities and outcomes aimed at achieving a recovery with schedule and milestones for progress.

Utilize screening/assessment tools in order to guide the planning process and expedite awareness of what factors will be considered in moving forward with an organized, clear set of criteria for utilization of recovery resources.

A scoring system can be used to help prioritize recovery resources based on a pre-determined criterion of community needs, and based on feedback and interaction with community with public input and comment on an ongoing basis to ensure that the plan remains relevant and current.

Plan Administration and Maintenance

Basic Plan

a. DEMA – ADEM will be responsible for the research and development of the Arizona Disaster Recovery Framework in its entirety to include any related documents and Appendices.
b. ADEM Recovery Section will be responsible for executing on-going maintenance and administration of the AZDRF. ADEM Recovery Section shall plan maintenance according to a yearly maintenance schedule.

Recovery Support Functions (RSF)

a. ADEM Recovery Section will be responsible for managing information collected, analyzed and included into each AZDRF Recovery Support Function (RSF).
b. ADEM Recovery Section will contact all agencies represented in each RSF to confirm status and participation.
c. ADEM Recovery Section will update information into each recovery support function such as points of contact, program changes, and information relative to statutory changes in Arizona State Law.

Yearly Revision

a. ADEM Recovery Section will review the AZDRF in its entirety once a year to ensure accuracy.

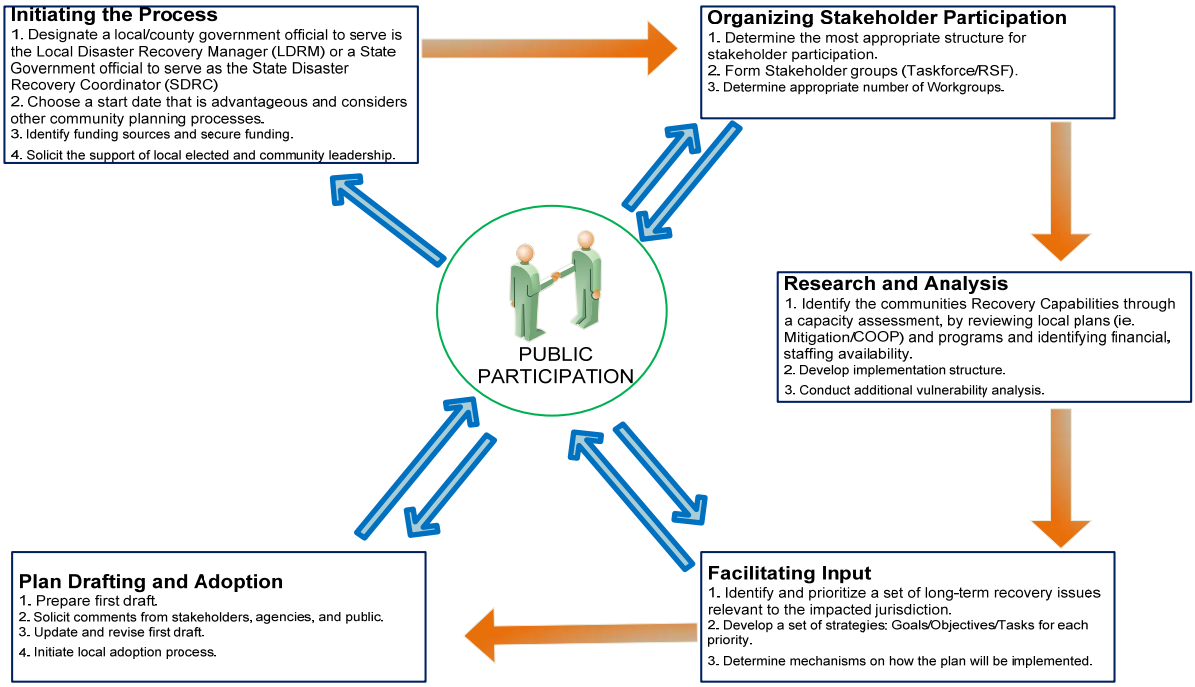
Attachments and Appendices

The following Attachments and/or Appendices to this Annex have been added to the SERRP with the intent of providing additional and more explicit incident specific recovery activities. Appendices may be activated concurrent with the activation of ESF #14 or separately under its own tasking and assignments as dictated by the incident.

Appendices

1. Post Disaster Redevelopment Planning Process
2. ESF/RSF Crosswalk

The Post-Disaster Redevelopment Planning Process



ESF RSF Crosswalk Matrix

Emergency Support Function (AZ-ESF)	Recovery Support Function (AZ-RSF)
ESF #1 Transportation	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems
ESF #2 Communications	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #3 Public Works and Engineering	• Community Planning and Capacity Building • Infrastructure Systems • Housing
ESF #4 Fire Services and Wildland Fire	• Community Planning and Capacity Building • Infrastructure Systems
ESF #5 Emergency Management	• Community Planning and Capacity Building • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #6 Mass Care	• Community Planning and Capacity Building • Health and Social Services • Housing
ESF #7 Resource Support	
ESF #8 Health and Medical Services	• Community Planning and Capacity Building • Health and Social Services
ESF #9 Urban Search and Rescue	
ESF #10 Oil and Hazardous Material Response	• Community Planning and Capacity Building • Health and Social Services
ESF #11 Agriculture and Natural Resources	• Community Planning and Capacity Building • Economic • Natural and Cultural Resources
ESF #12 Energy	• Community Planning and Capacity Building • Infrastructure Systems
ESF #13 Public Safety and Security	• Community Planning and Capacity Building • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #14 Recovery	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #15 External Affairs	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources

In

In

In accordance with A.R.S. § 26-303.E.2., *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain state departments, agencies, counties, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above in Roles and Responsibilities

Appendices

attached Appendix regarding Long Term Recovery

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Infrastructure Systems Appendix

RSF Coordinator:

Arizona Department of Transportation (ADOT)

Primary Support Agencies:

Arizona Department of Water Resources (ADWR)

Department of Emergency and Military Affairs (DEMA)

Support Agencies and Organizations:

STATE

Department of Administration (ADOA)

Department of Environmental Quality (DEQ)

Department of Fire, Building and Life Safety (DFBLS)

Department of Health Services (ADHS)

Game & Fish Department (AZGFD)

State Forestry Department (ASFD)

VOLUNTARY

American Red Cross

The Salvation Army (TSA)

Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Citizens Corps Programs

- Community Emergency Response Team (CERT)

PRIVATE (NGO)

FEDERAL

Federal Emergency Management Agency (FEMA)

Small Business Administration (SBA)

Natural Resource Conservation Service (NRCS)

US Department of Agriculture (USDA)

- US Forest Service (USFS)

US Department of the Interior

Introduction

MISSION

The mission of the Infrastructure Systems Recovery Support Function is to facilitate the integration of the capabilities of the State Government to support local, county, and Tribal governments and other infrastructure owners and operators in their efforts to achieve recovery goals relating to the State's multiple infrastructure systems.

FUNCTION

The core recovery capability for infrastructure systems is the ability to efficiently restore the infrastructure systems and services to support a viable, sustainable community and improve resilience to and protection from future hazards. The Infrastructure Systems Recovery Support Function promotes a holistic approach to disaster recovery coordination, support, planning and implementation for infrastructure systems that serve the community. This includes single and multijurisdictional areas and regions.

The Infrastructure Systems Recovery Support Function Coordinating Agency conducts operations in accordance with its authorities and resources to provide vital public leadership to strengthen our State's security, reduce risks from disasters, and expedite the recovery of critical infrastructure/key resources that impact our citizens. When appropriate, the Coordinating Agency, working together with DEMA/ADEM, facilitates and promotes the efforts of the RSF primary and supporting agencies to ensure those agencies with the requisite authorities, expertise, and resources are positioned to provide assistance to and collaborate with public and private sector infrastructure partners to the extent authorized by law. The Infrastructure Systems Recovery Support Function Coordinating Agency does not directly undertake, however, any operational recovery or engineering activities outside the scope of its authorities and resources.

The Infrastructure Systems Recovery Support Function serves as a collaborative forum for State Government engagement with county, local, Tribal and private sector representatives to focus on public infrastructure services that can reduce risks from disasters and expedite recovery. The collaborative efforts of this RSF involve government and private sector partners with expertise in public engineering services, as appropriate, across the infrastructure sectors identified through the *National Infrastructure Protection Plan (N I P P) Partnership Framework*.

Therefore, the scope of this RSF includes, but is not limited to, the following infrastructure sectors and subsectors:

- Energy
- Water
- Dams
- Communications
- Transportation systems
- Agriculture (food production and delivery)
- Government facilities
- Utilities
- Sanitation
- Engineering
- Flood control
- Other systems that directly support the physical infrastructure of communities;
- Physical facilities that support essential services, such as public safety, emergency services and public recreation.

When coupled with informed decisions by county, local, and Tribal officials, this Support Function provides the confidence building necessary for economic recovery.

Introduction - Continued

OUTCOMES

The Infrastructure Systems Recovery Support Function provides coordinating structures, and guidance to ensure:

- Programs and services available to assist communities in the rebuilding of public infrastructure are well-documented and brought to bear when appropriate, including necessary thresholds or criteria.
- Resilience, sustainability and mitigation are incorporated as part of the design for infrastructure systems and as part of the community's capital planning process.
- Infrastructure systems are fully recovered in a timely and efficient manner to minimize the impact of service disruptions. The private sector critical infrastructure has the incentive and the means to support a unified community and national recovery effort.
- The capacity of all infrastructure systems is adequately matched to the community's current and projected demand on its built and virtual environment.

Introduction - Continued

PRE-DISASTER:

The Infrastructure Systems Recovery Support Function Coordinating and Support Agencies will:

- Develops guidance and standard procedures for rapid access to RSF capabilities to support community recovery.
- Identifies relevant statutory and/or regulatory programs, potential capabilities and/or limiting factors pertaining to recovery support for infrastructure.
- Provides a forum for interagency coordination, information sharing and exchange of effective practices.
- Supports planning, preparedness, education, training and outreach efforts to enhance capabilities for recovery at all levels, including public, private, and non-profit owners of critical infrastructure.
- Works with partners to identify critical facilities and ensure considerations are made to reduce risk pre- and post-disaster.

POST-DISASTER:

The Infrastructure Systems Recovery Support Function Coordinating and Support Agencies will:

- When activated by the State Disaster Recovery Coordinator, the primary and supporting departments and agencies will be notified of a need to support the Infrastructure Systems RSF Mission.
- Support the recovery of infrastructure systems, dependent on the nature and scope of the disaster, and the specific authorities and programs within the jurisdiction of participating departments and agencies.
- Participates in State and national-level coordination of damage and community needs assessments as appropriate to ensure infrastructure considerations integrate into the post-disaster public and private sector community planning process.
- Facilitates the request of Recovery Support Function resources as required by the specific disaster situation and consistent with the specific authorities and programs of the participating departments and agencies.
- Assist the affected community in developing an Infrastructure Systems Recovery Action Plan (RAP) that:
    - Avoids the redundant, counterproductive, or unauthorized use of limited capital resources necessary for infrastructure/recovery.
    - Helps resolve conflicts, including those across jurisdictional lines, resulting from the competition for key resources essential to infrastructure systems recovery.
    - Sets a firm schedule and sequenced time structure for future infrastructure recovery projects.
- Works with Recovery Support Function partners to leverage available financial and technical assistance, both from governmental and nongovernmental sources, in the execution of the community's Infrastructure Systems Recovery Action Plan.
- Promotes rebuilding infrastructure in a manner which will reduce vulnerability to future disaster impacts.
- Maintains robust and accessible communication throughout the recovery process between all other partners to ensure ongoing dialogue and information sharing.

AUTHORITIES: POLICIES/STATUTES/CODE

The Infrastructure Systems RSF recognizes the primacy of affected county, local and tribal governments and the private sector in defining and addressing risk reduction and long-term recovery priorities..

State

- Arizona Revised Statutes (A.R.S.) Title 26 – "Military Affairs and Emergency Management"
  - § 26-301 through 317
- A.R.S. Title 28 – "Transportation"
- A.R.S. Title 30 – "Power"
- A.R.S. Title 35 – "Public Finances"
  - § 35-192
- A.R.S. Title 40 – "Public Utilities and Carriers"
- A.R.S. Title 41 – "State Government"
  - § 41-803(B) Fleet
  - § 41-2601-2607 Material Management
  - § 41-4790 Building Management
- A.A.C. Title 8, Section 2; Department of Emergency and Military Affairs, Division of Emergency Management
- Governor's Executive Orders 76-7, 77-6, and 79-4
- FEMA/State Agreement (to be written upon Presidential Declaration)
- State of Arizona Emergency Response and Recovery Plan (SERRP)

Federal

- Public Law 93-288, as amended by Public Law 100-707 and titled the Robert T. Stafford Disaster Relief and Emergency. Assistance Act, 1988, Section 404, and 406, and 409.
- 42 U.S.C. § 5121-5206, Robert T. Stafford Act
- FEMA Regulation, 44 CFR Part 206 (Federal Disaster Assistance)
- FEMA Regulation, 44 CFR Part 9 (Floodplain Management and Protection of Wetlands)
- FEMA Regulation, 44 CFR Part 10 (Environmental Considerations)
- FEMA Regulation, 44 CFR Part 13 (Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments)
- FEMA Regulation, 44 CFR Part 14 (Administration of Grants: Audits of State and Local Governments)
- OMB Circular A-102 (Grants and Cooperative Agreements With State and Local Governments)
- OMB Circular A-110 (Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospitals and Other Non-Profit Organizations)
- OMB Circular A-133 (Audits of States, Local Governments, and Non-Profit Organizations)
- OMB Circular A-21 (Cost Principles for Educational Institutions)
- OMB Circular A-87 (Cost Principles for State, Local and Indian Tribal Governments)
- OMB Circular A-122 (Cost Principles for Non-Profit Organizations)
- Executive Order 11988, Floodplain Management
- Executive Order 11990, Protection of Wetlands
- Executive Order 12612, Federalism
- Executive Order 12699, Seismic Design
- Executive Order 12898, Environmental Justice
- 16 U.S.C. § 470, National Historic Preservation Act
- 16 U.S.C. § 1531, Endangered Species Act References
- Disaster Mitigation Act 2000 (item 1) (item 3)(items 4 & 5) (item 6)
- FEMA Memorandum dated March 20, 2006 with subject: Conditions for Mitigation of Property in a Special Flood Hazard Area with FEMA Grant Funds.
- FEMA Mitigation Policy MRR-2-08-1, Wildfire Mitigation Policy for the HMGP Program dated Sept 8, 2008. Policy is available at http://www.fema.gov/government/grant/hma/policy.shtm.
- Single Audit Act Amendments of 1996.
- Endangered Species Act of 1973, Sections 7, 9 & 10, as amended.
- National Environmental Policy Act, PL 91-190, as amended.(items 14 & 15)
- US Army Corps of Engineers, Clean Water Act, Section 404. (item 16) (items 10-13)

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INFRASTRUCTURE SYSTEMS RECOVERY PROGRAMS

Agencies	Support Programs - STATE
STATE	
Arizona Department of Transportation - (ITD)	**Emergency Relief (ER) Program** • **Recipients**: State and local agencies. • **Eligibility**: Roads classified as Rural Major Collectors and above. Minimum of $700k of damage per event. Declaration of disaster by the Governor's office. • **Summary of Assistance Provided**: The FHWA Emergency Relief (ER) program is designed to assist state DOT's, cities, counties and other agencies in dealing with emergency situations due mainly to natural disasters such as flooding, fire, earthquake, etc, causing damage to the highway system. • **Contact Information**: Marwan Aouad 602-712-7949 maouad@azdot.gov
Arizona Department of Transportation - Environmental Services	**Feature Inventory System: Data** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. • **Summary of Assistance Provided**: Digital collection of inventoried features ranging from wildlife crossing structures to physical location of a sign post or guardrail segment. All data is geo-referenced to within the right-of-way and can provide a detailed as-built view of the affected highway segment. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Emergency and Military Affairs - (ADEM)	**Public Assistance Program** • **Recipients**: Eligible State agencies and county/local jurisdictions, and certain special districts with taxing authority. When the Disaster is declared Federally, eligible private non-profits and Tribal Nations also are eligible. • **Eligibility**: To be eligible for Public Assistance funding, an applicant must have sustained damage to infrastructure that is their legal responsibility to maintain/replace as a direct result of a declared disaster. The damage must be, in sum, above and beyond the ability of the entity to recover from without outside assistance. To be eligible for the federal program, a per capita threshold must be met in addition to the above requirements. • **Summary of Assistance Provided**: The Public Assistance Program provides support to communities and local governments when recovering from any State declared disaster. This support begins with damage identification and assessment immediately following an event and continues with providing financial assistance in rebuilding public infrastructure. Eligible projects are reimbursed at a cost share of 75% State/25% Local for a state declared disaster, and 75% Federal/15% State/10% Local for a federally declared disaster. • **Contact Information**: Will Schulz 602-464-6310 will.schulz@azdema.gov

Agencies	Support Programs - STATE
STATE	
Arizona Department of Transportation -Bridge Group	**ADOT Bridge: Technical Assistance** • **Recipients**: State and local agencies. • **Eligibility**: NA • **Summary of Assistance Provided**: Design, Inspect, Maintain and Load Rate all State and Local Government Bridges and Culverts meeting Federal Highway Administration (FHWA) National Bridge Inspection (NBI) Standards. • **Contact Information**: Clifton Guest 602-712-8603 cguest@azdot.gov
Arizona Department of Emergency and Military Affairs - (ADEM)	**Hazard Mitigation Grant Program** • **Recipients**: Eligible applicants include state, local and tribal governments, publicly owned special districts and certain private non-profit organizations. Tribal governments must apply directly to FEMA. • **Eligibility**: The mitigation activities and projects must meet the criteria listed above in the program description and under recipients. • **Summary of Assistance Provided**: Post-Disaster Mitigation Program; 75% fed/25% non-fed match requirement; eligible mitigation projects include minor flood control projects, property acquisitions/relocations, structural elevation, and wildfire mitigation projects. • **Contact Information**: Darlene Trammell 602-464-6254 darlene.trammell@azdema.gov
Arizona Department of Emergency and Military Affairs - (ADEM)	**Flood Mitigation Assistance** • **Recipients**: Eligible applicants include state, local and tribal governments. Tribal governments must apply directly to FEMA. • **Eligibility**: The mitigation activities and projects must meet the criteria listed above in the program description and under recipients. The rules and guidance under this program are currently being revised by FEMA. Also, the Repetitive Flood Claims and Severe Repetitive Loss Programs are being consolidated into this grant program. • **Summary of Assistance Provided**: Flood Mitigation program - flood only projects; 75% fed/25% non-fed match requirement; eligible activities include acquisition/relocation, elevation, dry flood proofing of non-residential structures, and minor flood control projects. • **Contact Information**: Darlene Trammell 602-464-6254 darlene.trammell@azdema.gov
Arizona Department of Emergency and Military Affairs - (ADEM)	**Pre-Disaster Mitigation Plan** • **Recipients**: Same as above. • **Eligibility**: The mitigation activities and projects must meet the criteria listed above in the program description and under recipients. The funding status of this program is unsure at this time. • **Summary of Assistance Provided**: Pre-Disaster Mitigation Grant Program; all-hazard; 75% fed/25% non-fed match requirement; eligible activities include acquisition/relocation, elevation, dry flood proofing of non-residential structures, and minor flood control projects. • **Contact Information**: Darlene Trammell 602-464-6254 darlene.trammell@azdema.gov

Agencies	Support Programs - STATE
STATE	
Arizona Department of Water Resources - (NFIP)	**Floodplain Management: National Flood Insurance Program** • **Recipients**: Local jurisdictions. • **Eligibility**: Adoption and enforcement of floodplain ordinances. • **Summary of Assistance Provided**: The NFIP is one of the oldest mitigation programs around. Communities participating in the NFIP adopt and enforce floodplain management ordinances to reduce future flood damage. According to FEMA, flood damage is reduced by nearly $1 billion a year, nationally, through communities implementing sound floodplain management requirements and property owners purchasing flood insurance. Additionally, buildings constructed in compliance with the NFIP building standards suffer approximately 80% less damage annually than those not built in compliance. Additional information can be found at www.fema.gov/business/nfip/. • **Contact Information**: Michael Lacey, Deputy Director 602-771-8426 mjlacey@azwater.gov Brian Cosson 602-771-8657
Arizona Department of Water Resources	**Dam Safety** • **Recipients**: Local jurisdictions. • **Eligibility**: NA • **Summary of Assistance Provided**: State law assigns the responsibility for supervision of the safety of dams to ADWR. ADWR can provide the locations of state-regulated dams and associated information (e.g. owner contact, capacity, age, construction, condition), as well as technical assistance with respect to; emergency or unusual conditions at dams, operations, and necessary dam repairs. • **Contact Information**: Michael Lacey, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Well Drilling** • **Recipients**: Local jurisdictions/Public/Private. • **Eligibility**: NA • **Summary of Assistance Provided**: Prior to drilling a new well, or deepening or modifying an existing well, a person must file a Notice of Intent to Drill with ADWR. ADWR can provide the locations of registered wells (municipal, domestic, agricultural, industrial) and associated data (well depth, casing diameter, owner information) and expedite the application process for new well drilling permits.. • **Contact Information**: Michael Lacey, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona State Forestry Division	**Firewise Communities USA** • **Recipients**: Local jurisdictions. • **Eligibility**:. • **Summary of Assistance Provided**: The Firewise Community Program's goal is to encourage and acknowledge action that minimizes the potential losses from wildfires. It also educates communities to prepare for fires before they occur. Additional information can be found at www.firewise.org, http://ag.arizona.edu/firewise and www.azsf.az.gov/fire_managment/firewise_communities/default.asp. • **Contact Information**: Scott Hunt 602-771-1400 Scotthunt@azsf.gov

Agencies	Support Programs - STATE
STATE	
Arizona Department of Administration	**Fleet Management** • **Recipients**: State Agencies. • **Eligibility**: Users must have valid driver's license.. • **Summary of Assistance Provided**: Operation of state motor vehicle fleet. The Fleet Management Office manages approximately 1800 vehicles that are leased to State agencies. Maintenance on these vehicles is performed by ADOT and regular preventative maintenance schedules are kept. • **Contact Information**: Steve Perica 602-542-0796 Steve.perica@azdoa.gov
Arizona Department of Administration	**Material Management-Surplus Property** • **Recipients**: State Government units or political subdivisions. • **Eligibility**: Must be a state governmental unit or political subdivision. Property not redistributed to eligible organizations is made available to the general public through public auctions. • **Summary of Assistance Provided**: Surplus materials - we distribute surplus materials that are usable and necessary for public purposes to a state governmental unit or a political subdivisions. • **Contact Information**: Steve Perica 602-542-0796 Steve.perica@azdoa.gov
Arizona Department of Administration	**Building Management** • **Recipients**: State Government agencies. • **Eligibility**: State government units that are in an ADOA owned or leased/managed building. • **Summary of Assistance Provided**: Manages the ADOA Building System and private space leasing program. Also provides custodial, grounds, and physical security, and repair and maintenance on ADOA's owned or leased/managed buildings. • **Contact Information**: William Hernandez 602-364-2872 william.hernandez@azdoa.gov

Agencies	Support Programs - Federal
Federal	

United States Department of Agriculture
 	
- Natural Resources Conservation Service
	Emergency Watershed Protection Program
	
	• **Recipients**: Communities that have suffered damage due to flood, fire, drought, windstorm, or other natural occurrence.
	• **Eligibility**: All projects undertaken through EWP, with the exception of the purchase of floodplain easements must have a project sponsor. Sponsors must be a legal subdivision of the State, such as a city, county, general improvement district, or conservation district, or an Indian Tribe or Tribal organization as defined in Section 4 of the Self-Determination and Education Assistance Act. All EWP projects must reduce threats to lives and property; be economically, environmentally, and socially defensible; be designed and implemented according to sound technical standards; and conserve natural resources. Eligibility for the program does not depend upon the declaration of a national emergency.
	• **Summary of Assistance Provided**: Through the Emergency Watershed Protection (EWP) program, the U.S. Department of Agriculture's Natural Resources Conservation Service (NRCS) can help communities address watershed impairments that pose imminent threats to lives and property. If an area has suffered damage due to flood, fire, drought, windstorm, or other natural occurrence, NRCS may pay up to 75 percent of the construction costs of emergency measures. Ninety percent may be paid for projects within limited-resource areas as identified by U.S. Census data. The remaining costs must come from local sources and can be made in cash or in-kind services. EWP program addresses watershed impairments, which include, but are not limited to:
	  ○ Debris-clogged stream channels;
	  ○ Undermined and unstable stream banks;
	  ○ Jeopardized water control structures and public infrastructures;
	  ○ Wind-borne debris removal; and
	  ○ Damaged upland sites stripped of protective vegetation by fire or drought.
	• **Contact Information**:
	David Beyman, State Conservation Engineer
	602-285-6351
	David.beyman@az.usda.gov

Department of the Interior - National Interagency Burned Area Emergency Response	**Post-Wildfire Impact** • **Recipients**: Areas where post-wildfire impacts pose immediate and significant threats to human life and property. • **Eligibility**: Field units considering ordering National Interagency BAER teams should be aware that they require significant support (e.g., workspace, spatial data, local unit personnel resource advisors, briefings and information on local conditions and issues, etc.) from the field unit and/or incident management team in order to take full advantage of their unique skills. Also National Interagency BAER teams are planning teams. Local units need to be prepared and have the capability to implement what may be a complex and difficult plan which usually includes the integration of local unit resources with contract services. The National Interagency BAER teams are mobilized through the Resource Ordering and Status System (ROSS) only for the most complex incidents when post-wildfire impacts pose immediate and significant threats to human life and property. Less complex situations should use Regional/State ad hoc BAER teams or resources from other agencies/regions. • **Summary of Assistance Provided**: The Department of the Interior maintains two standing National Interagency BAER teams to assist field units develop plans to address emergency stabilization issues on wildfire where post-wildfire impacts pose immediate and significant threats to human life and property. Typical actions a BAER team considers include ground cover replacement, installation of water control devices such as water bars, area closures, weed treatment and placing warning signage. The team does not work on replacing losses due to fire • **Contact Information**: NA

Agencies	Support Programs - Federal
Federal	
United States Department of Agriculture - U.S. Forest Service	**Burned Area Emergency Response Program** • **Recipients**: Same as above. • **Eligibility**: Requesting agency must identify areas where post-wildfire impacts pose immediate and significant threats to human life and property.. • **Summary of Assistance Provided**: While many wildfires cause little damage to the land and pose few threats to fish, wildlife and people downstream, some fires create situations that require special efforts to prevent further problems after the fire. Loss of vegetation exposes soil to erosion; runoff may increase and cause flooding, sediments may move downstream and damage houses or fill reservoirs, and put endangered species and community water supplies at risk. The Forest Service Burned Area Emergency Response (BAER) program addresses these situations with the goal of protecting life, property, water quality, and deteriorated ecosystems from further damage after the fire is out. • **Contact Information**: NA

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Health and Social Services Appendix

RSF Coordinator:

Department of Health Services

Primary Support Agencies:

Department of Health Services
Department of Economic Security
Department of Emergency and Military Affairs (DEMA)

Support Agencies and Organizations:

STATE

Commission for the Deaf & Hard of Hearing (ACDHH)

Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Commerce (ADOC)
Department of Education (ADE)
Department of Environmental Quality (DEQ)
Department of Health Services (ADHS)
Department of Public Safety (DPS)

Health Care Cost Containment System (AHCCCS)
Department of Administration (ADOA)
Attorney General's Office (AGA)

VOLUNTARY

American Red Cross
The Salvation Army (TSA)
Arizona Statewide Independent Living Council (AZSILC)
Arizona Voluntary Organizations Active in Disasters (AzVOAD)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)

PRIVATE (NGO)

*Not Identified in 2012

FEDERAL

Department of Health and Human Services
Corporation for National and Community Service
Department of Justice
Department of Labor
Veterans Affairs
Indian Health Services (IHS)

Introduction

MISSION

The Health and Social Services (HSS) Recovery Support Function (RSF) mission is for the State Government to assist locally-led recovery efforts in the restoration of the public health, health care and social services networks to promote the resilience, health and well-being of affected individuals and communities..

FUNCTION

The core recovery capability for health and social services is the ability to restore and improve health and social services networks to promote the resilience, health, independence and well being of the whole community. The Health and Social Services RSF outlines the State framework to support locally-led recovery efforts to address public health, health care facilities and coalitions, and essential social services needs. For the purposes of this RSF, the use of the term health will refer to and include public health, behavioral health and medical services. This Annex establishes (1) a State focal point for coordinating State recovery efforts specifically for health and social services needs; and, (2) a State operational framework outlining how and what programs, services and assistance State agencies can leverage to support local health and social services recovery efforts. This framework is flexible and can adjust during a disaster to complement local efforts, as needed.

OUTCOMES

The Health and Social Services Recovery Support Function provides coordinating structures, and guidance to ensure our ability to:

- Restore the capacity and resilience of essential health and social services to meet ongoing and emerging post-disaster community needs.
- Encourage behavioral health systems to meet the behavioral health needs of affected individuals, response and recovery workers, and the community.
- Promote self-sufficiency and continuity of the health and well-being of affected individuals; particularly the needs of children, seniors, people living with disabilities whose members may have additional functional access needs, people from diverse origins, people with limited English proficiency, and underserved populations.
- Assist in the continuity of essential health and social services, including schools.
- Reconnect displaced population with essential health and social services.
- Protect the health of the population and response and recovery workers from the long-term effects of a post-disaster environment.
- Promote clear communication and public health messaging to provide accurate, appropriate and accessible information; ensure information is developed and disseminated in multiple mediums, multi-lingual formats, alternative formats, is age-appropriate and user-friendly and is accessible to underserved populations.

Introduction-Continued

PRE-DISASTER:

- Incorporates planning for the transition from short-term to intermediate and long-term recovery into preparedness and operational plans, in close collaboration with ESFs #3 (Public Works and Engineering), #6 (Mass Care, Housing and Human Services), #8 (Health and Medical Services), and #11 (Agriculture and Natural Resources).
- Incorporates planning for the transition from post-incident recovery operations back to a steady-state into preparedness and operational plans.
- Develops strategies to address recovery issues for health, behavioral health and social services – particularly the needs of response and recovery workers, children, seniors, people living with disabilities, people with functional needs, people from diverse cultural origins, people with limited English proficiency and underserved populations.
- Promotes the principles of sustainability, resilience and mitigation into preparedness and operational plans.

POST-DISASTER:

- Maintains, situational awareness to identify and mitigate potential recovery obstacles during the response/short-term recovery phase.
- Leverages response, emergency protective measures and hazard mitigation resources during the response phase to expedite recovery.
- Provides technical assistance in the form of impact analyses and supports recovery planning of public health, healthcare and human services infrastructure.
- Conducts State Health and Social Services Recovery Support Function assessment with primary/support agencies.
- Identifies and coordinates State Health and Social Services specific missions with primary agencies.
- When activated/engaged by the State Disaster Recovery Coordinator (SDRC), the primary and supporting departments and agencies deploy in support of the Health and Social Services Recovery Support Function mission as, appropriate.
- Establishes communication and information-sharing forum(s) for HSS RSF stakeholders with county, tribal and local communities.
- Coordinates and leverages applicable State and Federal resources for health and social services.
- Develops and implements a plan to transition from operational state to a steady-state.
- Identifies and coordinates with other county, local, tribal, State and/or Federal partners to assess food, animal, water, and air conditions to ensure safety.
- Evaluates the effectiveness of State Health and Social Services recovery efforts.
- Provides technical assistance in the form of impact analyses and recovery planning support of public health, health care, and human services infrastructure.

Introduction - Continued

AUTHORITIES: POLICIES/STATUTES/CODE

The Health and Social Services RSF recognizes the primacy of affected county, local and tribal governments and the private sector in defining and addressing risk reduction and long-term recovery priorities.

Administration of state and federal disaster assistance will be in accordance with:

State

- Arizona Revised Statutes (A.R.S.) Title 26 – "Military Affairs and Emergency Management"
  - §26.301 through 319, Emergency Management
  - §26.401-402, Emergency Management Assistance Compact
- A.R.S. Title 35 – "Public Finances"
  - §35-192, Fiscal Procedures, Controls & Reports
- A.R.S. Title 36 – "Public Health and Safety"
  - §36-135 Child immunization reporting system; requirements; access; confidentiality
  - §36-136H Powers and duties of director
  - Chapter 3: Vital Records and Public Health Statistics
  - §36-601.01 Smoke Free Arizona Act
  - §36-664 Confidentiality; exceptions
  - §36-785 Information sharing during an enhanced surveillance advisory
  - §36.787, Public Health Authority During State of Emergency or State of War Emergency
  - §36-2201 to ARS 36-2264 (inclusive)
- A.R.S. Title 41 – "State Government"
  - § 41-803(B) Fleet
  - § 41-2601-2607 Material Management
  - § 41-4790 Building Management
- Arizona Administrative Code (A.A.C.) Title 8 – "Emergency and Military Affairs"
  - R8-2-301 through 321, Governor's Emergency Fund
- A.A.C. Title 9 – "Health Services"
  - R9-2-101 through R9-2-112 Smoke-Free Arizona Rules
  - R9 Department of Health Services, Chapter 19 - Vital Records and Statistics
  - R9-6-201-204 Communicable Disease and Infestation Reporting
  - R9-6-401 AIDS Drug Assistance Program
  - R9-6-708 Release of Immunization Information
  - R9-25-201 to R9-25-1406 (inclusive)
- Governor's Executive Order Number 79-4
- Policy Statements (http://azdhs.gov/diro/admin_rules/substantive_PHS.htm)
- Disaster Nutrition Assistance Program policy located in the DES Family Assistance Administration Policy Manual.
- State of Arizona Disaster Nutrition Assistance Plan (FFY 2013), updated and submitted annually to the Food and Nutrition Service (FNS)
- Arizona State Response and Recovery Plan, Emergency Response Function #8, Appendix #3 - Behavioral Health

Federal

- 7 CFR 246 SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN
- 7 CFR 247 COMMODITY SUPPLEMENTAL FOOD PROGRAM

In accordance with A.R.S. § 26-303.E.2., *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

HEALTH and SOCIAL SERVICES RECOVERY PROGRAMS

Support Agencies	Support Programs - STATE
STATE	
Arizona Department of Health Services - DBHS	**Crisis Counseling** • **Recipients**: Emergency/disaster victims, survivors, bystanders, first responders and their families and other community caregivers. • **Eligibility**: No Requirements • **Summary of Assistance Provided**: Professionals trained in stress recognition and management techniques assist emergency responders and disaster victims with immediate crisis counseling, critical incident stress management (CISM), and referral to ongoing behavioral health services. • **Contact Information**: Daniel Landers 602-364-2099 Daniel.landers@azdhs.gov
Arizona Department of Health Services - DBHS	**Enrollment and Penetration Report** • **Recipients**: ADHS/DBHS receives this report monthly. • **Eligibility**: N/A • **Summary of Assistance Provided**: This is a monthly report that tells how many people are enrolled in each Tribal and Regional Behavioral Health Authority. During a disaster recovery period we would use this data to determine how many people in a given region are enrolling for behavioral health services. We could measure before and after the event to monitor any change enrollment. • **Contact Information**: Daniel Landers 602-364-2099 Daniel.landers@azdhs.gov
Arizona Department of Health Services - DBHS	**Crisis Call Volume** • **Recipients**: ADHS/DBHS receives data. • **Eligibility**: N/A • **Summary of Assistance Provided**: The number of behavioral health crisis telephone calls are monitored and recorded. This is useful in measuring the behavioral health impact to a community. • **Contact Information**: Daniel Landers 602-364-2099 Daniel.landers@azdhs.gov
Arizona Department of Health Services - DBHS	**Crisis Utilization Report** • **Recipients**: ADHS/DBHS receives data. • **Eligibility**: N/A • **Summary of Assistance Provided**: This report tells the number and types of behavioral health crisis services that have been provided by the Regional Behavioral Health Authority or Providers. • **Contact Information**: Daniel Landers 602-364-2099 Daniel.landers@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services - BNPA	**Women, Infants, and Children (WIC)** • **Recipients**: Pregnant, postpartum, and breastfeeding women, infants, and children up to age 5. • **Eligibility**: They must meet income guidelines, a State residency requirement, and be individually determined to be at "nutrition risk" by a health professional. • **Summary of Assistance Provided**: WIC provides nutritious foods, nutrition education (including breastfeeding promotion and support), and referrals to health and other social services to participants at no charge. • **Contact Information**: Celia Nabor 602-206-5909 celia.nabor@azdhs.gov
Arizona Department of Health Services - BNPA	**Commodity Supplemental Food Program (CSFP)** • **Recipients**: Low income pregnant and breastfeeding women, other new mothers up to one year postpartum, infants, children up to age six, and elderly people at least 60 years of age. • **Eligibility**: The population served by CSFP is similar to that served by USDA's Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), but CSFP also serves elderly people, and provides food rather than the food vouchers that WIC participants receive. Eligible people cannot participate in both programs at the same time. • **Summary of Assistance Provided**: Food packages include a variety of foods, such as infant formula and cereal, nonfat dry and ultra high temperature fluid milk, juice, farina, oats, ready-to-eat cereal, rice, pasta, peanut butter, dry beans, canned meat or poultry or fish, and canned fruits and vegetables. • **Contact Information**: Celia Nabor 602-206-5909 celia.nabor@azdhs.gov
Arizona Department of Health Services	**Smoke-Free Arizona Program** • **Recipients**: Enclosed public places and places of employment throughout Arizona and the residents of Arizona. • **Eligibility**: N/A • **Summary of Assistance Provided**: The Smoke-Free Arizona Program is required to provide compliance assistance and conduct inspections at enclosed public places and places of employment throughout Arizona to ensure compliance with the Smoke-Free Arizona Act and Rules. Inspections in response to complaints alleging violations of the Smoke-Free Arizona Act and Rules must be conducted within 15 days of a complaint being received by the Program. ADHS Smoke-Free Arizona Program staff and delegated AZ County Health Department Smoke-Free Arizona Program staff are authorized to conduct inspections on behalf of the Department (ADHS). • **Contact Information**: Krystal Colburn 602-364-3449 Krystal.colburn@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services - Immunization Program Office	**Immunization Services** • **Recipients**: AZ infants, children, adolescents and adults; public and private providers; schools, childcare facilities, others. • **Eligibility**: None. • **Summary of Assistance Provided**: State immunization contact to county health departments, Indian Health Services/Tribal agencies, community and rural health centers, fire departments, schools, childcare facilities and other public and private immunization programs. Immunization/vaccine direction, guidance and technical assistance to enhance service delivery of immunizations in order to raise immunization coverage levels for all Arizona citizens. • **Contact Information**: Margaret M. McChesney 602-364-3626 Margaret.McChensney@azdhs.gov
Arizona Department of Health Services - Immunization Program Office	**AZ State Immunization Information System (ASHS)** • **Recipients**: Immunization providers are required to report all immunizations administered to individuals birth-18 years of age; reporting for individuals >19 years of age is optional. • **Eligibility**: NA • **Summary of Assistance Provided**: Statewide immunization registry. A system for the electronic capture, secure storage and confidential management of immunization data and information. These data can be use to assess individuals' immunization status; assess coverage levels of communities, regions and state; and track the administration and uptake of vaccines. This may be important data in a vaccine preventable disease outbreak, for example. • **Contact Information**: Rob (Steven) Bailey, Project Manager 602-363-3619 Steven.Bailey@azdhs.gov
Arizona Department of Health Services - Immunization Program Office	**Immunization Assessment Section** • **Recipients**: School administrators/nurses, child care facility staff, the public who participate in the surveys. • **Eligibility**: NA • **Summary of Assistance Provided**: Assesses immunization coverage rates in schools and day care facilities on an annual basis. Assesses annual CDC-provided data, including National Immunization Survey results for Arizona and influenza vaccine uptake. Assesses annual BRFSS data on child immunizations. These current data used may not be particularly timely for an outbreak or emergency response and often can not get down below the state level. But these data can provide context. Also, this section can provide these data and evaluate any other ad hoc data available to assess coverage levels statewide. • **Contact Information**: Jennifer Ralston-King 602-363-3632 Jennifer.ralston-king@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services - Immunization Program Office	**Vaccine Center** • **Recipients**: "Vaccines for Children" Program provides free vaccine to enrolled public and private providers for administration to individuals birth-through-18 years of age enrolled in AHCCCS, who have no insurance (uninsured) , are Native American/Alaska Native, or who are underinsured (underinsured can receive VFC vaccine if immunized at Federally-qualified health centers (FQHC) or depustized FQHCs. Federal 317 and State-funded vaccine is administered to individuals identified by the State Immunization Program/Stakeholders. NOTE: There has been no State-funding to purchase vaccine for the past 5-6 years. • **Eligibility**: NA • **Summary of Assistance Provided**: AZ point-of-contact for Federal "Vaccines for Children" Program; Federal 317 vaccine; and when available, state-purchased vaccine. Procure, store, manage and distribute vaccine statewide. • **Contact Information**: Tiffany Mcrae 602-364-3644 Tiffany.Mcrae@azdhs.gov
Arizona Department of Health Services - Preparedness/BEMSTS	**Technical Assistance: Trauma Section** • **Recipients**: Heath care facilities seeking to participate or who already participate in the State's trauma system. • **Eligibility**: established in statute and rule. • **Summary of Assistance Provided**: Designation of hospitals seeking to participate in the State's trauma system after a thorough assessment of their capabilities. We provide technical assistance during at all phases and encourage continuous quality improvement. • **Contact Information**: Daniel Didier 602 364-3158
Arizona Department of Health Services - Preparedness/BEMSTS	**Data and Quality Assurance Program** • **Recipients**: Heath care facilities or service that submits data will receive feedback information with their data abstracted against a blended aggregate of similar service providers. • **Eligibility**: All trauma centers are required to submit data, otherwise participation for EMS agencies is voluntary. • **Summary of Assistance Provided**: aggregate, clean, validate and develop reports based upon emergency care data (EMS, first response, crash and trauma) to provide the stakeholder community with quality improvement tools to enhance their service delivery. • **Contact Information**: David Harden 602 364-3188 David.james.harden@azdhs.gov
Arizona Department of Health Services - Preparedness/BEMSTS	**Ambulance, EMT, Training, Certification** • **Recipients**: Emergency medical care technicians, air ambulance companies, ground ambulance companies, EMT training programs, EMT medical direction hospitals. • **Eligibility**: defined in statute and rule. • **Summary of Assistance Provided**: Provide license/certification/authorization to practice or operate consistent with statutory and regulatory requirements. • **Contact Information**: Ithan Yanofsky 602 364-3173 ithan.yanofsky@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services - PHS/EDC/ODIS	**Aids Drug Assistance Program (ADAP)** • **Recipients**: HIV/AIDS clients meeting eligibility requirements. • **Eligibility**: An individual is eligible to enroll in ADAP if the individual: 1. Has a diagnosis of HIV infection from a physician, registered nurse practitioner, or physician assistant; 2. Is a resident of Arizona, as established by documentation that complies with R9-6-404(A)(9); 3. Has an annual family income that is less than or equal to 300% of the poverty level; 4. Satisfies one of the following: a. Has no health insurance coverage; b. Has health insurance coverage that:i. Does not cover drugs, or ii. Does not include on its formulary at least one of the drugs prescribed for the individual that is on the ADAP formulary; c. Is an American Indian or Alaska Native who: i. Is eligible for, but chooses not to use, the Indian Health Service to receive drugs; and ii. Either has no other health insurance coverage or has health insurance coverage that: (1) Does not cover drugs, or (2) Does not include on its formulary at least one of the drugs prescribed for the individual that is on the ADAP formulary; or d. Is a veteran who: i. Is eligible for, but chooses not to use, Veterans Health Administration benefits to receive drugs; and ii. Either has no other health insurance coverage or has health insurance coverage that: (1) Does not cover drugs, or (2) Does not include on its formulary at least one of the drugs prescribed for the individual that is on the ADAP formulary; 5. Is ineligible for enrollment in AHCCCS, as established by documentation issued by AHCCCS; and 6. If eligible for Medicare: a. Is ineligible for a full low-income subsidy, as established by documentation issued by the Social Security Administration; and b. Has enrolled in a Medicare drug plan. • **Summary of Assistance Provided**: ADAP provides medications to qualifying clients. ADAP ceases to provide drugs when available funding is exhausted or terminated. ADAP is not an entitlement program and does not create a right to assistance absent available funding. • **Contact Information**: Lisa Fuentes 602-364-3619 Lisa.fuentes@azdhs.gov
Arizona Department of Health Services - Office of Vital Records	**Vital Records - birth and death certificate issuance** • **Recipients**: Individuals needing certified copies of birth/death certificates • **Eligibility**: The statutes and rules referenced above provide details regarding eligibility for birth and death records. • **Summary of Assistance Provided**: The Office of Vital Records (OVR) can issue certified copies of birth and death records for events that occurred in Arizona. The OVR can provide some assistance to individuals needing quick access to a birth record from another state if there is a significant disaster that necessitates assistance. • **Contact Information**: Robin Rodriguez 602 364-1225 Robin.rodriguez@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services	**Epidemiology and Surveillance** • **Recipients**: Community; Hospitals; Clinics; Evacuation Centers. • **Eligibility**: N/A • **Summary of Assistance Provided**: The Epidemiology Section contributes to activities in all phases of a disaster. Specific disaster-related activities in which epidemiology methods and tools may be significantly utilized include: A. Public Health Surveillance: during a disaster it is important to conduct surveillance to determine the extent and scope of the health effects on the affected populations. Surveillance is the systematic collection, analysis, and interpretation of deaths, injuries, and illnesses which enables public health to track and identify any adverse health effects in the community. It allows public health to assess the human health impacts of a disaster and evaluate potential problems related to planning and prevention. Disease surveillance can also help prevent the likelihood for outbreaks through early detection and response. Additionally, conducting health surveillance allows for the ability to make informed decisions about action items such as allocating resources, targeting interventions to meet specific needs, and planning future disaster response. Public health surveillance may be conducted in hospital emergency departments, evacuation centers, special needs shelters, clinics and from surveys of households in affected communities. B. Tracking and Registries: identifies long-term consequences of a disaster to inform the need for ongoing care or public health measures as well as developing health education and disease prevention measures. Registries are used to identify as many people in the at-risk cohort and gather names and contact information while the response and recovery are underway. The registries can then be used to estimate exposures and provides a guide for who should be screened and tracked for which possible long-term effects. C. Community Assessment for Public Health Response (CASPER): public health epidemiology can provide needs assessments to help measure the post-disaster health status and basic needs of the affected community. The primary purpose is to identify immediate needs among impacted communities. The information can provide situational awareness and improved actionable information for emergency response leaders and local health officials. CASPER can provide identification of community needs to guide public health efforts (e.g., health problems); identification of community knowledge, beliefs and practices regarding public health issues; establishment of priorities for decision-makers through household-based population estimates; evaluation of the effectiveness of public health activities (i.e., are needs being met, is the community receiving appropriate messaging, are implemented programs successful?) D. Health messaging to providers and local health departments. • **Contact Information**: Shoana Anderson 602-364-3147 Shoana.anderson@azdhs.gov
Arizona Department of Health Services -Office of Environmental Health	**Environmental Toxicology Program** • **Recipients**: Citizens and communities of Arizona. • **Eligibility**: NA. • **Summary of Assistance Provided**: The Environmental Toxicology Program assists communities and citizens to understand potential public health effects from known or suspected environmental exposures. • **Contact Information**: Jennifer Botsford 602 364-3128 jennifer.botsford@azdhs.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Health Services -Office of Environmental Health	**Food Safety and Environmental Services** • **Recipients**: Retail food establishments, hotels and motels, trailer coach parks, public and semi public swimming pools, children's camps and behavioral health centers and citizens of the state. • **Eligibility**: These facilities are usually permitted through the county environmental health offices. • **Summary of Assistance Provided**: To prevent and control human illness related to the transmission of infectious agents or toxic substances in food and water. in addition we work directly with county environmental health offices with public health sanitation in hotels and motels, trailer coach parks, public and semi public swimming pools, children's camps, and behavioral health centers. • **Contact Information**: Carrie Senseman 602-364-3851 Carrie.senseman@azdhs.gov
Arizona Department of Administration	**Fleet Management** • **Recipients**: State Agencies. • **Eligibility**: Users must have valid driver's license.. • **Summary of Assistance Provided**: Operation of state motor vehicle fleet. The Fleet Management Office manages approximately 1800 vehicles that are leased to State agencies. Maintenance on these vehicles is performed by ADOT and regular preventative maintenance schedules are kept. • **Contact Information**: Steve Perica 602-542-0796 Steve.perica@azdoa.gov
Arizona Department of Administration	**Material Management-Surplus Property** • **Recipients**: State Government units or political subdivisions. • **Eligibility**: Must be a state governmental unit or political subdivision. Property not redistributed to eligible organizations is made available to the general public through public auctions. • **Summary of Assistance Provided**: Surplus materials - we distribute surplus materials that are usable and necessary for public purposes to a state governmental unit or a political subdivision. • **Contact Information**: Steve Perica 602-542-0796 Steve.perica@azdoa.gov
Arizona Department of Administration	**Building Management** • **Recipients**: State Government agencies. • **Eligibility**: State government units that are in an ADOA owned or leased/managed building. • **Summary of Assistance Provided**: Manages the ADOA Building System and private space leasing program. Also provides custodial, grounds, and physical security, and repair and maintenance on ADOA's owned or leased/managed buildings. • **Contact Information**: William Hernandez 602-364-2872 william.hernandez@azdoa.gov

Support Agencies	Support Programs – STATE Continued
STATE	
Arizona Department of Economic Security	**Unemployment Insurance (UI)** • **Recipients**: Any individual who has worked for a covered employer in Arizona and has earned sufficient wages in the base period (4 of the last 5 quarters). • **Eligibility**: To qualify, a claimant must be able, available and actively seeking full-time work. • **Summary of Assistance Provided**: UI provides monetary benefits of up to $240/week to eligible claimants, and in a disaster certain employers, who lose their jobs by no fault of their own until they are re-employed. • **Contact Information**: Andrew Baldwin 602-364-4219 abaldwin@azdes.gov
Arizona Department of Economic Security	**Disaster Nutrition Assistance Program (DNAP)** • **Recipients**: Available to those who reside in the disaster area at the time of the disaster. • **Eligibility**: Proof of identity; residing in the disaster area; streamlined financial and non-financial eligibility factors due to accessibility. • **Summary of Assistance Provided**: Nutrition Assistance, also known as Supplemental Nutrition Assistance Program (formally known as Food Stamps). Provides Nutrition Assistance benefits for those impacted by declared disasters. • **Contact Information**: Thomas Britt 602-542-8266 thomasBritt@azdes.gov

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Housing Appendix

RSF Coordinator:
Department of Emergency & Military Affairs (DEMA)
-Division of Emergency Management (ADEM)

Primary Support Agencies:
Department of Housing
Department of Building, Fire and Life Safety

Support Agencies and Organizations:

STATE

Department of Administration

Department of Agriculture

Board of Appraisal

Arizona State Cartographers Office

Commission of Indian Affairs

Department of Insurance

Department of Water Resources

Board of Examiners of Nursing Care Institutions

Administration and Assisted Living Facility Managers

Department of Real Estate

Registrar of Contractors

Department of Veteran's Service

Governor's Office of Children, Youth, and Families

VOLUNTARY

AZ VOAD

American Red Cross, Grand Canyon Chapter

American Red Cross, Southern Arizona Chapter

American Institute of Architects, Arizona

PRIVATE

Arizona Housing Alliance

Chicanos Por La Causa

Native American Connections

FEDERAL

Federal Emergency Management Agency (FEMA)

Department of Housing and Urban Development

Small Business Administration (SBA)

Introduction

MISSION

The mission of the Housing Recovery Support Function is to address pre- and post-disaster housing issues and coordinate and facilitate the delivery of State and Federal resources and activities to assist local, State and Tribal governments and private and faith-based non-government organizations in the rehabilitation and reconstruction of destroyed and damaged housing, whenever feasible, and development of other new accessible, temporary and permanent housing options.

FUNCTION

The core recovery capability for housing is the ability to implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience. Like infrastructure and safety services, housing is a critical and often challenging component of disaster recovery. It is critical because local economies cannot recover from devastating disasters without adequate housing, especially affordable housing. It is challenging because many years' worth of housing repair, rehabilitation, reconstruction and new construction often need to occur at an accelerated pace as a result of a disaster. These conditions create design, construction, labor, materials, logistics, inspection and financing issues.

The Housing Recovery Support Function, through its member departments and agencies, works toward addressing disaster housing issues pre-disaster, focusing on solutions that are implementable, sustainable and resilient. As States and communities look for assistance in housing both disaster survivors and others who choose to remain in recovering communities, the Housing RSF coordinates and effectively integrates available housing-related resources, addresses conflicting policy and program issues and identifies gaps in service and assistance delivery.

STATE:
If a disaster/event does not meet the requirements of a federal Stafford Act Declaration for Individual Assistance, then support is as follows: The Arizona Department of Emergency & Military Affairs (DEMA)/Arizona Division of Emergency Management (ADEM) maintains lead responsibility for sheltering and interim housing with interim housing support from primary state agencies and other private and non-government support organizations.

Similar to the federal process, (see below) sheltering at the state level falls under ESF #6 in the Arizona Emergency Response and Recovery Plan where ADEMA/ADEM is the coordinating agency. Interim housing, as its name implies, is a transition to permanent housing and is dependent on the period of transition as responsibility moves from ESF #6 to the Housing Recovery Support Function. Addressing permanent housing, the third focus area of the state disaster housing strategy is under the Housing Recovery Support Function.

FEDERAL:
Consistent with the *National Disaster Housing Strategy (NDHS)*, the Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA) maintains lead responsibility for sheltering and interim housing with interim housing support from Housing and Urban Development (HUD) as well as other primary agencies and support organizations.

Sheltering falls under ESF #6 in the *National Response Framework (NRF)* where DHS/FEMA is the coordinating agency. Interim housing, as its name implies, is a transition to permanent housing and is dependent on the period of transition as responsibility moves from Emergency Support Function (ESF) #6 to the Housing Recovery Support Function. Addressing permanent housing, the third focus area of the NDHS, is under the Housing Recovery Support Function.

Introduction - Continued

PRE-DISASTER:

The Housing Recovery Support Function Coordinating and Support Agencies will:

- Work with local, county, and Tribal governments, organizations and others in coordination with the Arizona Disaster Housing Task Force.
- Identify strategies and options that address a broad range of disaster housing issues such as those dealing with planning, zoning, design, production, logistics, codes, and financing.
- Build accessibility, resilience, sustainability and mitigation measures into identified housing recovery strategies.

POST-DISASTER:

The Housing Recovery Support Function Coordinating and Support Agencies will:

- When activated by the State Disaster Recovery Coordinator, the primary and supporting departments and agencies deploy in support of the Housing Recovery Support Function mission.
  Coordinate and leverage State and Federal housing-related resources to assist, local, county and Tribal governments and other private and faith-based non-government organizations to address housing-related, disaster recovery needs.

POLICIES/STATUTES/CODE

The Housing RSF recognizes the primacy of affected county, local and tribal governments and the private sector in defining and addressing risk reduction and long-term recovery priorities.

- Administration of state and federal disaster assistance will be in accordance with:
  - A.R.S. §26.301 through 319, Emergency Management
  - A.R.S. §35-192, Fiscal Procedures, Controls & Reports
  - A.A.C. R8-2-301 through 321, Governor's Emergency Fund
  - Governor's Executive Order Number 79-4
  - A.R.S. §26.401-402, Emergency Management Assistance Compact
  - State of Arizona, Individual and Households Program Administrative Plan
  - ADEM, Disaster Recovery Guidebook
  - Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended by Public Law 100-707 (The Stafford Act)
  - **Post-Katrina Emergency Management Reform Act of 2006-10-04, Title VI – National Emergency Management (HR5441)
  - 44 CFR Emergency Management and Assistance
  - OMB Circular A-87, Cost Principles for State, Local and Indian Tribal Governments
  - National Flood Insurance Act (NFIA) of 1968, Section 1323, 42 USC 4030, as amended by the Bunning-Bereuter-Blumenauer Flood Insurance Reform Act of 2004, Public Law 108-264
  - National Flood Insurance Reform Act (NFIRA) of 1994, 42 USC. 4101
  - Arizona Department of Housing Disaster Directive
  - 41-2151. Office of manufactured housing; purpose
  - 41-2153. Powers and duties of the deputy director; work by unlicensed person; inspection agreement; permit
  - 41-2173. Office of Administration; General powers and duties
  - R4-34-102. Codes Incorporated by Reference
  - R4-34-204. Installer Licensing
  - R4-34-503. HUD Monitoring Inspection
  - R4-34-504. HUD Label Administration
  - R4-34-505. Plans and Supplements
  - R4-34-506. Intergovernmental Agreement Permits
  - R4-34-606. Rehabilitation of Mobile Homes
  - R4-34-607. Manufacturing Inspection and Certification
  - R4-34-705. Accessory Structures and Ground Anchoring
  - R4-34-706. Factory-Built Building Installation
  - R4-34-801. Permits
  - R4-34-802. General Installation
  - R4-34-803. Soil and Materials
  - R4-34-804. Utilities
  - R4-34-805. Accessory Structures

Introduction - Continued

Policies - Continued

STATE:

- If a disaster/event does not meet the requirement of a federal Stafford Act Declaration for Individual Assistance, but demonstrates a need for support, the Arizona Division of Emergency Management's Recovery Section can be tasked to open an Individual Assistance Service Center (IASC). The IASC may be established within the affected area to support individuals and families impacted by the event.

  The IASC is normally staffed and supported by local and state agencies, as well as Volunteer Organizations Active in Disasters (VOADs), Non-Governmental Organizations (NGOs), and Faith Based Organizations (FBOs) that have disaster recovery resources to address victim unmet needs. These agencies and organizations are co-located in the IASC. The IASC provides a single facility through which individuals, households, and businesses can conveniently access available disaster recovery assistance programs, services and referrals.

FEDERAL:

- Upon Federal Declaration of a Major Disaster, a Joint Field Office (JFO) may be established and become the primary field location for the coordination of federal and state response, recovery and mitigation operations.
  - The JFO is the operational base for the Federal Coordinating Officer (FCO), State Coordinating Officer (SCO) and other federal and state staff.
- When federal Individual Assistance (IA) is authorized a Disaster Recovery Center (DRC) may be established within the affected area for federal, state, local, and non-governmental recovery assistance to individuals and families impacted by the event.
- Other federal agencies have separate legislation and independent authorities to declare a disaster and to provide assistance. Examples include:
  - Small Business Administration (SBA), whose Administrator is empowered by the Small Business Act of 1953 to declare a disaster for the purpose of providing disaster loan assistance based on physical damage and economic injury.
  - U.S. Department of Agriculture (USDA), whose Secretary (and other agency officials) may designate counties eligible for various types of emergency loans for physical damage and crop losses.

> *Long-term recovery and mitigation efforts are forward-looking and cost/benefit-based, focusing on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.*

- Impacted local governments and state agencies must continue recovery and mitigation operations until all actions have been completed.
- Participating state agencies and applicants for assistance must maintain proper documentation throughout the recovery operations. The applicant shall maintain for five years all records relating to claims submitted by the applicant in accordance with A.R.S. §41-1346 and shall make the records available for inspection and audit by DEMA and the Auditor General.

OUTCOMES

Through the coordination of local, State, Tribal and Federal government programs and the private sector, the Housing Recovery Support Function and local leadership leverages, following a disaster, community development plans and stakeholder relationships to create a new post-disaster economic condition meeting community needs. The following actions encourage reinvestment and facilitate private sector lending and borrowing necessary for the functioning of vital markets and economies. Sustained pre- and post-disaster mitigation actions create a community less at risk, strengthen future economic stability and create possible insurance benefits. Specific outcomes may include:

- Workforce development initiatives are in place; jobs are created and retained.
- Entrepreneurial and business development initiatives are in place.
- Community-wide economic development plans are developed with broad input and consider regional economic recovery and resiliency.
- Strategies for quickly adapting to changed market conditions, reopening businesses and/or establishing new businesses are in place.
- Business initiatives to employ workers and generate revenue are in place.
- Management plans ensure that the most effective use of Federal funds is in place.
- Federal funds are withheld when discrimination on the basis of race, color, national origin, religion, sex, age, or disability are present.
- Private and public sector actors have information they need to make informed recovery decisions.

HOUSING RECOVERY PROGRAMS

Support Agencies	Support Programs - STATE
STATE	
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**Installation Program** • **Recipients**: Consumers, Dealers, Contractors, Installers, and other organizations. • **Eligibility**: Must obtain installation permit from the State or local jurisdiction in Agreement with the State, permit fees are applicable unless otherwise indicated by local authority having jurisdiction. Additional permits may be required by local Planning & Zoning departments, and zoning restrictions may be apply. Pre-1976 mobile homes, HUD manufactured homes and residential factory-built buildings require an AZ licensed Installer or Contractor to perform all work within the scope of their license, and have State Installation Insignia in their inventory to label each unit upon the first inspection by the jurisdiction. Refer to website for Installation information under State jurisdiction: http://www.dfbls.az.gov/omh.aspx. • **Summary of Assistance Provided**: Regulate the installation of pre-1976 mobile homes, HUD manufactured homes, and residential and commercial factory-built buildings (FBB). DFBLS in agreement with HUD to regulate the installation of HUD manufactured homes under the State Installation program. Office of Manufactured Housing Installation Inspectors inspect installation of home or building to current state approved plans, Arizona Statutes, home manufacturer's installation manual, and 24 CFR, Part 3285 Installation Standards. • **Contact Information**: Ayde Marquez, Permitting or Georgina Marin, COOP Manager 602-364-1067/602-762-0855 installer.questions@dfbls.az.gov
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**Housing Plan Review** • **Recipients**: Consumers, Dealers, Contractors, Installers, and all other organizations. • **Eligibility**: Must obtain Plan Review and Approval Application from the State. Plan review fees are applicable unless otherwise noted by the State. Additional permits may be required by local Planning & Zoning departments, and zoning restrictions may be apply. Submitted plans must be engineered by an AZ registered architect or engineer. Flood plain plans must first be approved by local flood district before submittal to the State. Refer to website for Plan Review information: http://www.dfbls.az.gov/omh/plans.aspx • **Summary of Assistance Provided**: Authority over the manufacturing and installation of residential and commercial factory-built buildings within the State of Arizona and for homes and buildings entering the State. Plan review and approval of: factory-built building plans; foundation and installation plans for factory-built buildings; foundation and installation plans for pre-1976 mobile homes and HUD manufactured homes going into any flood plain or which are being installed deviating from what is prescribed in the home's manufacturer installation manual, or from what's typical from HUD Installation Standards or State Rules. • **Contact Information**: Patty Stecher 602-364-1051 patricia.stecher@dfbls.az.gov

RECOVERY PROGRAMS CONTINUED

Support Agencies	Support Programs - STATE
STATE	
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**Rehabilitation Program** • **Recipients**: Public. • **Eligibility**: Pre-1976 mobile homes. Must obtain Rehabilitation Permit from the State. Rehabilitation permit fees applicable unless otherwise noted by the State. Tenant may perform work or contract out to have improvements made to home, before scheduling inspection. Improvements include: egress in sleeping areas; fire-stopping around gas appliances; GFCI receptacles in kitchen, bathrooms and exterior walls; smoke detectors; upgrade of switches and receptacles in homes still using aluminum wiring; and a gas test. Refer to website for Rehabilitation Program information: http://www.dfbls.az.gov/omh/rehabilitations.aspx • **Summary of Assistance Provided**: Authority over the inspection of pre-1976 mobile homes entering the State, being moved to a mobile home park, or from park to park. Pre-1976 mobile homes which fall under one of the three categories are require to be rehabilitated to increase the safety of the home for the tenant. State does not have authority over pre-1976 mobile homes on private property with regards to the Rehabilitation Program, however local jurisdictions may have an ordinance requiring compliance with the State Rehabilitation Program or have a local Rehabilitation Program which covers situations not regulated by the State. • **Contact Information**: Ayde Marquez, Permitting 602-364-1003 ayde.marquez@dfbls.az.gov
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**Inspection Primary Inspection Agency (IPIA) Program** • **Recipients**: HUD Manufactured Home Manufacturers within AZ. • **Eligibility**: Licensed HUD manufactured housing manufacturers. Each section of home must be inspected at least once during course of production by the State IPIA. Refer to website for Manufacturing information. http://www.dfbls.az.gov/omh/inplant.aspx • **Summary of Assistance Provided**: Regulate the manufacturing of HUD manufactured homes, and residential and commercial factory-built buildings (FBB). DFBLS in agreement with HUD to regulate the manufacturing of HUD manufactured homes on their behalf. Office of Manufactured Housing Inspection Primary Inspection Agency (IPIA) Inspectors inspect the construction of HUD manufactured homes to Design Inspection Primary Inspection Agency (DAPIA) approved plans and per HUD 24 CFR, Part 3280 Manufactured Home Construction and Safety Standards, reference: http://www.dfbls.az.gov/Standards/hud.aspx • **Contact Information**: David Meunier 602-364-1059 david.meunier@dfbls.az.gov

RECOVERY PROGRAMS CONTINUED

Support Agencies	Support Programs - STATE
STATE	
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**HUD Label Verification and Accountability** • **Recipients**: Public. • **Eligibility**: Fees are not assessed for this service. Request for verification requires one or more of the following pieces of information: serial number or at least one HUD label number. Additional information will produced better results. Refer to website for HUD Label Verification information http://www.dfbls.az.gov/omh/labels/hud.aspx • **Summary of Assistance Provided**: Can verify HUD manufactured homes produced in Arizona from June 15, 1976 to current. Verifications can be offered verbally, or in writing a the written request of the requestor. Verification of HUD manufactured homes may be necessary for the sell, purchase, movement, installation, demolition, or structural remodeling. Verification includes: Make, serial number, HUD label number(s), date of manufacture, and the first Dealer the home was built for. HUD manufactured homes which are being demolished, being changed for use other than a single family residence, or being remodeled to compromise the structural integrity of the homes no longer comply with HUD 24 CFR Part 3280 Manufactured Home Construction and Safety Standards, and must have HUD labels removed (if available) and mailed to the State with a letter explaining the circumstance for removal. State will report HUD label removal to HUD. Removal of HUD labels occurs on a case-by-case basis, contact office before proceeding.. • **Contact Information**: Georgina Marin 602-762-0855 georgina.marin@dfbls.az.gov
Arizona Department of Fire Building and Life Safety - (Office of Manufactured Housing)	**Intergovernmental Agreements (IGA) Program** • **Recipients**: County and Local Jurisdictions • **Eligibility**: County and Local jurisdictions shall have building officials and/or inspectors whom are familiar with the installation of pre-1976 mobile homes, HUD manufactured homes, and residential and commercial factory-built buildings. Jurisdictional personnel are required to attend periodic State administered installation training and submit monthly activity reports. Jurisdictions are subject to periodic auditing by the State and all records must be accessible for review, upon request. Refer to website for IGA Program information http://www.dfbls.az.gov/omh/iga.aspx • **Summary of Assistance Provided**: Authority to enter into Intergovernmental Agreements (IGA) with County and Local jurisdictions for the permitting and installation inspection of pre-1976 mobile homes, HUD manufactured homes, and residential and commercial factory-built buildings. Local and County jurisdictions in Agreement with the State may collect fees, not to exceed maximum amounts set by the Board of Manufactured Housing. They may issue installation permits and conduct installation inspections on behalf of the State, according to State approved installation/flood plain/attached accessory structure plans. • **Contact Information**: Georgina Marin, Local Jurisdiction Liaison 602-762-0855 omh.iga@dfbls.az.gov

Support Agencies	Support Programs - STATE
Voluntary Agencies/NGO	
American Red Cross - Grand Canyon Chapter (GCC) - Southern Arizona Chapter (SAC)	**Sheltering** • **Recipients**: Public. • **Eligibility**: NA • **Summary of Assistance Provided**: Assistance with emergency disaster caused needs including: Disaster mass care sheltering and feeding; impact and damage assessment; Disaster counseling ; health related services; Financial assistance for replacement of essential items; Outreach services; Disaster welfare information (connecting families after disaster); distribution of clean up supplies; Communications-CB's-hams; Disaster preparedness and training; First Aid/CPR training. Non-disaster emergency services including: Armed Forces Emergency Services; Domestic Violence Services (Mar. County Only); Health and Safety; Blood Services; Youth Services. International Services. • **Contact Information**: Daniel Curtiss, Emergency Services Director, GCC ARC 602-347-6506 daniel.curtiss@redcross.org Cheryl Bender, Emergency Services Director, SAC ARC 520-318-6868 cbender@redcrossarizona.org
Arizona Community Action Association	**Technical/Financial Assistance** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Trained volunteers in areas of communication, housing (eviction prevention), and utility assistance. Can assist in applying for government aide. • **Contact Information**: Cynthia Zwick, Executive Director 602-604-0640 czwick@azcaa.org
Arizona Southern Baptist Disaster Relief	**Mass Care, Feeding, Debris, Counseling Services** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Provides Emergency Disaster Response including: Mobile Feeding Unit trailer; Mobile Shower Unit trailers; Storm Recovery Equipment trailer; Mud-Out & Chain-saw Crews; Mobile Command Center; Chaplains for Disaster Counseling services; Outreach services • **Contact Information**: John Moore 800-687-2431 Lary Hyde 480-290-5465 Lhyde2@cox.net
Brethren Disaster Ministries	**Home Repairs** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Provide emergency childcare during disasters; Trained volunteers for childcare; Clean-up/Home repairs. • **Contact Information**: Karen Walters, Director 480-966-0034 kwalters@aceweb.com

Support Agencies	Support Programs - STATE
Voluntary Agencies/NGO	
World Renew	**Disaster Response Services:** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Untrained volunteers; Clean-up/Home repairs; Long-term rebuilding and repair of disaster damaged homes; Building trades/professionals; Case management and advocacy; Needs assessment; Organizational capacity building. • **Contact Information**: Bill Adams, Director of Disaster Response 800-848-5818 adamsb@crcna.org
Lutheran Social Services of the Southwest	**Long-Term Recovery Assistance** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Funding – Cash/Grants/Loans; Personal inquiries; Unmet needs assessment; Case management, Adult Home Care Services, Adult day-care, Refugee Resettlement, Job Assistance, Food Banks, Shelter services for single homeless women • **Contact Information**: Traci Gruenberger, Senior VP of Program Development and Operations 480-396-3795 tgruenberger@lss-sw.org LaTresa Jester, Division Director Disaster Services 520-748-2300 ljester@lss-sw.org
Mennonite Disaster Services	**Rebuild/Repair Housing** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Respond, repair and rebuild those affected by disaster. • **Contact Information**: Lawrence Bear 602-448-3184 74bear@gmail.com
The Salvation Army	**Cleanup/Reconstruction/Feeding/Donations Management** • **Recipients**: Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Mass Care Feeding and Hydration Service from Fixed or Mobile Feeding Operations; Mass Care Shelter Management at limited locations; Aidmatrix Administrator and Recipient Organization; Donations Management including in-kind goods collection, sorting, storage, transportation and distribution; Emotional and Spiritual Care Services; Disaster Survivor Assistance for short term unmet needs including food clothing, household goods and financial assistance; Long Term Recovery Assistance for long term unmet needs; Communication support with amateur radio base/portable units. • **Contact Information**: Jim Puza, Director of Disaster Services (Southwest) 602-267-4174 jim.puza@usw.salvationarmy.org Major Rafael Aspeitia Rafael.aspeitia@usw.salvationarmy.org

Support Agencies	Support Programs - STATE
Voluntary Agencies/NGO	
Arizona Housing Alliance	**Technical Assistance/Training** • **Recipients**: Public. • **Eligibility**: NA • **Summary of Assistance Provided**: Arizona Housing Alliance is a statewide affordable housing coalition. Comprised of over 150 members which are individuals, business and organizations that create affordable housing. AZ Housing Alliance offers training and advocacy for their its members - similar to operating like a trade association. The AZ Housing Alliance may be able to help recovery efforts by linking ADEM to a member organization that provides housing in a specific geographic area that was hit by a disaster. Member organizations are listed on the AZ Housing Alliance's website: www.azhousingalliance.org • **Contact Information**: Valerie Iverson, Executive Director 480-788-4180 val#azhousingalliance.org

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Economic Appendix

RSF Coordinator:

Arizona Department of Emergency and Military Affairs

Primary Support Agencies:

Department of Economic Security (DES)

Support Agencies and Organizations:

STATE

Arizona Department of Emergency and Military Affairs
Division of Emergency Management

Arizona Department of Administration (ADOA)

STATE - continued

VOLUNTARY

Not Identified in 2012

PRIVATE (NGO)

Operation HOPE

FEDERAL

Department of Commerce/EDA
Federal Emergency Management Agency
Small Business Administration
United States Department of the Treasury
United States Department of Labor
United States Department of Agriculture

Introduction

MISSION

The mission of the Economic Recovery Support Function is to integrate the expertise of the State and Federal Government resources to help local, county and Tribal governments and the private sector sustain and/or rebuild businesses and employment, and develop economic opportunities that result in sustainable and economically resilient communities after large-scale and catastrophic incidents.

FUNCTION

The core recovery capability for economic recovery is the ability to return economic and business activities (including agricultural) to a state of health and develop new economic opportunities that result in a sustainable and economically viable community. Economic recovery is a critical and integral part of recovery. Disasters not only damage property, but also entire markets for goods and services. The speed and effectiveness of returning a community to self-sufficiency and vitality depend upon quickly adapting to changed market conditions, reopening businesses and/or establishing new businesses. Businesses employ workers, provide for community needs and services and generate revenue once again, allowing the community, both its members and government, to provide for itself.

Considerable Federal funds are contributed to local, State and Tribal economic recovery as well as to other areas of recovery that necessarily strengthen the economy. The attraction of outside investment and the role of the private sector cannot be understated as foundational in a community's economic recovery. Thus, the role of the Economic RSF is to facilitate and enable that role by leveraging State, Federal resources, information and leadership. Informed management must accompany this capital investment to ensure its most effective use and compliance with all applicable Federal laws and regulations. This involves the coordination of Federal recovery programs and their integration with private sector efforts including those of nongovernmental and private volunteer organizations, nonprofits, investment capital firms and the banking industry.

The Economic Recovery Support Function facilitates the progression from direct Federal and State financial assistance to community self-sustainment. Importantly, the Recovery Support Function works closely with local community leadership who direct long-term economic recovery efforts. This requires the sustained engagement of possibly months or years by RSF leadership with the leadership of disaster-impacted jurisdictions. A complex undertaking, this RSF engages many entities utilizing government assistance as seed money. These actions encourage reinvestment and facilitate private-sector lending and borrowing necessary for the functioning of vital markets and economies. Effective economic recovery following a disaster is positively influenced by pre-disaster community planning including mitigation actions that increase community resilience.

When coupled with informed decisions by county, local, and Tribal officials, it provides the confidence building necessary for economic recovery.

Introduction - Continued

OUTCOMES

Through the coordination of local, State, Tribal and Federal government programs and the private sector, the Economic Recovery Support Function and local leadership leverages, following a disaster, community development plans and stakeholder relationships to create a new post-disaster economic condition meeting community needs. The following actions encourage reinvestment and facilitate private sector lending and borrowing necessary for the functioning of vital markets and economies. Sustained pre- and post-disaster mitigation actions create a community less at risk, strengthen future economic stability and create possible insurance benefits. Specific outcomes may include:

- Creating workforce development initiatives where jobs are created and retained.
- Identifying entrepreneurial and business development initiatives to support the business sector.
- Developing community-wide economic development plans with broad input that considers and includes regional economic recovery and resiliency.
- Identify and implement strategies for quickly adapting to changed market conditions, reopening businesses and/or establishing new businesses.
- Develop business initiatives to employ workers and generate revenue.
- Ensure management plans make the most effective use of Federal funds.

- Ensure private and public sector partners have information they need to make informed recovery decisions.
- Make certain that all partners are aware that Federal funds are withheld when discrimination on the basis of race, color, national origin, religion, sex, age, or disability are present. All partners are responsible for ensuring that their plans and actions align with this requirement in order to receive funding support.

Introduction - Continued

PRE-DISASTER:

The Economic Recovery Support Function Coordinating and Support Agencies will:

- Identify statutory, regulatory and policy issues that contribute to gaps, inconsistencies and unmet needs in economic recovery.
- Seek innovative solutions to address preparedness, mitigation and resilience issues before a disaster strikes including comprehensive land use policy.
- Appreciate the value of community and economic development planning in disaster recovery; encourage and facilitate this planning through appropriate State government agencies.
- Develop initiatives and incentives to facilitate the integration of Federal efforts and resources with private capital and the business sector.
- Create, encourage and participate in local, State, Tribal and Federal disaster recovery exercises to enhance skills and develop needed techniques.
- Leverage mitigation programs to create strong communities resilient to disaster.
- Work with local, State and Tribal officials to implement disaster resistant building codes and incentivize business and individual pre-disaster mitigation and preparedness activities.
- Seek to promulgate resiliency policies and practices in agency programs and stakeholder operations, wherever appropriate.
- Sustain pre-disaster engagement activities possibly for months or years with the leadership of jurisdictions that may be impacted by a disaster.
- Encourage the establishment of disaster information networks for businesses.

POST-DISASTER:

The Economic Recovery Support Function Coordinating and Support Agencies will:

- When activated by the State Disaster Recovery Coordinator, the primary and supporting departments and agencies deploy in support of the Economic Recovery Support Function mission.
- Work to apply and integrate plans developed pre-disaster to most effectively leverage State and Federal resources and available programs to meet local community recovery needs while aggressively integrating with the private sector to facilitate early and productive engagement.
- Develop an interagency action plan for each disaster to ensure the coordinated action of all State agencies, stakeholders and supporting entities in the support of local, county and Tribal governments.
- Incorporate mitigation measures into redevelopment following a disaster to build the community back stronger to minimize future risk.
- Building upon the relationships developed during pre-disaster planning, works closely with local community leadership during disaster recovery to provide technical assistance and data related to economic development.
- Maintain robust and accessible communications throughout the recovery process between the State Government and all other partners to ensure ongoing dialogue and information sharing.
- Engage the workforce development system, including vocational rehabilitation programs, as a means of helping individuals who acquire a disability as part of the disaster return to work with the appropriate supports, accommodation and retraining (if necessary).

AUTHORITIES: POLICIES/STATUTES/CODE

Additional Information will be included in 2013.

State

- Arizona Revised Statutes (A.R.S.) Title 23 – "Agriculture"
- A.R.S. Title 6 – "Banks and Financial Institutions"
- A.R.S. Title 26 – "Military Affairs and Emergency Management"
  - § 26-301 through 317
- A.R.S. Title 28 – "Transportation"
- A.R.S. Title 30 – "Power"
- A.R.S. Title 35 – "Public Finances"
  - § 35-192
- A.R.S. Title 40 – "Public Utilities and Carriers"
- A.R.S. Title 41 – "State Government"
- A.R.S. Title 42 – "Taxation"
- A.R.S. Title 44 – "Trade and Commerce"
- A.A.C. Title 8, Section 2; Department of Emergency and Military Affairs, Division of Emergency Management
- State of Arizona Emergency Response and Recovery Plan (SERRP)

ECONOMIC RECOVERY PROGRAMS

Agencies	Support Programs - FEDERAL
FEDERAL	
United States Department of Agriculture	**Rural Business Enterprise Program (RBEG)** • **Recipients**: Rural public entities (towns, communities, State agencies, and authorities), Indian tribes and rural private non-profit corporations are eligible to apply for funding. At least 51 percent of the outstanding interest in any project must have membership or be owned by U.S. citizens or resident aliens. *Rural is defined as any area other than a city or town that has a population of greater than 50,000 and the urbanized area contiguous and adjacent to such a city or town according to the latest decennial census. • **Eligibility**: Examples of eligible fund use include: Acquisition or development of land, easements, or rights of way; construction, conversion, renovation, of buildings, plants, machinery, equipment, access streets and roads, parking areas, utilities; pollution control and abatement; capitalization of revolving loan funds including funds that will make loans for start ups and working capital; training and technical assistance; distance adult learning for job training and advancement; rural transportation improvement; and project planning. Any project funded under the RBEG program should benefit small and emerging private businesses in rural areas. Small and emerging private businesses are those that will employ 50 or fewer new employees and have less than $1 million in projected gross revenues. • **Summary of Assistance Provided**: The RBEG program provides grants for rural projects that finance and facilitate development of small and emerging rural businesses help fund distance learning networks, and help fund employment related adult education programs. To assist with business development, RBEGs may fund a broad array of activities. The RBEG program is a broad based program that reaches to the core of rural development in a number of ways. • **Contact Information**: Alan J. Stephens, State Director 602-280-8701 www.rurdev.usda.gov/az/
United States Department of Agriculture	**Rural Economic Development Loan and Grand (REDLG)** • **Recipients**: USDA provides grant funds to local utility organizations which use the funding to establish revolving loan funds. • **Eligibility**: Examples of eligible projects include: Capitalization of revolving loan funds; Technical assistance in conjunction with projects funded under a zero interest REDLoan; Business Incubators; Community Development Assistance to non-profits and public bodies (particularly job creation or enhancement); Facilities and equipment for education and training for rural residents to facilitate economic development; Facilities and equipment for medical care to rural residents; Telecommunications/computer networks for distance learning or long distance medical care • **Summary of Assistance Provided**: The REDLG program provides funding to rural projects through local utility organizations. Under the REDLoan program, USDA provides zero interest loans to local utilities which they, in turn, pass through to local businesses (ultimate recipients) for projects that will create and retain employment in rural areas. The ultimate recipients repay the lending utility directly. The utility is responsible for repayment to the Agency. Under the REDGrant program, Loans are made from the revolving loan fund to projects that will create or retain rural jobs. When the revolving loan fund is terminated, the grant is repaid to the Agency • **Contact Information**: Alan J. Stephens, State Director 602-280-8701 www.rurdev.usda.gov/az/

Agencies	Support Programs - FEDERAL
FEDERAL	
United States Department of Agriculture	**Technical Assistance: Community and Economic Development Programs (CEDP)** • **Recipients**: Rural public entities (towns, communities, State agencies, and authorities). • **Eligibility**: NA. • **Summary of Assistance Provided**: The CEDP administers programs and initiative that promote self-sustaining, long-term economic and regional development in rural areas. The programs demonstrate how every rural community can achieve self-sufficiency through innovative and comprehensive strategic plans developed and implemented at a grassroots level. The programs stress continued local involvement and decision making which is supported by partnerships among private, public and nonprofit entities. • **Contact Information**: Alan J. Stephens, State Director 602-280-8701 www.rurdev.usda.gov/az/
United States Department of Agriculture	**Technical Assistance: Cooperative Programs** • **Recipients**: Agricultural producers and rural residents. • **Eligibility**: NA • **Summary of Assistance Provided**: Cooperatives market and distribute agricultural products and supplies and also provide other rural services and needs. Cooperative Programs promotes the understanding and use of the cooperative form of business. Cooperative Programs' technical assistance program helps agricultural producers and rural residents form new cooperatives and improve the operations of existing cooperatives facing specific problems or challenges. This service is available to existing rural cooperatives and groups of rural residents interested in forming a cooperative. • **Contact Information**: Alan J. Stephens, State Director 602-280-8701 www.rurdev.usda.gov/az/
U.S. Department of Commerce - Economic Development Administration	**Technical Assistance: Regionalized Economic Recovery** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides economic development technical assistance and subject matter expertise for regionalized economic recovery. • **Contact Information**: Jacob Macias, EDA Representative 206-220-7666 jacob.m.macias@eda.gov
U.S. Department of Commerce - Economic Development Administration	**Grants/Funding Program** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides funding through competitive grants for economic recovery projects. **Contact Information**: Jacob Macias, EDA Representative 206-220-7666 jacob.m.macias@eda.gov

Agencies	Support Programs - FEDERAL
FEDERAL	
U.S. Department of Commerce - Economics and Statistics Administration/Census Bureau	**Technical Assistance: Demographics/Data** • **Recipients**: NA • **Eligibility**: NA. • **Summary of Assistance Provided**: Prepares demographic and economic baseline data (e.g., pre-disaster conditions) for regions impacted by disasters during Economic RSF activations, as needed. • **Contact Information**: 202-482-6607 ESAwebmaster@doc.gov
U.S. Department of Commerce - International Trade Administration	**Technical Assistance: Tourism and Foreign Markets** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides technical assistance to businesses for accessing foreign markets to encourage outside investment. Provides technical assistance and information regarding tourism consequences. • **Contact Information**: 800-USA-TRAD http://trade.gov/contact.asp
U.S. Department of Commerce - Minority Business Development Agency	**Funding and Technical Assistance: Minority Business** • **Recipients**: Minority Owned Businesses • **Eligibility**: NA • **Summary of Assistance Provided**: Provides direct financial assistance, market access and technical assistance for minority business. • **Contact Information**: 202-482-0101 http://www.mbda.gov/contact
U.S. Department of Commerce - Bureau of Industry and Security	**Technical Assistance: Defense Industry** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Administers the authority and priorities of the Defense Production Act through the Defense Priorities and Allocations System to implement priorities and allocations provisions for industrial resources. • **Contact Information**: 949-660-0144 http://www.bis.doc.gov/forms/formslist.html
U.S. Department of Commerce - National Oceanic and Atmospheric Administration	**Grants/Technology: Ecosystem-dependent economies** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provide grants and technologies to spur the recovery of ecosystem-dependent economies, to restore economically important habitats and to create mechanisms for the mitigation of damages. • **Contact Information**: 202-482-6090 http://www.noaa.gov/media.html#OAR

Agencies	Support Programs - FEDERAL
FEDERAL	
U.S. Department of Commerce - National Institute of Standards and Technology (NIST)	**Technical Assistance: Manufacturing Sector** • **Recipients**: U.S. Manufacturers • **Eligibility**: NA. • **Summary of Assistance Provided**: Administers the Manufacturing Extension Partnership to work with small and mid-sized U.S. manufacturers to help them create and retain jobs, increase profits, and save time and money. • **Contact Information**: 301-975-NIST (6478) inquiries@nist.gov http://www.nist.gov/public_affairs/contact.cfm
U.S. Department of Homeland Security - Federal Emergency Management Agency	**Assessments/Technical/Financial Assistance: Losses** • **Recipients**: Public and Individuals • **Eligibility**: NA • **Summary of Assistance Provided**: Provides economic damage assessment information regarding the insured and uninsured losses, economic recovery issues and other data sources gathered during Federal response efforts. Provides technical and financial assistance regarding program eligibility, application processes and project requirements. • **Contact Information**: 301-975-NIST (6478) inquiries@nist.gov http://www.nist.gov/public_affairs/contact.cfm
U.S. Department of Labor	**Assessments/Technical/Financial Assistance:** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information on the consequences to the local workforce, labor markets and worker retraining needs. • **Contact Information**: 866-487-2365 http://www.dol.gov/dol/contact/contact-phone-topics.htm
U.S. Department of the Treasury	**Technical Assistance Information: Taxes** • **Recipients**: Individuals and Businesses • **Eligibility**: NA • **Summary of Assistance Provided**: Provides financial literacy and tax-related assistance through education, outreach and tax return preparation assistance. Provides program data for use in economic damage assessments, as appropriate. Facilitates the operation of the Financial and Banking Information Infrastructure Committee (FBIIC), including the identification of sector impacts and resource requirements. • **Contact Information**: 202-622-2000 http://www.treasury.gov/connect/Pages/contact-us.aspx

Agencies	Support Programs - FEDERAL
FEDERAL	
U.S. Department of Health and Human Services	**Technical Assistance: Health Services Sector** • **Recipients**: NA • **Eligibility**: NA. • **Summary of Assistance Provided**: Provides technical assistance regarding program eligibility, application processes and project requirements for HHS programs as applicable under existing authorities. Provides assessment information regarding the consequences on the health and social services sector in an affected community. Provides technical assistance on the economic consequences to low- or moderate-income disaster survivors. • **Contact Information**: 415-437-8500 http://www.hhs.gov/about/regions/r9contacts.html
U.S. Department of Interior	**Assessments/Technical/Financial Assistance: Natural and Cultural Assets** • **Recipients**: NA. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information on the natural and cultural assets throughout the country, through its networks and available stakeholders. • **Contact Information**: 202-208-3100 feedback@ios.doi.gov http://www.doi.gov/public/contact-us.cfm
U.S. Environmental Protection Agency	**Technical/Financial Assistance:** • **Recipients**: Cities, counties, and states. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides technical assistance to help communities develop plans and policies that coordinate land use and infrastructure investments in support of sustainable economic recovery. Provides financial support for the clean-up and reuse of contaminated property. . • **Contact Information**: Region 9: 415-947-8000 http://www.epa.gov/aboutepa/region9.html
U.S. Department of Housing	**Grants/Financial and Technical Assistance and Assessments:** • **Recipients**: Cities, counties, and states. • **Eligibility**: NA • **Summary of Assistance Provided**: Provides flexible grants to help cities, counties and states recover from Presidentially declared disasters, especially in low-income areas, subject to availability of supplemental appropriations. Provides technical and financial assistance regarding program eligibility, application processes and project requirements. Provides economic damage assessment information regarding the economic consequences of the loss of housing stock, the housing market and community development issues, from its network of regional and field resources • **Contact Information**: Tony Ramirez, Acting Field Office Director 602-379-7100 AZ_Webmanager@hud.gov

Small Business Administration	**Funding and Technical Assistance:** • **Recipients**: Small businesses, Private Nonprofits • **Eligibility**: • **Summary of Assistance Provided**: Provides loans for property damages to non-farm businesses of all sizes and private nonprofit organizations; provides Economic Injury Disaster Loans to eligible small businesses and private nonprofits habitats and to create mechanisms for the mitigation of damages. Provides technical assistance regarding program eligibility, application processes and project requirements. Provides counseling and other technical assistance to small businesses and entrepreneurs. Promotes small business access to capital through loans, investments, etc., aimed at sustaining businesses and encouraging entrepreneurial applications. • **Contact Information**: 602-745-7200 http://www.sba.gov/about-offices-content/2/3097

Support Agencies	Support Programs – VOLUNTARY AGENCIES
VOLUNTARY AGENCIES/NGO's	
Operation HOPE	**HOPE Coalition America** • **Recipients:** Individuals • **Eligibility:** N/A • **Summary of Assistance Provided:** HOPE Coalition America is the only financial emergency preparedness and recovery service in the country. Through partnerships with industry leaders in a wide range of industries spanning banking, financial services, insurance, social and community services, we provide financial and economic assistance to those affected by natural disasters. Through the HOPE Crisis Hotline and our on-site counseling centers, they help clients recover financially from natural disasters, foreclosures, and other emergencies. Also provides pre-disaster preparedness planning. • **POC:** (877) 592-HOPE (4673)
Operation HOPE	**HOPE Financial Dignity Centers** • **Recipients:** Individuals • **Eligibility:** N/A • **Summary of Assistance Provided:** The HOPE Centers are a network of community-based locations providing financial resources, literacy and counseling to people in underserved neighborhoods. • **POC:** (877) 592-HOPE (4673)
Operation HOPE	**Banking On Our Future (BOOF)** • **Recipients:** Individuals • **Eligibility:** N/A • **Summary of Assistance Provided:** Financial literacy training in a classroom environment • **POC:**

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Community Planning and Capacity Building Appendix

RSF Coordinator:
Arizona Department of Emergency and Military Affairs

Primary Support Agencies:

Support Agencies and Organizations:

STATE

Commission for the Deaf & Hard of Hearing (ACDHH)
Commission of Indian Affairs (ACIA)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Education (ADE)
Department of Environmental Quality (DEQ)
Department of Fire, Building and Life Safety (DFBLS)
Department of Health Services (ADHS)
Department of Homeland Security (ADOHS)
Department of Housing (ADOH)
Department of Insurance (ADOI)
Department of Public Safety (DPS)
Department of Real Estate (ADRE)
Department of Transportation (ADOT)
Department of Water Resources (ADWR)
Game & Fish Department (AZGFD)
Health Care Cost Containment System (AHCCCS)
Department of Administration (ADOA)
Attorney General's Office (AGA)

STATE - continued

Registrar of Contractors (AZROC)
State Forestry Division (ASFD)
State Parks Department (ASP)

VOLUNTARY

American Red Cross
The Salvation Army (TSA)
Arizona Statewide Independent Living Council (AZSILC)
Arizona Voluntary Organizations Active in Disasters (AzVOAD)
Citizens Corps Programs
- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)

PRIVATE (NGO)

Not identified in 2012

FEDERAL

Federal Emergency Management Agency (FEMA)
Small Business Administration (SBA)
Department of Commerce (DOC)
Department of Housing and Urban Development (HUD)

Introduction

MISSION

The mission of the Community Planning and Capacity Building (CPCB) Recovery Support Function (RSF) is to support and build recovery capacities and community planning resources of local, county State and Tribal governments needed to effectively plan for, manage and implement disaster recovery activities in large, unique or catastrophic incidents.

FUNCTION

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In Arizona, the CPCB RSF will focus on increasing recovery planning efforts across the State by working with the whole community in building capacity within all six of the recovery support functions listed in the AZDRF Annex.

The core recovery capability for community planning is the ability to effectively plan and implement disaster recovery activities, engaging the whole community to achieve their objectives and increase resilience. CPCB RSF has the responsibility to maintain, update, and operationalize the Arizona Disaster Recovery Framework (AZDRF) Annex of the State Emergency Response and Recovery Plan (SERRP). The Community Planning and Capacity Building RSF unifies and coordinates expertise and assistance programs from across Federal, State, county, local and tribal governments to aid in restoring and improving the ability of Tribes, counties and local governments to organize, plan, manage and implement recovery. The RSF assists county, local, and tribal governments in developing a pre- and post-disaster system of support for their communities. This RSF also has an emphasis on integration of hazard mitigation throughout the continuum of pre- and post-disaster recovery planning and implementation. The RSF also serves as a forum for helping to integrate the nongovernmental and private sector resources into public sector recovery planning processes.

Certain state departments, agencies, counties, and non-governmental organizations are expected to provide specific services in response to an emergency. These services are outlined in the five additional RSF appendices (Housing, Health and Social Services, Infrastructure, Natural and Cultural Resources, Economic) that are included as part of the AZDRF.

The Community Planning and Capacity Building RSF recognizes the primacy of affected county, local and tribal governments and the private sector in defining and addressing risk reduction and long-term recovery priorities..

Introduction - Continued

OUTCOMES

Through a Coordinated effort that draws from resources of Federal and State departments, agencies and services, the CPCB RSF provides expertise to ensure:

- Enhanced interagency coordination of resources, requirements and support for building community capacity and community recovery planning.
- Increased community self-reliance and adaptability
- Hazard mitigation and risk reduction opportunities have been integrated into all major decision and reinvestments during the recovery process.
- An improved planning process that ensures a more effective and efficient use of Federal, State, nongovernmental and private sector funds.
- Communities are able to shorten the timeline and improve specific recovery outcomes through more effective decision-making and management.
- Integration of socioeconomic, demographic, risk assessment, vulnerable populations and other important information into recovery planning and decision-making activities.
- Increased community-wide support and understanding of sustainability and resiliency principles applicable to the opportunities presented during disaster recovery. Effective planning, integration and coordination efforts of all State RSF's from pre-disaster through long-term recovery.

Introduction - Continued

PRE-DISASTER:

The Community Planning and Capacity Building Recovery Support Function Coordinating and Support Agencies will:

- Coordinate the provision of preparedness planning and technical assistance support to aid Tribes, County, and local governments to develop effective pre-disaster recovery plans that guide the full range of recovery efforts, both short-and long-term, and ensure all affected populations are included.
- Coordinate the resolution of outstanding State agency program and policy issues identified in after-action and other evaluations that present ongoing barriers or challenges for effective support to Tribal, county and local community planning and capacity necessary to facilitate an effective recovery process.
- Develop multidisciplinary recovery tools and best practices.
- Promote resiliency measures and enhance coordination of programs that build local leadership capacity, community member involvement, partnerships and education on disaster preparedness for recovery.
- Identify and leverage programs that assist communities to prepare, collect and analyze relevant existing and future data necessary to plan and manage complex disaster recovery.
- Coordinate educational and cross-training opportunities for key participants in community recovery planning and capacity support including, but not limited to: emergency managers; city managers; planning, economic development and other local officials; and nonprofit and private sector partners for recovery.
- Develop pre-disaster partnerships with others such as Federal agency extension programs, universities, national professional associations, and nongovernmental organizations, to facilitate recovery capacity-building activities and expansion of resources available to communities after a disaster for planning and decision making.

POST-DISASTER:

The Community Planning and Capacity Building Recovery Support Function Coordinating and Support Agencies will:

- Maintain robust and accessible communications through the recovery process between, local, Tribal, State, Federal governments and all other partners to ensure ongoing dialogue and information sharing.
- Identify the range and significance of the disaster's effects on Tribes, regions and local governments in the impacted area.
- Coordinate the provision of resources to units of government for recovery planning technical assistance and to support recovery capacity and surge needs in a variety of Tribal/county/city functional areas; coordinates resources to address other skill sets that communities often lack capacity after large-scale and catastrophic disasters.
- Develop community-focused technical assistance teams for uniquely or heavily impacted communities and/or Tribes, integrating the use of State resources organized under the Recovery Support Functions.
- Coordinate the application and treatment of hazard mitigation and sustainability principles in State supported recovery planning efforts.
- Aid local, county, and Tribal governments to identify and integrate the consideration of all affected stakeholders, including vulnerable populations and persons with disabilities, and individuals with limited English proficiency into the public sector recovery plans and decision making process.
- Capture after-action recommendations and lessons learned.

AUTHORITIES: POLICIES/STATUTES/CODE

Administration of state and federal disaster assistance will be in accordance with:

- A.R.S. Title 26 – "Military Affairs and Emergency Management"
  - Emergency Management §26.301 through 319; Article 2
  - §26.341-353 Emergency Planning and Community Right-to-Know Act,
  - §26.401-402, Emergency Management Assistance Compact
- A.R.S. Title 35 – "Public Finances"
  - §35-192, Fiscal Procedures, Controls & Reports
- A.A.C. R8-2-301 through 321, Governor's Emergency Fund
- Governor's Executive Order Number 79-4

In accordance with A.R.S. § 26-303.E.2., *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Planning Considerations

Mitigation

The primary purpose of mitigation is to reduce the risk of future disaster damage and provide financial support to implement cost-effective mitigation measures. The Division of Emergency Management (ADEM) State Mitigation Office:

- Under A.R.S. §26.306, the director of emergency management may establish the Arizona Disaster Prevention Council to plan for disaster prevention. The disaster prevention council shall coordinate the disaster prevention expertise of representatives of federal, state and local business and industry and promote partnerships to substantially reduce property loss from natural and technological disasters.
- Administers pre- and post-disaster mitigation programs, as outlined within the program's administration plan, providing coordination and guidance for the mitigation programs (see Infrastructure RSF "State Programs").
- Provides education and mitigation information to state agencies and local governments.
- Assists local and tribal governments develop a multi-hazard mitigation plan to ensure eligibility for disaster mitigation programs.
- Coordinate activities needed to administer those programs (see program information below) until projects have been completed and all close-out procedures conducted.
- Hazard mitigation and sustainability are emphasized and integrated into overall planning and recovery activities and should be addressed during activation of any RSF.

Communications

CPCB is responsible to ensure communications between all engaged/activated RSF's takes place and information effectively reaches all members of the community. Effective communications creates a common operational picture for appropriate decision making.

- Responsible for identifying communication barriers and resolving communication gaps during the recovery process.
- Communicates with FEMA Voluntary Agency Liaison, and leaders of local unmet needs committees or long-term recovery groups to ensure participation in overall community recovery efforts.
- Identifies and conducts outreach to any additional NGO partners that can assist communities in organizing, planning and/or managing recovery.

Tribes and Nations

Tribal sovereignty must be recognized during the planning and delivery of recovery support. Tribes can be affected by decisions made around sovereign lands and must be included in the recovery planning efforts if located in the disaster area. Additional planning considerations and programs for tribes are included in the Natural and Cultural Resources RSF Appendix.

CPCB: Disaster Recovery Support

Assessments:

Assessments are key in determining severity and magnitude of any disaster or incident that occurs within or impacts Arizona. The CPCB will play a vital role in ensuring that all appropriate assessments are identified to quickly and accurately determine the impacts to Arizona's (economy, housing, health and social services, infrastructure, natural and cultural resources, and local communities recovery capacity). In a large disaster, these assessments will provide critical information to federal partners and assist with the development of a Mission Scoping Assessment Report (MSAR) and a Recovery Support Strategy (RSS). These assessments along with the RSS provides situational awareness of key recovery challenges faced by the State and impacted communities

CPCB RSF Assessment activities may include:

- Gathering and analyzing information and situational awareness on planning and recovery capacity needs from community leaders and other Recovery Support Function partners.
- Utilizing existing plans like Hazard Mitigation Plans and coordination documents to identify recovery partners, existing resources, and community priorities.
- Engaging communities early and applying an initial community assessment process to identify the range of potential impacts across the entire disaster impact area, and identify communities with limited recovery planning capacity and significant planning challenges.
- Analyzing the assessments to determine need for long-term community recovery planning and technical assistance.
- Working with federal and state partners during the assessment phase to adequately determine short-term recovery capacity needs for local and tribal governments that have been impacted.
- Resolving gaps, conflicts or duplications of resources regarding mission areas in support of tribal and/or local needs.

Planning Partners

The ability of an impacted community to successfully recover following a disaster is directly influenced by the amount/type of services and programs that are available to that community. CPCB RSF is responsible for promoting inclusiveness during pre/post-disaster planning activities and working with the identified partners in determining what level of involvement each planning partner can fulfill. (Please see each RSF for the following roles).

Coordinating Agencies

The coordinating agency for each RSF provides coordination and oversight to that specific RSF**,** with a key responsibility to ensure effective communication and coordination between RSF primary and support agencies, as well as Federal, tribal, local, private, and NGO partners and stakeholders. This role is ongoing, and extends from preparedness, response, and continues through the recovery phase. .

Primary Agencies

Primary agencies are designated based on relevant authorities, roles, resources or capabilities related to planning, preparedness, mitigation or recovery support. As primary agencies, they are responsible for coordinating relevant support within an impacted community.

Supporting Agencies

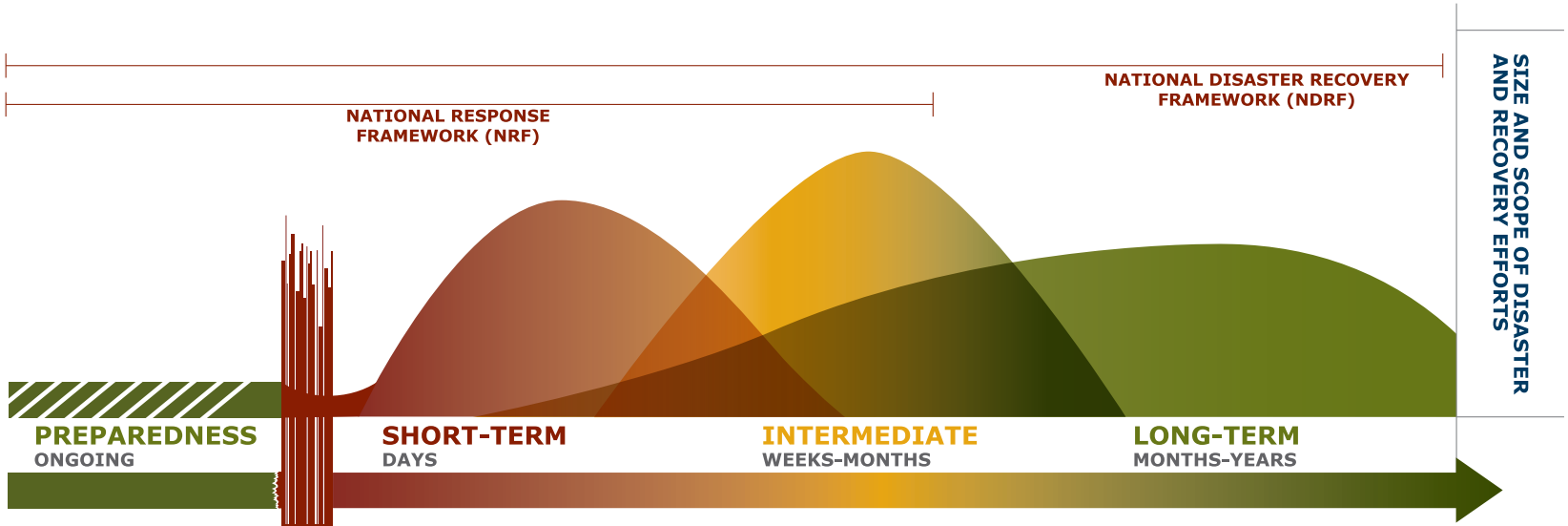
Supporting agencies have specific capabilities and resources that support the primary agencies in executing each RSF mission. These supporting agencies provide assistance when requested.

Documents

Effective planning should consider the vast amount of publications and resources that are available. Below is a partial list of documents that the CPCB RSF can use to help assist in building recovery capacity across Arizona.

- *State Emergency Response and Recovery Plan* (SERRP)
- Arizona Disaster Recovery Framework Annex and RSF Appendices to the SERRP
- *State Hazard Mitigation Plan*
- COOP Plans
- *Long-Term Community Recovery Planning Process: Self Help Guide* (FEMA)
- *Lessons in Community Recovery: Seven Years of ESF #14 Long-Term Community Recovery* (FEMA)
- *Incorporating Sustainability and Smart Growth into Communities' Hazard Mitigation and Long-Term Disaster Recovery Efforts* (FEMA and EPA)
- *Planning for Post-Disaster Recovery and Reconstruction* (American Planning Association)
- *Hazard Mitigation: Integrating Best Practices Into Planning (American Planning Association)*
- *Long-Term Community Recovery Tool Kit* (Council of State Community Development Agencies)

FIGURE 1. RECOVERY CONTINUUM – DESCRIPTION OF ACTIVITIES BY PHASE



PRE-DISASTER PREPAREDNESS
Examples include:

- Pre-disaster recovery planning
- Mitigation planning and implementation
- Community capacity- and resilience-building
- Conducting disaster preparedness excersises
- Partnership building
- Articulating protocols in disaster plans for services to meet the emotional and health care needs of adults and children

SHORT-TERM RECOVERY
Examples include:

- Mass Care/Sheltering
  - → Provide integrated mass care and emergency services
- Debris
  - → Clear primary transportation routes
- Business
  - → Establish temporary or interim infrastructure to support business reopenings
  - → Reestablish cash flow
- Emotional/Psychological
  - → Identify adults and children who benefit from counseling or behavioral health services and begin treatment
- Public Health and Health Care
  - → Provide emergency and temporary medical care and establish appropriate surveillance protocols
- Mitigation Activities
  - → Assess and understand risks and vulnerabilities

INTERMEDIATE RECOVERY
Examples include:

- Housing
  - → Provide accessible interim housing solutions
- Debris/Infrastructure
  - → Initiate debris removal
  - → Plan immediate infrastructure repair and restoration
- Business
  - → Support reestablishment of businesses where appropriate
  - → Support the establishment of business recovery one-stop centers
- Emotional/Psychological
  - → Engage support networks for ongoing care
- Public Health and Health Care
  - → Ensure continuity of care through temporary facilities
- Mitigation Activities
  - → Inform community members of opportunities to build back stronger

LONG-TERM RECOVERY
Examples include:

- Housing
  - → Develop permanent housing solutions
- Infrastructure
  - → Rebuild infrastructure to meet future community needs
- Business
  - → Implement economic revitalization strategies
  - → Facilitate funding to business rebuilding
- Emotional/Psychological
  - → Follow-up for ongoing counseling, behavioral health, and case management services
- Public Health and Health Care
  - → Reestablishment of disrupted health care facilities
- Mitigation Activities
  - → Implement mitigation strategies

Arizona Disaster Recovery Framework

ANNEX to the AZ SERRP
October 2012
Version 1.1

Table of Contents

Introduction and Purpose 3
- Introduction 3
- Purpose of the Framework 3

Achieving Disaster Recovery 4
- Measuring Recovery Success 4
- Recovery Target Capabilities 4

Recovery Roles and Responsibilities 5
- The Whole Community Approach 5
- Individuals and Families 5
- Private Sector 5
- Non-Profit Sector 5
- Local Government 6
- State Government 6
- Tribal Nations 7
- Federal Government 7

Concept of Operations 8
- Leadership Structure 8
- Recovery Support Functions (RSF) 8
  - Differences and Relationship between ESFs and RSFs 8
  - RSF Roles and Responsibilities 9

Planning Assumptions 9
- Different Approaches to Plan Development 9
- Key Planning Criteria 10

Preparedness for Successful Disaster Recovery 11
- A Long Term Recovery/Redevelopment Plan 11
- Benefits of a Long Term Recovery/Post Disaster Redevelopment Plan 11
- Key Ingredients for Plan Success 11
- Training and Exercises 11
- Post Disaster Planning 12

Plan Administration and Maintenance 12

Attachments and Appendices 12

Introduction and Purpose

Introduction

At the core of the recovery effort is the preparation and planning implemented by the local community itself. The intention of state and federal agencies is ultimately to serve the needs of these communities by supporting local efforts, not investing more into the community than it invests into itself. Building a resilient, redundant, local support network that includes all stakeholders (public, private, and volunteer) ensures more consistent outcomes and greater long term stability, which is one of the most important factors for consistent and healthy community growth.

Because each community has unique needs and resources that only it can be aware of and manage, only that community has the ability to prioritize and prepare for the inevitable disaster event that may compromise it. The sense of urgency to plan and prepare during steady state is the key to finding the resources in time and effort that will pay great dividends during disaster state, when the planning and decision making process will be severely compromised by the pressure to take action.

Purpose of the Framework

The framework defines an approach that addresses the complexity of long term recovery with adaptability, flexibility, and provides guidance to all recovery partners and stakeholders:

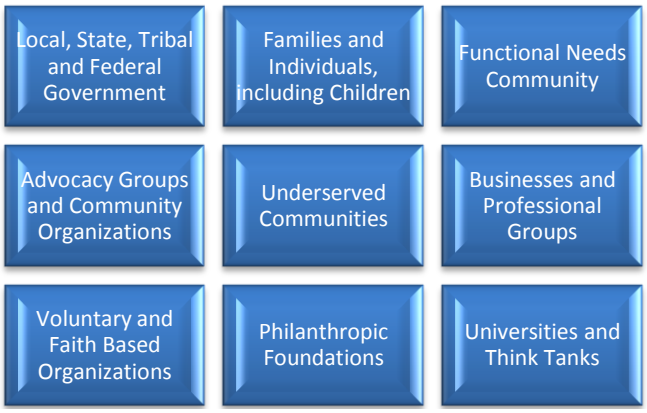


Figure 1: Holistic disaster recovery is a complex process which includes partners and stakeholders from all aspects of a community. Figure 1 depicts some of the organizations that should typically be involved with disaster recovery to ensure the needs of the entire community are recognized.

Experience with recent disasters highlights the need for additional guidance, structure, and support specifically directed towards efforts for long term recovery via a disaster recovery framework. Emergency Support Function (ESF) #14 within the State Emergency Response and Recovery Plan (SERRP) is the AZ Disaster Recovery Framework to include its RSF Appendices. The function of the Framework is to augment ESF #14 by providing the flexibility to activate only the Recovery Support Functions (RSFs) necessary to fully address the need as demonstrated by the declared event. The Framework can be enacted and RSF partners engaged by the ADEM Director for either a state or federally declared event.

Leadership is needed to ensure an inclusive process that is realistic, well planned, and clearly communicated in order to instill confidence that recovery goals can be achieved.

a. Governments and voluntary organizations can provide assistance to track progress, ensure accountability, and make adjustments to ongoing assistance.
b. State Recovery Coordinators (SRC) are established to provide cohesion, focus on recovery efforts, and to help ensure that all who have capability are actively engaged.
c. Recovery Support Functions are six groupings of state, federal and voluntary agencies designed to provide a central point of last resort support for communities for key functional areas.

The overall focus of recovery is on how best to restore, reconstruct, and redevelop the social, natural, and economic fabrics of the community, and encompasses more than the restoration of the community's physical structures to their pre-disaster conditions. The elements of the Arizona Disaster Recovery Framework concentrate on government actions at all levels to support and expedite recovery.

The Arizona Disaster Recovery Framework is in support of the National Preparedness Goal (2011) that was derived from Presidential Policy Directive 8: *National Preparedness* (PPD-8). PPD-8 defines national preparedness as "a shared responsibility of our whole community." This framework is a cornerstone in achieving resiliency. By incorporating the AZDRF principals in community preparedness; timely restoration, strengthening, and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic, and environmental components of our state can be achieved more effectively during emergencies and catastrophic incidents.

Achieving Disaster Recovery

Measuring Recovery Success

Achieving a successful recovery from a disaster can look differently depending on the nature and scope of the event. However, the figure below represents broad concepts that will be applicable to most incidents and can be used to show progress and accomplishments. Some key measures of success are:

- The community successfully **establishes and meets its priorities** to overcome the impacts of the disaster.
- The community **reestablishes an economic and social base** that instills long-term confidence in the local citizens and businesses and incorporates the general public in the recovery efforts.
- The community seeks **opportunities for resilience** in the event of future disasters as it rebuilds and strengthens both physical and economic infrastructure.
- The community **leverages established partnerships** with other communities, counties, the State, Tribal Nations, the Federal Government, and volunteer organizations to address short-term and long-term resource needs.
- The community **follows established financial and administrative processes** for procuring resources and documenting costs associated with recovery operations to ensure both control of expenditures and reimbursement, if sought, from available sources. This greatly reduces the cost of the event to the community as a whole.

Figure 2: Measuring disaster recovery requires a community to first set realistic and achievable goals. In addition to creating specific goals following an incident, generic goals that will apply to all incidents should also be used to monitor progress.

It is important to remember that recovery cannot be defined by the community's return to pre-disaster circumstances when such circumstances are no longer sustainable, competitive, or functional to the post-disaster community. The community must be informed and evaluate all options and alternatives, and avoid simple restoration of an area that may not be sustainable or meet long term needs. Disaster recovery often provides an opportunity to redesign a facility or process within the community to strengthen its capabilities and resources moving forward and mitigate the effects of future events.

Recovery Target Capabilities

Recovery can be divided into three operational phases, all of which overlap to some extent: short-term/ immediate needs; intermediate; and long-term recovery. In each phase, several key items should be addressed by the community to ensure the most efficient and effective use of resources. With the assistance and support of pre-identified partners, the community can lead the way in addressing the following:

Short-Term / Immediate

- Provide integrated mass care and emergency services
- Initiate temporary shelter assistance
- Clear primary transportation routes
- Identify impacts to business community
- Evaluate critical infrastructure impacts; implement temporary solutions
- Quantify economic impacts
- Conduct inspections and assessments

Intermediate

- Ensure medical care and behaviroal health needs are being met
- Provide interim housing solutions
- Initiate Debris Removal
- Support reestablishing business community
- Develop and prioritize plans for infrastructure repair and restoration
- Establish one-stop service center for individuals
- Identify and implement programs and services that will support community recovery
- Inform impacted communities of the opportunity to build back stronger through mitigation actions and activities

Long -Term

- Develop and execute permanent housing solution
- Rebuild infrastructure to the level approrpriate to meet future community needs
- Direct economic and community recovery operations by implementing economic revitalization strategies
- Ensure that the needs of individuals impacted by event are being met through the case management process
- Administer the delivery of programs and services that provide both monetary and non-monetary relief to the community

Recovery Roles and Responsibilities

The Whole Community Approach

Numerous factors contribute to the resilience of communities and effective emergency management outcomes. Three principles that represent the foundation for establishing a Whole Community approach to emergency management are: understanding and meeting the actual needs of the whole community, engaging and empowering all parts of the community and strengthening what works well in communities on a daily basis. The benefits of the Whole Community approach include: a more informed, shared understanding of community risks, needs and capabilities; an increase in resources through the empowerment of community members; and, in the end, more resilient communities. Steps taken to incorporate Whole Community concepts before an incident occurs will lighten the load during response and recovery efforts through the identification of partners with existing processes and resources who are available to be part of the emergency management team. The Whole Community approach produces more effective outcomes for all types and sizes of threats and hazards, thereby improving security and resiliency nationwide.

Individuals and Families

- Need to prepare for and manage own recovery to the extent possible.
- Become educated in order to self-assess risk exposure and identify measures that can be taken to mitigate potential risks and protect themselves from threats.
- Maintain adequate savings, insurance, and cash reserves on hand as contingencies for unexpected events, disasters, and potential interruptions in employment that arise from these conditions.
- After a disaster, prioritize recovery needs and goals, implement recovery plans, and actively participate in post disaster recovery planning.

Private Sector

- Plays a critical role in establishing public confidence immediately after a disaster event.
- Owns the vast majority of critical infrastructure, for which recovery plays a major role towards influencing and affecting the overall recovery of the community, region, or entire nation.
- Private sector resources form the largest and most accessible basis for the community or region to draw from in recovery efforts.
- Work towards developing business models that are adaptable to operate in a disaster event.
- Develop and test contingency, continuity, and restoration plans, while taking into account worker safety and health and allowing for potential employee unavailability or attrition due to a disaster event.
- Educate and train employees to practice business mitigation and preparedness activities. Incorporate mitigation measures in design and construction or hardening of facilities. Mitigate risks from disasters by relocating from hazardous areas or elevating critical infrastructure, and carry adequate insurance to rebuild damaged facilities or survive a disruption in work.
- Develop networks to strengthen coordination between businesses, government entities, community organizations, and other stakeholders that are mutually beneficial during steady state and in times of a disaster event.
- After a disaster occurs, communicate the status of operations, supply chain, and restoration challenges and timelines. Mobilize employees or community at large to utilize available resources and reopen operations as quickly as possible to provide essential goods and services to the community.
- Donate goods and services, provide facilities and office space, including bathrooms and sleeping accommodations to local governments and groups assisting in the recovery effort.
- Funnel resources through non-profit organizations and provide direct services, including technical assistance for the implementation of temporary distribution systems of essential goods, services, and communications.

Non-Profit Sector

- Can directly supplement where government authority and resources cannot be applied to meet obligations that otherwise cannot be met due to legal limitations of public funding, resources, and authority.
- Before a disaster event, work to build relationships with the private sector, emergency managers, recovery officials, and other stakeholders in their communities to have an active voice in the recovery process.

Non-Profit Sector (continued)

- Actively participate in local recovery planning to articulate resources and capabilities and establish partnerships and support linkages between stakeholders. Build the lessons learned from experience across the entire organization into the local planning process and into the State Voluntary Organizations Active in Disaster (AZVOAD).
- After a disaster occurs, can provide specific relief aid, recovery resources, and support services to vulnerable and underserved groups of individuals and communities as necessary, including support for functional needs groups to maintain independence.
- Provide emotional, spiritual care, case management expertise, and training for care givers and training to support individuals' implementation of their own disaster recovery plans.
- Provide housing repair and reconstruction services that comply with applicable architectural standards.
- Provides advocacy services for disaster affected communities to help with the complexities of governmental and other recovery programs.

Local Government

- Hold the primary role in planning for, leading, and managing all aspects of community recovery, as well as adaptation, codification, and enforcement of the majority of mitigation and resilience measures, and ensures that all recovery related dialogue is accessible to all community groups.
- Lead the community in preparing mitigation and recovery plans, raising hazard awareness, and educating the public of available tools and resources to enhance future resilience, as well as establishing agreements for mutual aid and surge capacity in the event of a disaster.
- Prior to the disaster, articulate recovery needs and priorities to facilitate support and collaboration with the State and Federal Government, and private and non-profit organizations, and pre-identifies a structure and local coordinator for managing recovery.
- Inform and educate the community to proactively address mitigation principles and best practices in anticipation of future disaster events, and seek state guidance on mitigation programs and promote adoption of mitigation measures in the community.
- After a disaster, ensure integrated efforts across all government offices, the private sector, and non-governmental organizations during the implementation phase of recovery projects and activities.
- Lead the outreach effort to all constituents and stakeholders to support an inclusive post-disaster recovery planning process, and communicate/coordinate with other levels of government involved in the recovery.
- Receive and manage private, State, and Federal grant resources, and ensures effective and non-discriminatory use of funds, while enforcing accountability and compliance.

State Government

- Manage and facilitate the coordination of the overall recovery process within the State and possess the basis for all legal authority in the State to enable disaster recovery through legislation, regulation, and management or direction of State and Federal resources.
- Lead the Statewide pre-disaster recovery and mitigation planning efforts, and establish and manage requirements and incentives for pre-event disaster recovery preparedness and planning as well as hazard mitigation actions.
- Encourage and guide communities and local governments to become informed about and understand the full range of mitigation programs and options available through the State government.
- Identify recovery activities that are either primarily the responsibility of State government or beyond the capability of local government.
- After the disaster occurs, coordinate with local, regional, Tribal, State and Federal government agencies, private business, nonprofit organizations, and other stakeholders on recovery planning and assistance.
- Receive, record, and manage Federal grant resources; ensure efficient, nondiscriminatory and effective use of the funds, and enforce accountability and legal compliance.
- Support, upon request, local governments in their oversight of volunteer and donation management.
- Appoint State Recovery Coordinators (SRC) to lead and coordinate recovery dedicated organizations, plans, and initiatives.

Tribal Nations

There are **22** Tribal Nations in Arizona. The following Tribes in Arizona have been established by treaty, executive order or a congressional act:

- Ak-Chin Indian Community
- Cocopah Indian Tribe
- Colorado River Indian Tribes
- Fort McDowell Yavapai Nation
- Fort Mojave Indian Tribe
- Gila River Indian Community
- Havasupai Tribe
- Hopi Tribe
- Hualapai Tribe
- Kaibab Paiute Tribe
- Navajo Nation
- Pascua Yaqui Tribe
- Pueblo of Zuni
- Quechan Tribe
- Salt River Pima-Maricopa Indian Community
- San Carlos Apache Tribe
- San Juan Southern Paiute
- Tohono O'odham Nation
- Tonto Apache Tribe
- White Mountain Apache Tribe
- Yavapai Apache Nation
- Yavapai Prescott Indian Tribe

Tribal governments are sovereign nations that exercise their right to self-determination by maintaining the welfare and well-being of their Tribal members, lands, and culture. As sovereign nations, Tribes are responsible for the safety, security, health, and well-being of their lands and people. The Tribes in Arizona share a unique relationship with Federal, State, and county governments and are encouraged to collaborate with all levels of government during the recovery process on Tribal land.

The Arizona Division of Emergency Management, to the extent practicable, engages Tribal Governments in emergency management to ensure meaningful consultation.

The Tribes in Arizona are the primary caretakers of their land, people, and traditions. The Arizona Disaster Recovery Framework provides a path to coordinating disaster recovery services, resources, and assistance to each Tribe within Arizona. It is important that before ADEM executes objectives within the AZDRF that proper consultation on Tribal traditions, culture, processes, and Government structure are mutually understood. Tribal natural, historical, and cultural resources are extremely important to Tribes and to the State of Arizona; therefore, collaboration with Native American Tribes during the recovery process is critical and important.

Arizona Revised Statute (A.R.S.) Section 41-844. Duty to report discoveries; disposition of discoveries; definitions
"A person in charge of any survey, excavation, construction or other like activity on any lands owned or controlled by this state, by any public agency or institution or the state, or by any county or municipal corporation within state shall report promptly to the director of Arizona state museum the existence of any archeological, paleontological, or historical site or object that is at least fifty years old..."

Federal Government

The primary role of the Federal Government is in support of State and Tribal Governments with their responsibility to manage and drive the coordination of the recovery process.

Disasters that exceed the capacity for local, Tribal and State resources, or those that impact Federal property or other areas of primary Federal Jurisdiction, including national security interests, are supported by the Federal Government engagement of all necessary department and agency capabilities needed for the recovery effort.

The duration and extent of Federal support is scaled to the size and impact of the disaster. Prior to a disaster, the Federal Government has the responsibility to assist State and local governments in recovery planning efforts. The Federal Government facilitates sharing of planning best practices and recovery plans adopted by various states and local jurisdictions.

The Federal Government is responsible to ensure that tax dollars are spent to reduce or eliminate future hazard risk and increase resilience in a manner consistent with national law and policy.

After a disaster, the Federal Government can support and supplement local and State efforts via technical and financial assistance, consistent with existing authorities and the private sector, and can deploy a Federal Disaster Recovery Coordinator (FDRC) if necessary to help establish a coordination structure in close collaboration with affected State, Tribal, and local governments.

Concept of Operations

Leadership Structure

Community Policy Group:

- Identify issues and needs of the community;
- Prioritize those issues/needs;
- Identify changes or opportunities they would like considered;
- Identify local/county/State/SME partners and organizations, members, or leaders that they would like to see as participants in the Long Term Recovery (LTR) Task Force.

Long Term Recovery Task Force:

- Provide clarity to community issues/needs as identified by the Policy Group;
- Discuss and identify changes, opportunities, and challenges;
- Develop goals and objectives;
- Identify workgroup partners (local/county/state/SME partners and organizations) that can address and work on individual issues identified.

Workgroups convene:

- Take the broad issues and needs defined by the LTR Task force and consider changes, opportunities, and challenges for those identified issues/needs;
- Take the goals and objectives identified by the LTR Task Force and develop concepts, alternatives, benefits, challenges, and impacts.
- Identify resources that will accomplish the goals/objectives identified;
- Report workgroup products back through the LTR Task Force to the Policy Group.

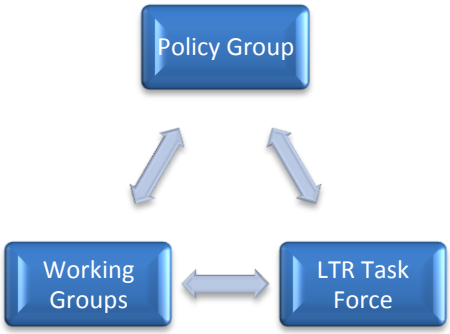


Figure 3: These three groups should work seamlessly to determine and accomplish disaster recovery goals and objectives. This applicable to all State/Tribal/county/local recovery operations.

Recovery Support Functions (RSF)

Recovery Support Functions are the coordinating structure for key functional areas of assistance. Purpose is to support local governments by facilitating problem solving, improving access to resources, and fostering coordination between State and local jurisdictional agencies.

RSFs bring together core recovery capabilities of State departments and agencies and other supporting organizations, including those not active in emergency response, to focus on community recovery needs.

Recovery Support Functions are organized into six manageable components, bringing together relevant stakeholders and experts during steady-state planning and when activated post-disaster to identify and resolve recovery challenges:

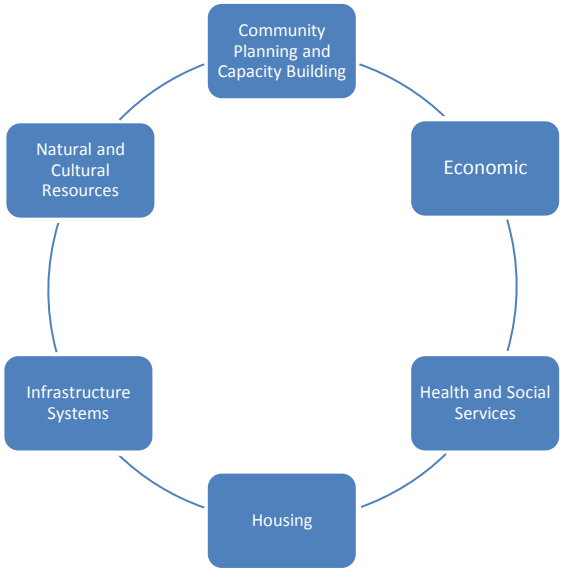


Figure 4: These are the six Recovery Support Functions (RSFs) as defined by the National Disaster Recovery Framework. Each can be individually activated, as necessary, to meet recovery needs.

Differences and Relationship between ESFs and RSFs

Recovery Support Function structure coexists with and builds upon the Emergency Support Functions under the National Disaster Recovery Framework.

RSFs are different from ESFs in that they have different mission objectives, partnerships, approaches, time spans, and organizational structure.

RSF Mission Objectives:

a. To facilitate the identification, coordination, and delivery of State assistance needed to supplement recovery resources and efforts by local jurisdictions, as well as private and nonprofit sectors.
b. To encourage and complement investments and contributions made by the business community, individuals and voluntary, faith based and community organizations.

Because recovery cannot wait until those occupied with response have time and space to start thinking about recovery, a discrete and well-resourced recovery focus is established up front to ensure that communities are well positioned for major reconstruction and redevelopment.

Within each of the RSF Appendices we have identified programs, services and technical support available to assist in Recovery. Some of these support services can be utilized without a declaration of emergency, some will require a declaration either by the Governor or President. As we are made aware of any additional programs, services or technical support programs we will add them to the list of available resources.

The State Disaster Recovery Coordinator will engage with the Recovery Support Function agencies to organize and coordinate State recovery assistance as the level of response activities declines. RSF coordinators will work closely with ESF leads to share information about impacts, assistance provided, and working relationships at all levels.

It is essential that State partners address responsibilities across the recovery continuum, including preparedness, mitigation, and development activities as well as post-incident stabilization and recovery actions by creating supporting guidance and tools for recovery implementation.

RSF Roles and Responsibilities

Each Recovery Support Function has a designated coordinating agency along with primary agencies and supporting organizations with programs relevant to that particular functional area.

The RSF coordinating agency, with the assistance of the Arizona Division of Emergency Management (ADEM), provides leadership, coordination, and oversight for that particular RSF, and ensures communication and coordination between primary agencies and support organizations.

An RSF primary agency is an agency with significant authorities, roles, resources or capabilities for a particular function within an RSF, and these agencies orchestrate State support within their functional area for an affected jurisdiction and may lead interagency field assessment or support teams as necessary.

Support organizations are those entities with specific capabilities or resources that support the primary agency in executing the mission of the RSF. The primary distinction between support and primary organizations is the frequency with which the agency may be expected to actively participate in an RSF operation.

When coordinating agencies are activated as an RSF, primary agencies and supporting organizations are expected to be responsive to RSF-related communication and coordination needs.

Planning Assumptions

Different Approaches to Plan Development

Stand Alone Long Term Redevelopment/Recovery Plan:

a. Provides a single reference for guiding action and decision making during recovery and detailing steps that can be taken before a disaster strikes to speed the recovery process.
b. Provides the strategy and action plan, but other local plans must support the strategy through policy, regulations, procedures, and projects.

Adoption of a Post-Disaster Redevelopment/ Recovery Ordinance:

a. Can be the result of developing a comprehensive, stand alone plan or the first step in preparing for long term redevelopment after a disaster.
b. Should address temporary regulations (building moratoria and repair permitting) and the establishment of a redevelopment task force or advisory body.

Regional Scale Focus:

a. Can guide integration of post disaster redevelopment across a broader array of potential resources and incorporate mutual aid or memoranda of understanding across jurisdictional boundaries.
b. For smaller counties and those with similar disaster vulnerability, a regional plan can be an economical way to develop a plan with limited resources.
c. Can be topic-specific to narrow the range of strategic consensus that must be achieved among a number of stakeholders in order to procure effective action plans.

Key Planning Criteria

Individual and Family Empowerment	• Empower people by assisting them with compassion and respect • Assist in guiding them towards the opportunities, resources, and tools to meaningfully participate in their own recovery
Leadership and Local Primacy	• Encourage informed and coordinated local leadership that embraces its lead role • Support local leaders to plan for and manage all aspects of the community recovery effort
Preparation for Recovery	• Establish a higher state of resilience through preparation and pre-disaster planning • Reinforce relationships and understanding through group planning and exercises • Develop coordination structures between all stakeholders and implement cross training of personnel for contingency and continuity of operations
Partnership and Inclusiveness	• Collaboration can drive innovation through fostering and strengthening community relationships with multiple stakeholders and multiple jurisdictions • Cultural competency, diversity, and sensitivity should be understood and respected at all levels and at all times • Proactive partnerships ensure that all stakeholders have a voice and a place at the table for recovery planning and implementation
Communications	• Frequent, clear, consistent, and culturally sensitive communication of critical recovery information should be delivered through a process that is inclusive of and accessible to all stakeholders • Properly manage expectations for the actual pace, requirements, and time needed to achieve recovery • Provide for a feedback mechanism to monitor progress
Unity of Effort	• Coordinate and focus all available disaster recovery assistance resources toward an agreed upon set of recovery processes and priorities developed at the community level • Support a transparent process through which the community can come together to engage in a healthy and productive dialogue on their recovery priorities • Incorporate a mechanism whereby conflicts arising out of unmet expectations can be resolved through the efforts of the group
Timeliness and Flexibility	• Uphold the value of timeliness, efficiency, and flexibility in coordinating and delivering recovery activities and assistance • Ensure plans, programs, policies, and practices are adaptable to meet unforeseen, unmet, and evolving recovery needs
Resilience and Sustainability	• Promote implementation of practices that minimize risk to all hazards and strengthen the community's ability to withstand and recover from future disasters • Candidly and realistically explore trade-offs in appropriately managing potential risks, based on effective assessment and evaluation techniques that incorporate a systems thinking perspective and holistic viewpoint
Mitigation	• Identify and promote mitigation opportunities during all phases and in all areas of recovery • Opportunity for change and implementing mitigation efforts begins with the Policy Group The Policy Group should encourage the task force(s) and workgroups to identify and present all mitigation opportunities that could be implemented during recovery

Figure 5: Above are the core principles of disaster recovery as put forth by the National Disaster Recovery Framework, that when put into practice, maximize the opportunity for achieving recovery success. In order for disaster recovery to be successful, planning for recovery and resilient communities must begin prior to an incident.

Preparedness for Successful Disaster Recovery

A Long Term Recovery/Redevelopment Plan

- Identifies policies, operational strategies, and roles and responsibilities for implementation that guides decisions regarding long term recovery after a disaster.
- Emphasize seizing opportunities for hazard mitigation and community redevelopment after a disaster consistent with the goals of the plan and with full participation of the citizens.

There are three types of resources that are critical to be able to act effectively and efficiently following a disaster:

Figure 6: Administrative capacity, technical knowledge, and tangible resources all promote effectiveness and efficiency in disaster recovery. These items can all be planned for and tested in advance of a disaster to ensure they are in place and ready to respond when needed.

Benefits of a Long Term Recovery/Post Disaster Redevelopment Plan

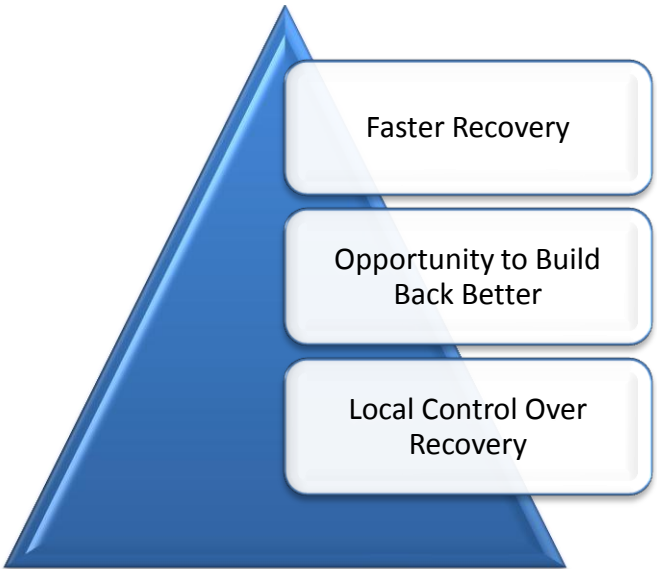


Figure 7: Disaster recovery that begins and remains at the local level, often leads to the most successful recovery.

Key Ingredients for Plan Success

Figure 8: Leadership is often the driving force behind disaster recovery. As stated in the National Disaster Recovery Framework, every incident should have strong leadership and community "champions," who continue to progress the recovery process.

Training and Exercises

Just as response organizations and entities understand that their performance and effectiveness during actual events depends much upon preparation and training, recovery functions must also be practiced and exercised to give greater probability that the recovery will be efficient, effective, and successful. Most of the recovery effectiveness will depend upon the ability of the local jurisdiction to create actionable intelligence for the policy group.

Developing recovery capabilities and performance based exercises that follow the Homeland Security Exercise and Evaluation Program (HSEEP) standard will foster recovery preparedness. Discussion and operations based exercises; provide the ability for the community to address opportunities in their recovery plan during steady state conditions. Exercises also allow for corrective actions with any issues identified.

A key component of both incident response and recovery is the financial and administrative sections that must identify, track, and resolve all costs associated with the event. A well-designed exercise incorporates and integrates this function at all levels. Studies have shown that an average of between 30-50% losses in reimbursement is incurred from the beginning of incident response unless these functions are executed and supported effectively.

Post Disaster Planning

The approach to post disaster planning should focus on organizing recovery priorities and tasks through the use of a planning process by: assessing risk, evaluating the conditions and needs after a disaster, setting goals and objectives, identifying opportunities to build in future resilience through mitigation, compliance with standards for accessible design, and identifying specific projects in areas of critical importance to the overall recovery.

This is best accomplished by using a process that is community driven and locally managed, designed to promote local decision making and ownership of the recovery effort, and promoting inclusive and accessible outreach by working collaboratively with and through groups of people affiliated by proximity and common interest to maximize stakeholder and public involvement. Such a process should also provide for well defined activities and outcomes aimed at achieving a recovery with schedule and milestones for progress.

Utilize screening/assessment tools in order to guide the planning process and expedite awareness of what factors will be considered in moving forward with an organized, clear set of criteria for utilization of recovery resources.

A scoring system can be used to help prioritize recovery resources based on a pre-determined criterion of community needs, and based on feedback and interaction through community and public input or comment on an ongoing basis to ensure that the plan remains relevant and current.

Plan Administration and Maintenance

Basic Plan

a. DEMA – ADEM will be responsible for the research and development of the Arizona Disaster Recovery Framework in its entirety to include any related documents and Appendices.
b. ADEM Recovery Section will be responsible for executing on-going maintenance and administration of the AZDRF. ADEM Recovery Section shall plan maintenance according to a yearly maintenance schedule.

Recovery Support Functions (RSF) Appendices

a. ADEM Recovery Section, alongside the RSF Coordinating Agency will be responsible for managing information collected, analyzed and included into each AZDRF Recovery Support Function (RSF).
b. ADEM Recovery Section will contact all agencies represented in each RSF to confirm status and participation.
c. ADEM Recovery Section will update information into each recovery support function such as points of contact, program changes, and information relative to statutory changes in Arizona State Law.

Yearly Revision

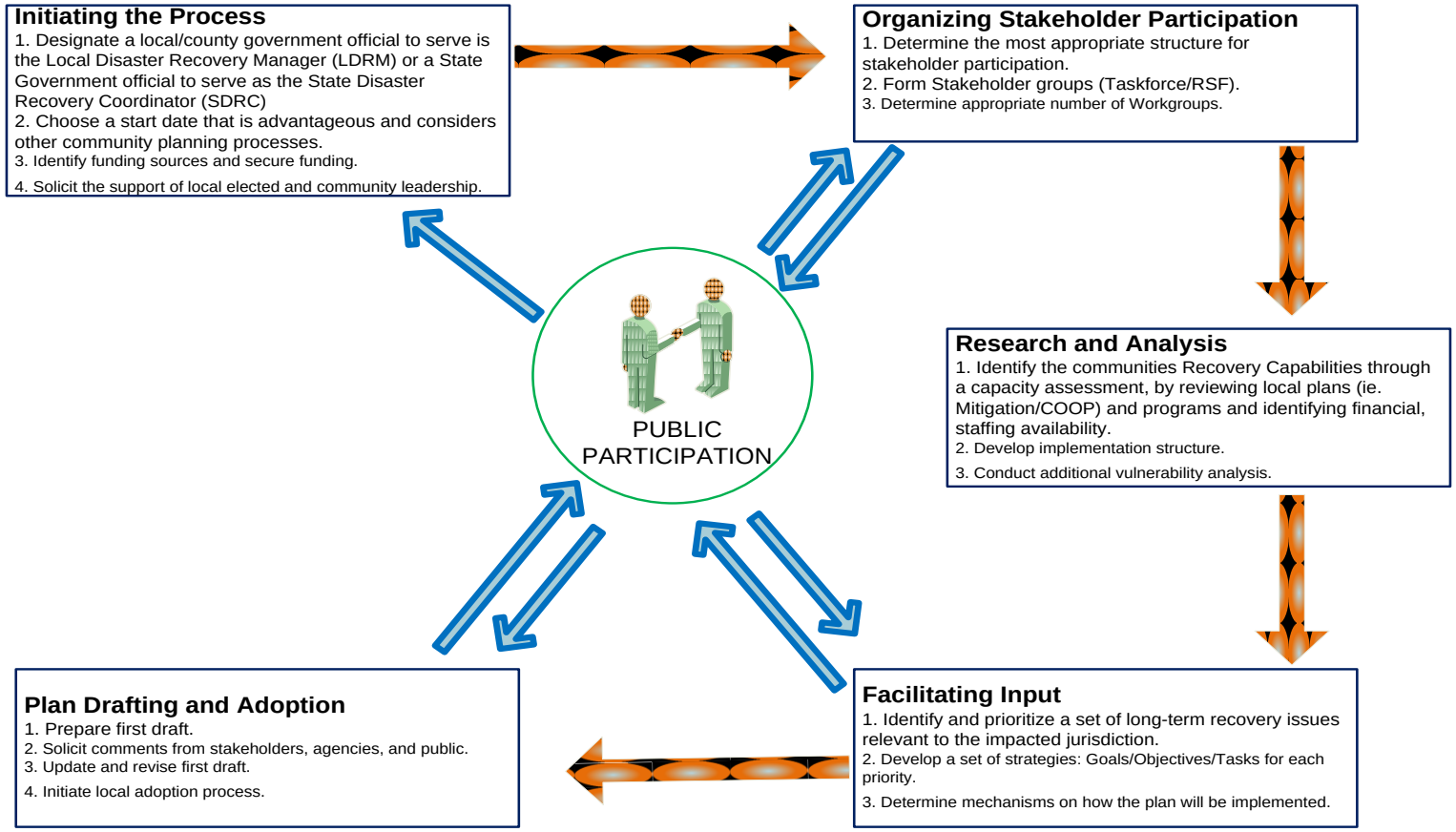
a. ADEM Recovery Section will review the AZDRF in its entirety once a year to ensure accuracy.

Attachments and Appendices

The following Attachments and/or Appendices to this Annex have been added with the intent of providing additional and more explicit incident specific recovery activities. Appendices may be activated by the Director, concurrent with the activation of ESF #14 or separately under its own tasking and assignments as dictated by the incident.

1. Disaster Continuum: NDRF
2. Post Disaster Redevelopment Planning Process
3. ESF/RSF Crosswalk
4. Recovery Support Function (Appendices)
    - Community Planning / Capacity Building
    - Economic
    - Housing
    - Health & Social Services
    - Infrastructure Systems
    - Natural & Cultural Resources

The Post-Disaster Redevelopment Planning Process



ESF RSF Crosswalk Matrix

Emergency Support Function (AZ-ESF)	Recovery Support Function (AZ-RSF)
ESF #1 Transportation	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems
ESF #2 Communications	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #3 Public Works and Engineering	• Community Planning and Capacity Building • Infrastructure Systems • Housing
ESF #4 Fire Services and Wildland Fire	• Community Planning and Capacity Building • Infrastructure Systems
ESF #5 Emergency Management	• Community Planning and Capacity Building • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #6 Mass Care	• Community Planning and Capacity Building • Health and Social Services • Housing
ESF #7 Resource Support	
ESF #8 Health and Medical Services	• Community Planning and Capacity Building • Health and Social Services
ESF #9 Urban Search and Rescue	
ESF #10 Oil and Hazardous Material Response	• Community Planning and Capacity Building • Health and Social Services
ESF #11 Agriculture and Natural Resources	• Community Planning and Capacity Building • Economic • Natural and Cultural Resources
ESF #12 Energy	• Community Planning and Capacity Building • Infrastructure Systems
ESF #13 Public Safety and Security	• Community Planning and Capacity Building • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #14 Recovery	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources
ESF #15 External Affairs	• Community Planning and Capacity Building • Economic • Health and Social Services • Infrastructure Systems • Housing • Natural and Cultural Resources

State of Arizona

Emergency Response and Recovery Plan

Recovery Support Function

RSF Natural and Cultural Resources Appendix

RSF Coordinator:

Arizona Department of Environmental Quality (ADEQ)

Primary Support Agencies:

Arizona Department of Water Resources (ADWR)

Department of Emergency and Military Affairs (DEMA)

Support Agencies and Organizations:

STATE

Commission of Indian Affairs (ACIA)

Department of Administration (ADOA)

Department of Agriculture (ADA)

Department of Environmental Quality (DEQ)

Department of Fire, Building and Life Safety (DFBLS)

Department of Health Services (ADHS)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Department of Water Resources (ADWR)

Game & Fish Department (AZGFD)

STATE - continued

State Forestry Division (ASFD)

State Parks Department (ASP)

VOLUNTARY

Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Citizens Corps Programs

- Community Emergency Response Team (CERT)
- Medical Reserve Corps (MRC)

PRIVATE (NGO)

FEDERAL

Federal Emergency Management Agency (FEMA)

United States Department of Agriculture (USDA)

- Farm Services Agency (FSA)

Small Business Administration (SBA)

Introduction

MISSION

The mission of the Natural and Cultural Resources Recovery Support Function is to Integrate State assets and capabilities to help county, local and Tribal governments and communities address long-term environmental and cultural resource recovery needs after large-scale and catastrophic incidents.

FUNCTION

The core recovery capability for natural and cultural resources is the ability to protect natural and cultural resources and historic properties through appropriate response and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and in compliance with appropriate environmental and cultural resources laws. The Natural and Cultural Resources Recovery Support Function coordinates departments and agencies working together to provide information and assistance to communities seeking to preserve, protect, conserve, rehabilitate, recover and restore natural and cultural resources during recovery.

Relevant agencies and partners are those with expertise and programs including, but not limited to, specific natural and cultural resource issue identification, assessment and management (e.g., fish and wildlife, historic and traditional cultural properties, hydrology); natural and cultural resource planning; environmental planning, and historic preservation compliance under State and Federal laws and Executive Orders; and community sustainability.

OUTCOMES

With expertise drawn from State departments and agencies, the Natural and Cultural Resources RSF works so that:

- Considerations related to the management and protection of natural and cultural resources and historic properties (NCH) resources, community sustainability and compliance with environmental planning and historic preservation requirements are integrated into recovery.
- County and local communities, and Tribal governments are ready to address post-disaster natural and cultural resource recovery needs.
- Programs to support disaster recovery, coordination of technical assistance and capabilities and data sharing are coordinated.
- Natural and cultural assessments and studies needed post-disaster, including proposed solutions to environmental and historic preservation policy and process impediments, are developed.

Introduction - Continued

PRE-DISASTER:

The Natural and Cultural Resources Recovery Support Function Coordinating and Support Agencies will:

- Identify relevant State and Federal programs and incentives that have a role in supporting preservation, protection, conservation, rehabilitation, recovery and restoration of cultural resources during recovery.
- Develop a pre-disaster Natural and Cultural Resources RSF action plan to identify and communicate priority actions..
- Identify and prioritize gaps and inconsistencies within and between relevant State and Federal regulations, policies, program requirements and processes affecting natural and cultural resources that are used in disaster recovery, either separately or in combination with one another.
- Work with private nonprofits and other nongovernmental organizations (NGOs) to leverage opportunities to encourage local, State and Tribal governments and institutions to develop emergency management plans that integrate natural and cultural resource issues.
- Promote the principles of sustainable and disaster resistant communities through the protection of natural resources such as coastal barriers and zones, floodplains, wetlands and other natural resources critical to risk reduction.
- Assess appropriate hazard mitigation strategies for the protection of cultural resources.

POST-DISASTER:

The Natural and Cultural Resources Recovery Support Function Coordinating and Support Agencies will:

- When activated by the State Disaster Recovery Coordinator, the primary and supporting departments and agencies deploy in support of the Natural and Cultural Resource RSF Mission.
- Support the recovery of infrastructure systems, dependent on the nature and scope of the disaster, and the specific authorities and programs within the jurisdiction of participating departments and agencies.
- Participate in State and national-level coordination of damage and community needs assessments as appropriate to ensure infrastructure considerations integrate into the post-disaster public and private sector community planning process.
- Deploy Recovery Support Function resources, as required by the specific disaster situation and consistent with the specific authorities and programs of the participating departments and agencies, to the field to assist the affected community in developing an Infrastructure Systems Recovery Action Plant That: (RAP)
- Avoid the redundant, counterproductive, or unauthorized use of limited capital resources necessary for infrastructure/recovery.
- Help resolve conflicts, including those across jurisdictional lines, resulting from the competition for key resources essential to infrastructure systems recovery.
- Set a firm schedule and sequenced time structure for future infrastructure recovery projects.
- Work with Recovery Support Function partners to leverage available financial and technical assistance, both from governmental and nongovernmental sources, in the execution of the community's Infrastructure Systems Recovery Action Plan.
- Promote rebuilding infrastructure in a manner which will reduce vulnerability to future disaster impacts.
- Maintain robust and accessible communication throughout the recovery process between all other partners to ensure ongoing dialogue and information sharing.

AUTHORITIES: POLICIES/STATUTES/CODE

State

- Arizona Revised Statutes (A.R.S.) Title 5 – "Amusements and Sports"
  - Chapter 3 – Boating and Water Sports - Watercraft
- A.R.S. Title 17- "Game and Fish"
- A.R.S. Title 28 – "Transportation"
  - Article 20 – Off-highway Vehicles
- A.R.S. Title 37- "Public Lands"
  - § 37-622 Duties of the State Forester; Acceptance of Federal Law
  - § 37-623 Suppression of wildfires; Powers and Duties of State Forester; Entry on Private Lands
- A.R.S. Title 45 – "Waters"
  - Chapter 1 – General Provisions
  - Chapter 2 – Ground Water
  - Chapter 3 – Underground Water Storage, Savings and Replenishment
  - Chapter 4 – Water Exchanges
  - Chapter 6 – Dams and Reservoirs
  - Chapter 8 – Flood Control
- A.R.S. Title 49 – "The Environment"
  - Chapter 2 – Water Quality Control
  - Chapter 4 – Solid Waste Management
  - Chapter 5 – Hazardous Waste Disposal
  - Chapter 6 – Underground Storage Tank Regulation
- Arizona Administrative Code (A.A.C.), Title 18
  - Chapter 4 – Safe Drinking Water
  - Chapter 5 – Environmental Reviews and Certification
  - Chapter 6 – Pesticides and Water Pollution Control
  - Chapter 9 – Water Pollution Control
  - Chapter 11 – Water Quality Standards
  - Chapter 14 – Permits and Compliance Fees
- Arizona Department of Environmental Quality Core Business Processes, Chapter/Section 3000

Federal

- Executive Order 12898, Environmental Justice
- 16 U.S.C. § 470, National Historic Preservation Act
- 16 U.S.C. § 1531, Endangered Species Act References
- FEMA Mitigation Policy MRR-2-08-1, Wildfire Mitigation Policy for the HMGP Program dated Sept 8, 2008. Policy is available at http://www.fema.gov/government/grant/hma/policy.shtm.
- Single Audit Act Amendments of 1996.
- Endangered Species Act of 1973, Sections 7, 9 & 10, as amended.
- National Environmental Policy Act, PL 91-190, as amended.(items 14 & 15)
- US Army Corps of Engineers, Clean Water Act, Section 404. (item 16) (items 10-13)

Note:

When it comes to programs that are funded under federal grants or licensing revenues, the Arizona Game and Fish Department (AZGF) needs to make sure that when these programs are used that we avoid any situations or work that may cause a diversion of funds. When requests are made, Game and Fish will need to evaluate each one, and make a determination for each, on a case by case basis to ensure the scope of the request falls into the allow ability and eligibility under their funding source. Arizona Game and Fish has some flexibility for these types of programs if a reimbursement mechanism is in place.

NATURAL and CULTURAL RESOURCES RECOVERY PROGRAMS

Agencies	Support Programs - STATE
STATE	
Arizona Department of Health Services - Office of Environmental Health	**Environmental Toxicology** • **Recipients**: Citizens of the State. • **Eligibility**: The mitigation activities and projects must meet the criteria listed above in the program description and under recipients. • **Summary of Assistance Provided**: The Environmental Toxicology Program assists communities in understanding potential public health effects from known or suspected environmental exposures. • **Contact Information**: Jennifer Botsford 602-364-3128 jennifer.botsford@azdhs.gov
Arizona Department of Health Services - Office of Environmental Health	**Extreme Weather and Public Health** • **Recipients**: Citizens of the State. • **Eligibility**: The mitigation activities and projects must meet the criteria listed above in the program description and under recipients. The rules and guidance under this program are currently being revised by FEMA. Also, the Repetitive Flood Claims and Severe Repetitive Loss Programs are being consolidated into this grant program. • **Summary of Assistance Provided**: The Extreme Weather and Public Health Climate-Ready Initiative was created to develop capacity and adaptations to reduce the health effects of extreme weather and heat on Arizonans, develop climate change programs, and to increase knowledge of healthy responses to excessive heat situations • **Contact Information**: Jennifer Botsford 602-364-3128 jennifer.botsford@azdhs.gov
Arizona State Forestry	**Technical Assistance: Post Fire** • **Recipients**: State land permit holders and private land holders • **Eligibility**: None. • **Summary of Assistance Provided**: Technical expertise in assessing fire damage and impacts to caring capacity of grazing permitted land and timber stands • **Contact Information**: Byron Kimball 602-464-6254 byronkimball@azsf.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona State Forestry	**Grants: Volunteer Fire Assistance** • **Recipients**: Fire Departments • **Eligibility**: 50/50 match of funds. Max grant is $20,000 • **Summary of Assistance Provided**: Federal grant program authorized by the Cooperative Forestry Assistance Act of 1990 (Farm Bill) and provides financial assistance to train organize, and equip fire departments in rural areas and rural communities to prevent and suppress fires. A rural community is defined as having 10,000 or less population. • **Contact Information**: AZSF Grant Manager 602-771-1400
Arizona State Forestry	**Grants: Western Wildland Urban Interface** • **Recipients**: Projects proposed for private, state, and tribal lands within Arizona • **Eligibility**: Project must address one of the categories below competitive process. • **Summary of Assistance Provided**: Goals of the program are to 1) Reduce Hazardous Fuels/Restore Fire Adapted Ecosystems, 2) Improve Prevention and Education in the Interface, 3) Community Wildfire Protection Planning. • **Contact Information**: AZSF Grant Manager 602-771-1410
Arizona Department of Environmental Quality - Water Quality Division	**Grants: Water Quality Improvement Program (WQIP)** • **Recipients**: Government and Non-Profit organizations with a focus on watershed improvements. • **Eligibility**: •Direct relation to non-point source pollution and water quality issues in an impaired water. 40 percent nonfederal match. Measurements of success. Long-term commitment to maintenance of the project.. • **Summary of Assistance Provided** ADEQ's Water Quality Improvement Grant (WQIG) Program allocates money from the United States Environmental Protection Agency (U.S. EPA) to interested parties for implementation of nonpoint source management and watershed protection. The distribution of grant funds from the U.S. EPA is provided pursuant to Section 319(h) of the Clean Water Act and administered by the ADEQ Water Quality Division. ADEQ uses these federal funds to implement on-the-ground water quality improvement projects to control non-point source pollution • **Contact Information**: Samuel J. Breedlove, Grant and Watershed Coordinator 602-771-4243 sb12@azdeq.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Environmental Quality - Office of Border Environmental Policy	**Technical Assistance: Wastewater/Communication/Mapping** • **Recipients**: State and Local Governments. • **Eligibility**: None. • **Summary of Assistance Provided**: The Office of Border Environmental Protection has strong ties with public and private stakeholders south of the border; can facilitate communication and coordination as needed in response to a catastrophe in the border region; provide communication support to Spanish speaking stakeholders; supports border communities with associated products in the context of catastrophic failure of binational wastewater infrastructure. The office has a staff members with; wastewater treatment plant operator experience and certification and can provide technical assistance; versed in geographic information systems, geographic analysis, and map preparation. As needed, the staff can access public and ADEM-sourced data to produce maps communicating hazard risks following a catastrophic incident, as well as national elevation dataset freely available from the U.S. Geological Survey to develop local surface water flow regimes that may be impacted by hazardous chemical spills and/or other catastrophes. Using data available from the Arizona Department of Environmental Quality and the Arizona Department of Water Resources, maps can be developed showing critical water and wastewater infrastructure and water supply wells in the vicinity of a catastrophic incident. Associated risks can be mapped and communicated to the public and emergency response depending on the nature of the catastrophe. The Office of Border Environmental Protection already. • **Contact Information**: Edna Mendoza 520-628-6710 eam@azdeq.gov
Arizona Department of Environmental Quality - Water Quality Division	**Inspections: ER of Regulated Drinking Water Systems and Waste Water Discharges** • **Recipients**: ADEQ Staff and regulated water/wastewater systems. • **Eligibility**: Must be a regulated and/or permitted facility. • **Summary of Assistance Provided**: Prioritize inspections/facility file and database reviews and assign staff to inspections • **Contact Information**: Mindi Cross, Manager, Compliance Section 602-771-2209 Mc4@azdeq.gov John Calkins, Manager, Drinking Water Section 602-771-4617 ja1@azdeq.gov
Arizona Department of Environmental Quality	**Community Liaison Program** • **Recipients**: Local governments, businesses and the general public. • **Eligibility**: Must be a regulated and/or permitted facility. • **Summary of Assistance Provided**: ADEQ has placed key employees in the communities they serve, so these staff members can have frequent and direct contact with agency customers. During the recovery process, ADEQ's Community Liaisons are able to facilitate communication between ADEQ and the impacted communities. they are available to attend recovery meetings, report to Agency management on local concerns and needs, help disseminate vital information to residents and address questions from the public, conduct smoke monitoring, and serve as single ADEQ points-of-contact for local recovery agencies. • **Contact Information**: Byron James, Community Liaison: Navajo, Apache and northern Gila counties 928-337-3565 bfj@azdeq.gov Sybil Smith, Community Liaison: Coconino, Yavapai and Mohave counties 928-679-7307 sis@azdeq.gov Melvin Taylor, Community Liaison: Cochise, Graham, Greenlee, Santa Cruz and Gila counties 928-348-3252 Mt3@azdeq.gov Melissa Hays, Community Liaison: La Paz and Yuma counties 520-770-3309 mam@azdeq.gov Roxanne Linsley, Community Liaison: Pima County 520-628-6717 rjl@azdeq.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Environmental Quality - Water Quality Division	**Water Permits and Approvals** • **Recipients**: ADEQ staff, regulated water and Wastewater facilities and AZPDES/APP regulated facilities. • **Eligibility**: Must be a regulated and/or permitted facility. • **Summary of Assistance Provided**: The WQD is charged with the responsibility to implement programs that facilitate the protection of drinking water source waters through the oversight of wellhead protection, public water system capacity development and the certification of public water system and wastewater system operators; to provide plan review and approval of public water systems and wastewater facilities; and to issue permits for facilities that discharge pollutants, for reclaimed water and to register drywells. Depending on the type of event, permit review and approval support would include but not be limited to: Water system engineering design and maintenance guidance; Regulatory guidance; data retrievals for certified operator and facility related information; wastewater and drinking water operational and treatment guidance. • **Contact Information**: Mindi Cross, Manager, Compliance Section 602-771-2209 Mc4@azdeq.gov John Calkins, Manager, Drinking Water Section 602-771-4617 ja1@azdeq.gov
Arizona Department of Environmental Quality - Water Quality Division	**Water Quality Monitoring: Impaired or Impacted Waters** • **Recipients**: ADEQ staff, state-wide public water bodies • **Eligibility**: NA. • **Summary of Assistance Provided**: The WQD conducts both surface and groundwater monitoring throughout the state to determine ambient water quality and to assess whether the waterbody is attaining its designated uses (e.g., recreation, domestic water source, aquatic & wildlife). The agency also works with a number of federal and state agencies to collect and assess data collected by those agencies for a variety of purposes. The surface water program characterizes water quality throughout the ten surface watersheds over a five-year cycle on monitoring. The groundwater program has, as of the mid-1990's, been developing studies for individual groundwater basins. Develop TMDLs and implementation plans to restore water quality. • **Contact Information**: Debora Daniel, Surface Water Section Manager 602-771-4665 Dd2@azdeq.gov
Arizona Department of Environmental Quality	**Emergency Response Unit** • **Recipients**: Federal, State, County, Local and Tribal Governments • **Eligibility**: NA. • **Summary of Assistance Provided**: The ADEQ Emergency Response Unit is on call 24 hours a day, 7 days a week, to ensure that all environmental emergencies are promptly addressed. The Unit works to minimize injuries, deaths, property damage and threats to human health and the environment from chemical spills, fires, explosions and other pollutant releases by stabilizing emergency incidents through its role as State On Scene Coordinators and as the environmental support agency of the SERRP. • **Contact Information**: Emergency Response Unit Duty Officer 602-390-7894 mwm@azdeq.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Environmental Quality - Waste Programs Division	**Technical Assistance: Waste Inspections and Compliance** • **Recipients**: Federal, State, County, Local and Tribal Governments. • **Eligibility**: NA • **Summary of Assistance Provided**: The Inspections and Compliance Section can provide assistance with the proper handling, storage, treatment and disposal of solid and hazardous wastes and the proper operation and maintenance of underground storage tank systems. • **Contact Information**: Laura Malone 602-771-4567 Llm@azdeq.gov
Arizona Department of Environmental Quality - Waste Programs Division	**Technical Assistance: Underground Storage Tanks** • **Recipients**: Federal, State, County, Local and Tribal Governments. • **Eligibility**: NA • **Summary of Assistance Provided**: The Leaking Underground Storage Tank program investigates and coordinates efforts to clean up leaking underground storage tanks once a release has occurred. • **Contact Information**: Laura Malone 602-771-4567 Llm@azdeq.gov
Arizona Department of Environmental Quality - Waste Programs Division	**Technical Assistance/Permitting: landfills; biohazardous medical waste facilities; hazardous waste** • **Recipients**: Federal, State, County, Local and Tribal Governments. • **Eligibility**: NA • **Summary of Assistance Provided**: The Permits Section provides technical review and issues permits to landfills; biohazardous medical waste facilities; and hazardous waste treatment, storage and disposal facilities. • **Contact Information**: Laura Malone 602-771-4567 Llm@azdeq.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Game and Fish	**Law Enforcement Support and Fixed Winged Aircraft Support** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for Law Enforcement related activities as described above. Some flexibility for other Law Enforcement activities can be considered on a case by case basis, especially when a reimbursement mechanism is in place. • **Summary of Assistance Provided**: Arizona Game and Fish Department has State certified Peace Officers that may be called upon to assist with Law Enforcement efforts relating to Wildlife, OHV and Watercraft related tasks. AZGF can also provide fixed wing aircraft to monitor and survey wildlife and provide support for wildlife related Law Enforcement activities. • **Contact Information**: Field Operations Coordinator 623-236-7292
Arizona Game and Fish	**Vehicle Resources/Transportation** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for Law Enforcement related activities as described above. Some flexibility for other Law Enforcement activities can be considered on a case by case basis, especially when a reimbursement mechanism is in place. • **Summary of Assistance Provided**: Arizona Game and Fish has a wide variety of vehicle resources including trucks, utility trailers, ATV's / UTV's and watercraft. • **Contact Information**: Field Operations Coordinator 623-236-7292
Arizona Game and Fish	**Wildlife Habitat Restoration** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for wildlife related activities. • **Summary of Assistance Provided**: This program can provide technical advice and guidance relating to the effects of, and recovery efforts for, wildlife habitat restoration. • **Contact Information**: Field Operations Coordinator 623-236-7292 Wildlife Habitat Branch Chief 623-236-7605
Arizona Game and Fish	**Heritage Data Management System** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for wildlife related activities. • **Summary of Assistance Provided**: Provide information on special status wildlife species for environmental compliance during emergency recovery operations. • **Contact Information**: Wildlife Specialist Supervisor 623-236-7618
Arizona Game and Fish	**Technical Assistance: Water Quality Lab Support** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for wildlife related water quality activities. • **Summary of Assistance Provided**: Arizona Game and Fish can collect and sample water. The main focus would be to perform diagnostic work to investigate, and/or prevent, fish kills or potential issues related to aquatic wildlife. • **Contact Information**: Fisheries Branch Chief 623-236-7259

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Game and Fish	**Technical Assistance: Wildlife Biology** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for wildlife related activities. • **Summary of Assistance Provided**: Arizona Game and Fish has Wildlife Biologists on staff and can provide technical support and assessments for wildlife related natural resource issues. • **Contact Information**: Assistant Director of Wildlife Management 623-236-7302 Field Operations Coordinator 623-236-7292
Arizona Game and Fish	**Technical Assistance: Archaeological Support** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for cultural related activities. • **Summary of Assistance Provided**: Arizona Game and Fish has a certified Archaeologists on staff they may be able to provide on the ground and technical support for cultural related events.. • **Contact Information**: Development Branch Chief 623-236-7475
Arizona Game and Fish	**Technical Assistance: Wildlife Capture and Relocation Support** • **Recipients**: State Agencies. • **Eligibility:** Under a State or Federal declared disaster this program can provide assistance for wildlife related relocation activities as long as environmental clearances are in place. • **Summary of Assistance Provided**: Arizona Game and Fish can provide technical support for assessments to determine the impacts of a disaster recovery operation to wildlife populations, migration patterns and habitats. Under this program we can provide on the ground support for capture and relocation of wildlife in impacted areas. • **Contact Information**: Wildlife Health Specialist Supervisor 623-236-7351 Field Operations Coordinator 623-236-7292
Arizona Game and Fish	**Heavy Equipment Support** • **Recipients**: State Agencies. • **Eligibility**: Under a State or Federal declared disaster this program can provide assistance for wildlife related activities. Requests for non-wildlife related activities must have a reimbursement mechanism in place. Environmental Assessment Checklists must be in place.. • **Summary of Assistance Provided**: Arizona Game and Fish has heavy equipment and operators that can be used on wildlife related recovery projects. • **Contact Information**: Development Branch Chief 623-236-7475

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Transportation - Environmental Services	**Archaeological and Cultural Resource Technical Assistance and Data** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. • **Summary of Assistance Provided**: Archaeological and Cultural Resource staff located in headquarters (Phoenix) and up to two satellite offices (Flagstaff and Tucson). Staff meeting Secretary of Interior Professional standards criteria (as cited in Code of Federal Regulations). Data Management of inventoried sites within ADOT jurisdiction discovered during project-by-project investigations. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Transportation - Environmental Services	**Natural Resources** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. **Summary of Assistance Provided**: Four regional groups of Natural Resource Professionals and Technicians (Flagstaff, Prescott Valley, Phoenix, Tucson). Applications of herbicides, pesticides, physical vegetation management, and preventative management strategies. Equipment and expertise focused on chemical applications via spray trucks, hand applications. Experience with fire as a management tool for fuel reduction projects as well as brush disposal. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Transportation - Environmental Services	**District Environmental Coordinators: Technical Assistance** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. • **Summary of Assistance Provided**: Environmental Coordinators established in each of the 9 engineering districts throughout the state (Kingman, Flagstaff, Holbrook, Prescott, Globe, Phoenix, Yuma, Tucson, Safford). Staff are geographically based with established relationships at the local, state, tribal and federal partners, regulators, and officials as they relate to environmental resource management and regulations. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Transportation - Environmental Services	**Feature Inventory System: Data** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. • **Summary of Assistance Provided**: Digital collection of inventoried features ranging from wildlife crossing structures to physical location of a sign post or guardrail segment. All data is geo-referenced to within the right-of-way and can provide a detailed as-built view of the affected highway segment. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Transportation - Environmental Services	**On-call Contracting of Natural Resource and Environmentally Required permits** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. **Summary of Assistance Provided**: Established on-call professional services contract meeting state or federal requirements (including NEPA Compliant activities) as well as other research topics as-needed in support of an overall environmental clearance process. This effort could be pursued in conjunction with or separate from FHWA or FEMA Emergency Relief funding. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Transportation - Environmental Services	**Compliance Evaluation Program** • **Recipients**: State/Local Government • **Eligibility**: On state rights-of-way unless declaration of state or federal emergency. With declaration, staff and resources could be deployed off ADOT rights-of-way or properties. • **Summary of Assistance Provided**: 3 regionally-assigned Compliance Evaluators with field equipment necessary to ensure compliance with permit requirements, contract stipulations and mitigation measures associated with environmental conditions. • **Contact Information**: Chuck Howe 928-310-6844 chowe@azdot.gov
Arizona Department of Water Resources	**Groundwater Rights and Withdrawal Permits** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: The Groundwater Rights and Withdrawal Permits Program issues groundwater withdrawal permits, processes conveyances of groundwater rights and manages and maintains a registry of groundwater rights information. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Water Exchanges and Permitting** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: ADWR issues, renews and modifies water exchange permits. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Water Resources	**Dam Safety** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: State law assigns the responsibility for supervision of the safety of dams to ADWR. ADWR can provide the locations of state-regulated dams and associated information (e.g. owner contact, capacity, age, construction, condition), as well as technical assistance with respect to; emergency or unusual conditions at dams, operations, and necessary dam repairs. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Well Drilling** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: Prior to drilling a new well, or deepening or modifying an existing well, a person must file a Notice of Intent to Drill with ADWR. ADWR can provide the locations of registered wells (municipal, domestic, agricultural, industrial) and associated data (well depth, casing diameter, owner information) and expedite the application process for new well drilling permits. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Technical Assistance in Floodplain Management** • **Recipients**: State/Local Government/Individuals • **Eligibility**: NA. • **Summary of Assistance Provided**: ADWR is responsible for assisting communities that participate in the National Flood Insurance Program (NFIP), sets State Standards for floodplain management; and works with local, state, and federal entities during times of flood emergencies. ADWR can provide information on FEMA floodplains and high flood hazard areas (per FEMA's Flood Insurance Rate Maps). • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Surface Water Permitting** • **Recipients**: State/Local Government/Individuals • **Eligibility**: NA. • **Summary of Assistance Provided**: State law provides that a person must apply for and obtain a permit in order to appropriate surface water. ADWR processes applications related to existing rights for changes in type of use as well as severance & transfers from one place of use to another. ADWR can provide information on surface water rights. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Assured & Adequate Water Supply Designation** • **Recipients**: State/Local Government/Individuals • **Eligibility**: NA. • **Summary of Assistance Provided**: An assured water supply determination is required in order to sell lots within a subdivision that is located within an Active Management Area (AMA). Some cities, towns, private water companies and water districts have obtained a Designation of Assured Water Supply for their water service area. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov

Agencies	RECOVERY PROGRAMS - Continued
STATE	
Arizona Department of Water Resources	**Ground Water Recharge** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: Provisions for recharge programs included in the Groundwater Code allow injection of surface water or treated wastewater into an aquifer for storage. Through recharge programs, surplus renewable water supplies can be stored for use in the future. ADWR tracks long-term storage credits and permits recovery wells. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov
Arizona Department of Water Resources	**Technical Assistance: Flood Warning** • **Recipients**: State/Local Government • **Eligibility**: NA. • **Summary of Assistance Provided**: ADWR coordinates with local communities, state and federal agencies for the planning, design, construction and operation of flood warning systems, operates and maintains field equipment, hosts the statewide flood warning website (www.afws.org). ADWR frequently installs equipment in burn areas to improve warning due to the increased post-fire flood risk. • **Contact Information**: Michael Lacy, Deputy Director 602-771-8426 mjlacey@azwater.gov

Agencies	RECOVERY PROGRAMS - Continued
FEDERAL	
United States Department of Agriculture - Farms Services Agency (FS)	**Supplemental Revenue Assistance Payments (SURE)** • **Recipients**: Farmers • **Eligibility**: To receive SURE payments, an eligible producer must have a qualifying loss. A qualifying loss means at least a 10 percent production loss affecting one crop of economic significance due to a disaster on a farm in a disaster county. Producers outside a declared disaster county, but with production losses greater than or equal to 50 percent of the normal production on the farm (expected revenue for all crops on the farm), also qualify for SURE. Eligible Producers Risk Management Purchase Requirement (RMPR) To be eligible for SURE, a producer must have obtained a policy or plan of insurance for all crops through the Federal Crop Insurance Corporation and obtained Noninsured Crop Disaster Assistance Program (NAP) coverage, if available, from the Farm Service Agency. Forage crops intended for grazing are not eligible for SURE benefits. Note: Eligible farmers and ranchers who meet the definition of "Socially Disadvantaged," "Limited Resource," or "Beginning Farmer or Rancher," do not have to meet this requirement. Adjusted Gross Income (AGI) Persons or legal entities whose average nonfarm income exceeds $500,000 are not eligible for SURE payments.. • **Summary of Assistance Provided**: The Supplemental Revenue Assistance Payments (SURE) Program is authorized by the Food, Conservation, and Energy Act of 2008 (2008 Farm Bill) to provide assistance to producers suffering crop losses due to natural disasters. SURE is available for crop losses due to natural disasters occurring through Sept. 30, 2011.. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona
United States Department of Agriculture - Farms Services Agency (FS)	**Emergency Assistance for Livestock, Honey Bees, & Farm-Raised Fish (ELAP)** • **Recipients**: Producers of livestock, honey bees, and farm-raised fish. • **Eligibility**: NA. • **Summary of Assistance Provided**: Provides Emergency relief to cover losses from disaster such as adverse weather or other conditions, such as blizzards and wildfires not adequately covered by any other disaster program. Sections 12033 and 15101 of the 2008 Farm Bill direct the Secretary to use up to $50 million per year from the Trust Fund to provide emergency relief to eligible producers of livestock, honeybees, and farm-raised fish. The emergency relief is intended to provide financial assistance to reduce the amount of losses due to disease, adverse weather, or other conditions, such as blizzards and wildfires as determined by the Secretary. ELAP covers losses that are not covered under LFP, LIP, or SURE. These provisions are statutory. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona
United States Department of Agriculture - Farms Services Agency (FS)	**Tree Assistance Program (TAP)** • **Recipients**: Orchardists and nursery tree growers. • **Eligibility:** NA • **Summary of Assistance Provided**: USDA Farm Service Agency's (FSA) Tree Assistance Program (TAP) provides financial assistance to replant or rehabilitate eligible trees, bushes and vines damaged by natural disasters occurring on or after Jan. 1, 2008, and before Oct. 1, 2011. TAP was authorized by the 2008 Farm Bill and is funded through the Agricultural Disaster Relief Trust Fund.. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona

Agencies	RECOVERY PROGRAMS - Continued
FEDERAL	
United States Department of Agriculture - Farms Services Agency (FS)	**Emergency Forest Restoration Program (EFRP)** • **Recipients**: Owners of nonindustrial private forest (NIPF) land. • **Eligibility**: County FSA committees determine land eligibility using on-site damage inspections that assess the type and extent of damage. To be eligible for EFRP, NIPF land must: •Have existing tree cover (or had tree cover immediately before the natural disaster occurred and is suitable for growing trees); and, Be owned by any nonindustrial private individual, group, association, corporation, or other private legal entity, that has definitive decision-making authority over the land. In addition, the natural disaster must have resulted in damage that if untreated would: Impair or endanger the natural resources on the land; and, Materially affect future use of the land. • **Summary of Assistance Provided**: USDA Farm Service Agency's (FSA) Emergency Forest Restoration Program (EFRP) provides payments to carry out emergency measures to restore land damaged by a natural disaster. Funding for EFRP is appropriated by Congress. EFRP is administered by FSA's state and county committees and offices. Subject to availability of funds, locally-elected county committees are authorized to implement EFRP for all disasters except drought and insect infestations, which are authorized at the FSA national office. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona
United States Department of Agriculture - Farms Services Agency (FS)	**Noninsured Crop Disaster Assistance Program (NAP)** • **Recipients**: Producers of noninsured crops. • **Eligibility**: An eligible producer is a landowner, tenant or sharecropper who shares in the risk of producing an eligible crop and is entitled to an ownership share of that crop. As authorized by the Food, Conservation, and Energy Act of 2008 (2008 Act), an individual's or entity's average nonfarm adjusted gross income (AGI) limitation cannot exceed $500,000 to be eligible for NAP Eligible crops must be commercially produced agricultural commodity crops for which the catastrophic risk protection level of crop insurance is not available and be any of the following: Crops grown for food; Crops planted and grown for livestock consumption, including, but not limited to grain and forage crops, including native forage; Crops grown for fiber, such as cotton and flax (except for trees); Crops grown in a controlled environment, such as mushrooms and floriculture; Specialty crops, such as honey and maple sap; Value loss crops, such as aquaculture, Christmas trees, ginseng, ornamental nursery and turf grass sod; Sea oats and sea grass and; Seed crops where the propagation stock is produced for sale as seed stock for other eligible NAP crop production. An eligible natural disaster is any of the following: Damaging weather, such as drought, freeze, hail, excessive moisture, excessive wind or hurricanes; An adverse natural occurrence, such as earthquake or flood; A condition related to damaging weather or an adverse natural occurrence, such as excessive heat, plant disease, volcanic smog (VOG), insect infestation or; Any combination of these conditions. The natural disaster must occur during the coverage period, before or during harvest and must directly affect the eligible crop • **Summary of Assistance Provided**: Provides financial assistance to producers of non-insurable crops when low yields, loss of inventory or prevented planting occurs due to natural disasters. USDA's Farm Service Agency's (FSA) Noninsured Crop Disaster Assistance Program (NAP) provides financial assistance to producers of non-insurable crops when low yields, loss of inventory or prevented planting occur due to a natural disaster. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona
United States Department of Agriculture Farms Services Agency (FS)	**Emergency Farm Loans** • **Recipients**: Farm owners and Operators. • **Eligibility**: located in a county declared by the President or designated by the Secretary of Agriculture as a primary disaster area or quarantine area. All counties contiguous to the declared, designated, or quarantined primary counties also are eligible for Emergency loans. • **Summary of Assistance Provided**: USDA's Farm Service Agency (FSA) provides Emergency loans. Emergency loan funds may be used to: Restore or replace essential property Pay all or part of production costs associated with the disaster year Pay essential family living expenses Reorganize the farming operation Refinance certain debts, excluding real estate. The maximum loan amount for an Emergency loan is $500,000. • **Contact Information**:

Agencies	RECOVERY PROGRAMS - Continued
FEDERAL	
United States Department of Agriculture - Farms Services Agency (FS)	**Livestock Indemnity Program (LIP)** • **Recipients**: Livestock Owners. • **Eligibility**: To be eligible for LIP, a livestock producer must have legally owned the eligible livestock on the day the livestock died. To be eligible for LIP, an owner's livestock must: Have died as a direct result of an eligible adverse weather event occurring: On or after Jan. 1, 2008, and before Oct. 1, 2011; and No later than 60 calendar days from the ending date of the applicable adverse weather event and; In the calendar year for which benefits are requested. Have been maintained for commercial use as part of a farming operation on the day they died and; Not have been produced for reasons other than commercial use as part of a farming operation. Excluded livestock includes wild free roaming animals, pets or animals used for recreational purposes, such as hunting, roping or for show.. • **Summary of Assistance Provided**: The "Food, Conservation, and Energy Act of 2008" authorized the Livestock Indemnity Program (LIP) to provide benefits to livestock producers for livestock deaths in excess of normal mortality caused by adverse weather that occurred on or after Jan. 1, 2008, and before Oct. 1, 2011, including losses because of hurricanes, floods, blizzards, disease, wildfires, extreme heat, and extreme cold. The livestock death losses must also have occurred in the calendar year for which benefits are being requested. LIP provisions are similar to other livestock indemnity programs implemented by FSA in recent years except that an owner or contract grower's livestock do not have to be located in a county or contiguous county designated a natural disaster by the president or declared by the U.S. Secretary of Agriculture. Under the current LIP, an owner or contract grower's livestock payments will be based on individual producers' losses.. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona
United States Department of Agriculture - Farms Services Agency (FS)	**Livestock Forage Disaster Program** • **Recipients**: Livestock Producers. • **Eligibility**: An eligible livestock producer that owns or leases grazing land or pastureland physically located in a county rated by the U.S. Drought Monitor as having a •D2 (severe drought) intensity in any area of the county for at least eight consecutive weeks during the normal grazing period is eligible to receive assistance in an amount equal to one monthly payment; D3 (extreme drought) intensity in any area of the county at any time during the normal grazing period is eligible to receive assistance in an amount equal to two monthly payments; D3 (extreme drought) intensity in any area of the county for at least four weeks during the normal grazing period or is rated a D4 (exceptional drought) intensity at any time during the normal grazing period is eligible to receive assistance in an amount equal to three monthly payments. Eligible livestock types under LFP include alpacas, beef cattle, buffalo, beefalo, dairy cattle, deer, elk, emus, equine, goats, llamas, poultry, reindeer, sheep or swine that have been or would have been grazing the eligible grazing land or pastureland: During the normal grazing period for the specific type of grazing land or pastureland for the county or; When the federal agency excluded the livestock producer from grazing the normally permitted livestock on the managed rangeland due to fire. • **Summary of Assistance Provided**: The 2008 Farm Bill authorized the Livestock Forage Disaster Program (LFP) to provide compensation for suffered grazing losses for covered livestock on land that is native or improved pastureland with permanent vegetative cover or is planted specifically for grazing. The grazing losses must be due to a qualifying drought condition during the normal grazing period for the county. LFP also provides compensation to eligible livestock producers that have suffered grazing losses on rangeland managed by a federal agency if the eligible livestock producer is prohibited by the federal agency from grazing the normal permitted livestock on the managed rangeland due to a qualifying fire. • **Contact Information**: Robert Piceno, State Executive Director 602-285-6300 USDA Farm Service Agency - Arizona

Emergency Support Function #15 – External Affairs Annex

ESF Coordinator:
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)

Primary Agency:

State
Arizona Corporation Commission (ACC)
Arizona Radiation Regulatory Agency (ARRA)
Department of Emergency & Military Affairs (DEMA) – Division of Emergency Management (ADEM)
Department of Health Services (ADHS)
Department of Environmental Quality (DEQ)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
State Forestry Division (ASFD)

Federal
Federal Emergency Management Agency (FEMA)

Voluntary
American Red Cross (ARC)

Support Agencies:

State
Arizona Commerce Authority (ACA)
Arizona Counter Terrorism Information Center (ACTIC)
Arizona Registrar of Contractors (ROC)
Attorney General's Office (AGA)
Commission for the Deaf & Hard of Hearing (ACDHH)
Commission of Indian Affairs (ACIA)
Department of Administration (ADOA)
Department of Agriculture (ADA)
Department of Corrections (ADC)
Department of Economic Security (DES)
Department of Education (ADE)
Department of Emergency and Military Affairs – Arizona National Guard (AZNG)
Department of Fire, Building and Life Safety (DFBLS)
Department of Housing (ADOH)
Department of Insurance (ADOI)
Department of Real Estate (ADRE)
Department of Revenue (DOR)
Department of Water Resources (ADWR)
Department of Homeland Security (AZDOHS)
Game and Fish Department (AZGFD)
Geological Survey (AGS)
State Mine Inspector
State Land (ASLD)
State Parks (ASP)
Statewide Independent Living Council (SILC)

Federal
Federal Bureau of Investigation (FBI)
Federal Emergency Management Agency (FEMA)
Department of Homeland Security (DHS)
National Weather Service (NWS)
Small Business Administration (SBA)

Local/Tribal
County Emergency Management (CEM)
County Public Health (CPH)
County Sheriff's Office (CSO)
Tribal Emergency Management

Voluntary
American Red Cross (ARC)
Arizona Voluntary Organizations Active in Disaster (AZVOAD)
Civil Air Patrol (CAP)
The Salvation Army (TSA)

Private Sector
Arizona Humane Society (AZHS)
Arizona Public Service (APS)
Palo Verde Nuclear Generating Station (PVNGS)

Introduction

Purpose
The Emergency Support Function (ESF) #15 – External Affairs ensures that sufficient state assets are available to provide accurate, coordinated and timely public information to target, including at-risk, audiences in the Whole Community.

Scope
- ESF #15 coordinates state actions to provide the required external affairs support to county, local, tribal, state and federal agencies.
- ESF #15 applies to all state departments and agencies that may require public information support and/or whose public information function may be shorthanded and/or deployed during an incident of statewide or national significance.
- The provisions of this annex apply to all emergencies/disasters declared by the Governor of the State of Arizona that necessitate significant interagency coordination.

Core Capability - Public Information and Warning

- Communicate coordinated, timely, reliable, and actionable information to the Whole Community through the application of user-centered methods that are clear, consistent, accessible, and culturally and linguistically appropriate.

Policies
- The Governor's Communication Office serves as the lead spokes-agency and directs the state's external affairs response to emergencies.
- State agencies that are part of the emergency response will participate in a Joint Information System (JIS) to ensure the accuracy and uniformity of disseminated public information.
- External affairs resources are coordinated by the Lead Public Information Officer (PIO) or his/her designee and may conducted at the State Emergency Operations Center (SEOC), State agency EOC or a Joint Information Center (JIC).
- During federally-declared disasters, state external affairs will coordinate with federal external affairs.
- The external affairs activities of state departments and agencies not directly involved in the emergency response remain the responsibility of those departments and agencies, and do not require coordination with ESF#15.

Planning Assumptions

- During an emergency/disaster, the public requires protective action instructions, and actionable information regarding disaster relief, and government response and recovery operations.
- People demand more emergency preparedness/response information during an emerging crisis.
- Incidents of statewide or national significance create significant public interest that can attract local, national and international media. This will place a heavy burden on the JIS.
- County, local and tribal governments are responsible for providing information to their citizens. This annex neither diminishes nor usurps their public information roles or responsibilities to the Whole Community. In the event that a county, local or tribal government is unable to perform these responsibilities, the state may provide vital crisis and emergency risk information to the affected population.
- A public affairs program that includes public education and community relations will help reduce disaster-related casualties, property damage and economic loss.

Organization

- The Director of ADEM/SEOC Policy Section Chief activates ESF #15 activities.
- ESF #15 activities are directed by and coordinated with the Governor's Communication Office and support components of the SEOC as required.
- External affairs components collaborate with the SEOC Policy Section as designated in the State of Arizona Emergency Response and Recovery Plan.
- The Governor's Communication Office and the Policy Chief at the SEOC will authorize the release of state-level information to the public.

Concept of Operations

General

- Provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information to media and the public during all phases of an emergency.
- ADEM will establish a JIS.
- Coordinate messages with county, local and tribal governments, state departments and agencies, and federal entities.
- Gather information on the incident.
- Provide incident-related information to the public through traditional and social media, and by other interpersonal methods.
- Use a broad range of resources to disseminate information.
- Monitor news coverage to ensure that accurate information is disseminated.
- Handle appropriate special projects such as news conferences and press operations for incident tours by the Governor, other government officials and dignitaries.
- Support and advise the Governor's Communication Office, the State Coordinating Officer (SCO) and other state officials as designated.
- Develop messages to negate panic, fear and confusion resulting from rumors and hearsay. Provide public education efforts related to hazard awareness, family protection planning and emergency self-help both prior to incidents and during recovery efforts after an incident has occurred.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain state departments, agencies, county and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex.

Emergency Support Function #15 – External Affairs Annex

Coordinating Agency
- Department of Emergency & Military Affairs (DEMA)Division of Emergency Management (ADEM)

Functions
- Presumptive planning and coordination.
- Maintain contact with Annex primary and support agencies.
- Conduct periodic meetings and conference calls with Annex primary and support agencies.
- Ensure the U.S. DHS Office of Public Affairs has the correct contact information for the State Incident Communications Conference Line (SICCL) roster: Governor's Communications Manager, Deputy Director of Communications, Emergency Management PIO, Homeland Security PIO, National Guard PIO and select Phoenix and Tucson city and police PIOs. The SICCL is the primary means the DHS Office of Public Affairs coordinates emergency public information with state communicators.

State Primary Agencies

Functions
State Emergency Operations Center Lead PIO
- Coordinate external affairs when requested by the Governor's Communication Office or when your agency is the lead for an ESF activated in the SEOC.
- Coordinate strategic communication plans, policy issues and external affairs operations with the Governor's Communication Office.
- Serve as a member of the Policy Section at the SEOC.
- Coordinate news conferences and emergency information about disaster conditions, state emergency operations and federal assistance programs.
- Conduct public information, media relations and community education programs.
- Coordinate with other state agencies regarding emergency response activities of their agencies.
- Coordinate external affairs operation with federal partners if the emergency receives a Presidential Declaration.
- Support the JIS in a Joint Field Office, if established.
- Participate as necessary on National Incident Communication Conference Line (NICCL) or SICCL calls during incidents required a coordinated Federal response.

State Support Agencies

Functions
- Share prevention, preparedness, response and recovery/mitigation public information with the Lead PIO and the Arizona Emergency Information Network.
- Depending on the incident, all state departments and agencies may be tasked to provide appropriate external affairs support for ESF #15 as required and as available.

Federal Support Agencies
Federal Emergency Management Agency (FEMA)
- The Principal Federal Official (PFO) and/or Federal Coordinating Officer (FCO) releases official public information concerning federal assistance and disaster response activities in cooperation with the SCO, Lead PIO and their respective PIO staff.
- The JIC and PIO staff will stress consistency of communication with the media and other stakeholder officials.

Media Access:

The term "mass media" refers to the media technologies used to communicate with a large audience. The mass media includes broadcast (e.g., television and radio), print (e.g., newspapers), outdoor (e.g., billboards and placards) and digital (e.g., the Internet and smartphones) media.

Emergency Support Function #15 – External Affairs Annex

This annex acknowledges the importance of communicating with the public and the media as soon as possible in an emergency. ADEM will make every effort to provide the news media with timely updates in recognition of their role in public information. .

The following information concerning major emergencies/disasters will be provided to the media as soon as possible:

- Nature of disaster
- Location of disaster
- Time of disaster
- Continuing hazards
- Agencies involved in response
- Scope of agency involvement and activity
- Safety instructions
- How/where to get assistance for livestock and companion animals
- How the public may volunteer and provide assistance
- Telephone numbers for donations and donations policy

Access for News Media Representatives

The Policy Chief of the SEOC will maintain a policy for media access to the SEOC. News media representatives will be governed by the following guidelines:

- The news media is permitted into the SEOC when authorized by the Policy Chief.
- The news media can record audio and video recordings and interviews in/of the SEOC when authorized by the Policy Chief.
- Lead PIO staff will escort reporters and schedule/coordinate interviews in the SEOC.

Plan Development and Maintenance

The ESF15 Annex is an outline of how external public affairs operations will function. Tactical communication checklists, job aids and standard operating procedures can be found in the Policy Section of the SEOC Standard Operating Procedures.

ADEM is responsible for the development and ongoing maintenance of the ESF15 Annex, attachments, appendices and standard operating procedures.

Standard Operating Procedures:

- Joint Information System
    - Appendix A: Arizona Emergency Information Network
    - Appendix B: Web 2.0/AZEIN Interface
    - Appendix C: Emergency Call Center
- Joint Public Information Procedures – Palo Verde Nuclear Generating Station events

State of Arizona

Emergency Response and Recovery Plan
ESF #15 – Joint Information System Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Arizona Radiation Regulatory Agency (ARRA)
Office of the Governor (GOV)
Department of Commerce (ADC)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Department of Environmental Quality (ADEQ)
Department of Health Services (ADHS)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Arizona Corporation Commission (ACC)
Arizona Registrar of Contractors (ROC)
Arizona State Land Department (ASLD)
State Forestry Division

Support Agencies

STATE

Arizona Commission for the Deaf & Hard of Hearing
Arizona Geological Survey
Arizona Radiation Regulatory Agency (ARRA)
Arizona Statewide Independent Living Council (SILC)
Attorney General's Office
Commission of Indian Affairs
Department of Administration
Department of Agriculture (ADOA)
Department of Corrections (ADC)
Department of Education (DOE)
Department of Economic Security (DES)
Department of Environmental Quality (DEQ)
Department of File, Building, and Life Safety (DFBLS)
Department of Homeland Security (AZDOHS)
Department of Housing
Department of Insurance
Department of Public Safety (DPS)
Department of Real Estate
Department of Revenue (DOR)
Department of Water Resources (ADWR)
Game & Fish Department
Government Information Technology Agency
State Mine Inspector
State Parks
Statewide Independent Living Council (SILC)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

American Red Cross (ARC)
The Salvation Army (TSA)

PRIVATE SECTOR

Arizona Humane Society (AZHS)
Arizona Public Service (APS)
Palo Verde Nuclear Generating Station (PVNGS)

FEDERAL

Department of Homeland Security (DHS)
Federal Emergency Management Agency (FEMA)
Federal Bureau of Investigation (FBI)

Introduction

Purpose

The purpose of the Emergency Support Function (ESF) #15 – External Affairs – Joint Information System Appendix is to ensure that sufficient state assets are available to provide accurate, coordinated and timely information to the affected audiences, including state, local and tribal government, media, the private sector, and the general public.

Scope

The broad objectives of the Joint Information System Appendix are to:

- Provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information to media outlets and the public during all phases of emergencies/disasters.
- Disseminate emergency instructions and protective actions to the public through multiple outlets, e.g. media and the Arizona Emergency Information Network (AZEIN).
- Develop messaging to avoid panic, fear and confusion resulting from rumors and hearsay.
- Provide public education efforts related to hazard awareness, family protection planning and emergency self-help both prior to incidents and during recovery efforts after an incident has occurred.

Planning Assumptions

- Effective measures can be taken to enhance survival and minimize hardship during a State of Emergency or Major Disaster by providing emergency public information to the public.
- During an emergency/disaster, the public requires survival instructions, information regarding disaster relief and government response and recovery operations.
- A public affairs program combining both public education and community information will help to significantly reduce disaster related casualties, property damage and economic loss.
- People will want more emergency preparedness information during an emerging crisis.
- The principal means by which emergency public information will be disseminated will include Media Alert, Emergency Alert System (EAS), television, radio, cable-outlets, AZEIN System, newspapers, press releases and flyers. A back up means for public information will include vehicle public address systems and door-to-door contact during critical periods and in locations with life-safety incidents.
- The method for communicating with special needs groups will be determined based on the ability of people to receive, act on, or understand Emergency Public Information messages. These might include sight or hearing impairments, custodial institutions, i.e., schools, nursing homes, hospitals and prisons.
- Major events create significant media interest that will bring out-of-state reporters, photographers and camera crews to an incident. This will create a heavy demand on the Joint Information System.

Concept of Operations

General

It is important that the State of Arizona have a defined mechanism for coordination of its response. The State Emergency Response and Recovery Plan (SERRP) is the primary mechanism for coordination of the State's response to overwhelmed counties and will guide the State response. It defines State departmental responsibilities for sector-specific responses, and provides the structure and mechanisms for effective coordination among Federal, State, county, and tribal authorities, the private sector, and non-governmental organizations (NGOs).

- Coordinating messages with county, local and tribal governments, State departments/agencies, and Federal entities.
- Establishing a Joint Information Center (JIC) if necessary.
- Gathering information on the incident.
- Providing incident-related information through the media and other sources to individuals, families, businesses, and industries.
- Using a broad range of resources to disseminate information.
- Monitoring news coverage to ensure that accurate information is disseminated.
- Handling appropriate special projects such as news conferences and press operations for incident tours by the Governor, other government officials and other dignitaries.
- Providing support and advice to the governor's Communication Office, the State coordinating Officer (SCO) and other State officials as designated.
- Providing basic services such as communications and supplies, to assist the news media in disseminating information to the public.

State Government

The Governor's Communication Office will:

- Implement a statewide emergency public information program in conjunction with SEOC's lead Public Information Officer and state agency PIOs.
- Provide guidance to the SEOC's lead Public Information Officer concerning policy issues and program direction.

The Policy Chief at the State Emergency operations Center will:

- Provide authority for the release of state-level information to the public.

The State Emergency Operations Center lead Public Information Officer will:

- Ensure that the DHS Office of public Affairs has the correct contact information for the State incident Communications Conference Line (SICCL) roster: Governor's Communications Manager, Deputy Director of Communications, Emergency Management PIO, homeland Security PIO, National Guard PIO, and select Phoenix and Tucson city and police PIOs. The SICCL is the primary means the DHs Office of public Affairs coordinates emergency public information with state communicators.
- Assist the Governor's Communication Office in coordinating emergency public information during an emergency/disaster.
- Serve as a member of the policy section in the State Emergency Operations Center.
- Disseminate emergency instructions, and information on government response operations and emergency/disaster public assistance programs.

- Coordinate news conferences and emergency information about disaster conditions, state emergency operations and federal assistance programs.
- Support the Joint Information System in a Joint Field Office (JFO), if established.
- Conduct public information, media relations and community education programs.
- Continue public education releases during the post disaster period to counteract rumors and public unrest.
- Coordinate with other state agencies regarding emergency response activities of their agencies.
- It is important that the State of Arizona have a defined mechanism for coordination of its response. The State Emergency Response and Recovery Plan (SERRP) is the primary mechanism for coordination of the State's response to overwhelmed counties and will guide the State response. It defines State departmental responsibilities for sector-specific responses, and provides the structure and mechanisms for effective coordination among Federal, State, county, and tribal authorities, the private sector, and non-governmental organizations (NGOs).

State Government

The Governor's Communication Office will:

- Implement a statewide emergency public information program in conjunction with SEOC's lead Public Information Officer and state agency PIOs.
- Provide guidance to the SEOC's lead Public Information Officer concerning policy issues and program direction.

The Policy Chief at the State Emergency operations Center will:

- Provide authority for the release of state-level information to the public.

Federal Government (Presidential-declared disaster):

- The Principal Federal Official (PFO) and/or Federal Coordinating Officer (FCO) is responsible for releasing official public information concerning federal assistance and disaster response activities in cooperation with the State Coordination Officer (SCO), LPIO and their respective PIO staff.
- The JIC and PIO staff will use the One Voice concept in releasing information to the media with other state / federal / local / tribal / non-governmental/private sector officials.
- The Lead PIO will work with on scene/local PIO's to coordinate access for media representatives.

Arizona Emergency Information Network (AZEIN)

Purpose

The purpose of the AZEIN Emergency Bulletin System is two-fold:

- To provide the citizens of Arizona a single source for information on a particular emergency event, including:
  - Recommended protective measures;
  - Potential life-safety issues; and
  - On-going emergency response efforts.
- To provide impacted voluntary, local, county, state and tribal emergency response agencies an additional resource to post strategic emergency information for the general public.

AZEIN intended use is to supplement existing Alert & Warning systems currently in use and will not supersede any existing processes or authorities.

Public Inquiry Program

A critical component of the Joint Information System program during an emergency / disaster is to recognize trends, questions, rumors and/or confusion, etc. amongst the general public. In response to this need, ADEM has a designated toll-free phone number that is activated during response and recovery operations. The PIO staff is responsible to ensure that when this number is activated it is disseminated to the general public.

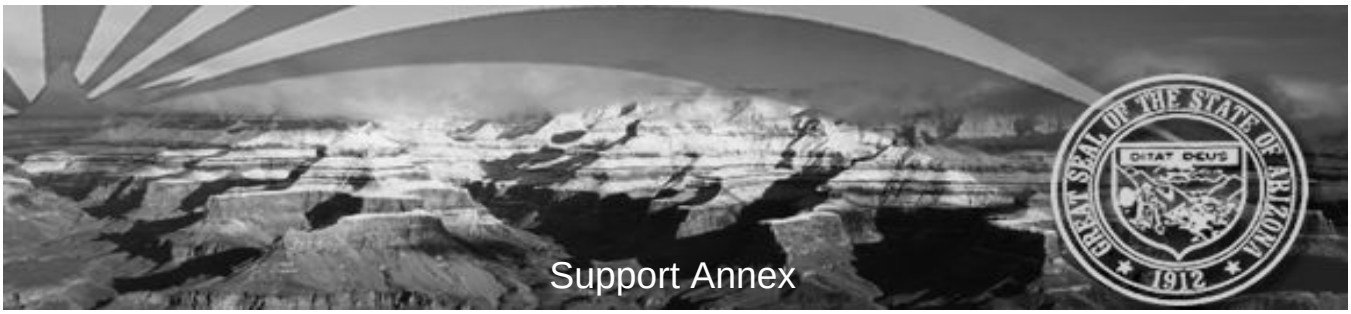
The PIO staff uses information from this inquiry number and/or other sources to identify areas or items that may need to be addressed through the media and/or the AZEIN System.

Plan Development and Maintenance

ADEM will review and revise this Joint Information System Appendix to the ESF #15 External Affairs Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

State of Arizona

Emergency Response and Recovery Plan



Donations Management Support Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

VOLUNTARY

The Salvation Army (TSA)

Arizona Volunteer Organizations Active in Disasters (ArizonaVOAD)

Support Agencies

STATE

Arizona Emergency Information Network (AZEIN)

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

American Red Cross (ARC)

Society of St. Vincent De Paul (SVDP)

FEDERAL

Federal Emergency Management Agency (FEMA)

Introduction

Purpose

The purpose of the Donations Management (DON) Support Annex is to coordinate the activities of ADEM and private voluntary organizations in responding to the needs of disaster victims in an efficient and timely manner. This support annex was designed to coordinate the application of resources during times of disaster; it does not direct any individual or private community voluntary organization's policies concerning gifts or donations. Individual organizations will operate under their own administrative protocols.

Introduction - Continued

Scope

This annex provides guidance on the State role in donations management. Any reference to donated goods in this annex refers to solicited and unsolicited goods services. This guidance applies to all agencies with direct and indirect donations responsibilities under the State of Arizona Emergency Response and Recovery Plan (SERRP).

Policies

- State, county, local, and tribal governments, in coordination with Arizona Voluntary Organizations Active in Disaster (Arizona VOAD) and The Salvation Army, have primary responsibility for the management of donated goods.
- The donation management process must be organized and coordinated to ensure that State, local, and tribal jurisdictions are able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of incident management operations.
- The Department of Homeland Security - Federal Emergency Management Agency (USDHS-FEMA) coordinates with other Federal agencies to ensure donated goods are effectively used during an Incident of National Significance.
- Federal and State governments look principally to those voluntary organizations with established donations management structures to receive and ensure utilization of appropriate donated goods. One such mechanism is the National Donations Management Network (NDMS, formerly known as Aidmatrix). The National Donations Management Network is a network used to communicate needs and offers of donations to the public and corporate donors.
- The State of Arizona encourages cash donations to recognized nonprofit voluntary organizations with relevant experience.
- All activities, functions, and services are provided in accordance with existing State and Federal statutes, rules, and regulations.
- Full use of existing nongovernmental organizational donations management resources is encouraged before seeking State assistance.
- Donations of blood products are referred to in the ESF #8 – Health and Medical Services Annex.

Planning Assumptions

- Disasters, especially those occurring with little or no warning such as a terrorist attack, create a need to coordinate donations of money, goods and services.
- When circumstances warrant, a united and cooperative effort by private voluntary organizations, volunteer groups and the donor community is necessary for the successful management of donations campaigns and relief supplies.
- Activation of this annex will prevent the redundant application of scarce community resources.
- The Salvation Army (TSA) is responsible for assisting in the coordination of solicited and unsolicited donations of disaster-specific services or goods in bulk and/or via individual contributions

Planning Assumptions - Continued

- The State of Arizona will coordinate the request, receipt, and distribution of all solicited disaster-specific in-kind donations via the activated State Emergency Operations Center (SEOC).
- Since monetary contributions are the most useful donations, the public will in all cases be encouraged to make monetary contributions to the voluntary organization of their choice that is involved in providing disaster relief.
- The State of Arizona will not solicit nor accept monetary contributions for disaster relief from individual contributors. Such contributions, if made, will be managed as per current revised statues.
- The Arizona Voluntary Organizations Active in Disaster (Arizona VOAD) members will receive process and distribute donated goods in coordination with TSA.
- This support annex outlines a system for managing the distribution of all goods and services.
- Private voluntary organizations are experienced in managing donations and can receive, process and distribute goods and services to disaster victims. The state will rely on those organizations to administer the donations management system.
- The state will provide support services to coordinate needs and requests for assistance from impacted counties.

Concept of Operations

General

Direction and Control

This support annex and implementing procedures may be activated in a disaster/ emergency. The Director (,or his/her designee) of ADEM, in cooperation with Arizona Voluntary Organizations Active in Disasters (Arizona VOAD) and The Salvation Army (TSA), will determine the procedural implementation based on current disaster/emergency needs and notify the appropriate federal/state/local/tribal jurisdictions and participating voluntary organizations prior to a public announcement.

- Attendance and participation at all scheduled statewide disaster exercises by SEOC-DCT members is strongly recommended.
- Public recognition of in-kind gifts, donations and services will probably be the only method that can be utilized to thank the donors.
- Awareness of Incident Command techniques for Government Liaisons assigned to the SEOC-DCT is highly recommended.

Concept of Operations - Continued

Actions

- Upon plan activation, the State Donations Liaison (ADEM Logistics Section Chief or his/her designee) and representatives (Government Liaisons) of Arizona VOAD and TSA will assemble at the State Emergency Operations Center (SEOC) to form the Donations Coordination Team (DCT). The State Donations Liaison will serve as the team leader and a representative from the Federal Emergency Management Agency (FEMA) may also have a representative on the team depending on the scope of the incident/event. The SEOC will serve as the central location for management of the system. Representation from impacted county(ies) in the DCT may be deemed prudent toward effective response to disaster needs.

- Participating voluntary organizations will give Arizona VOAD phone numbers and other pertinent information, to establish an effective communications structure. This information will be managed by Arizona VOAD via its internal protocols.

- SEOC-DCT is responsible for coordinating donated goods and services with the participating distribution organization. Efforts will be directed toward reducing the redundant application of resources.

- The SEOC will inform the public and corporations on the donations process and needs via the Public Information Officer. Available means will be media releases, bulletins on AZEIN, and The National Donations Management Network (NDMN, formerly known as Aidmatrix) Network. The National Donations Management Network is a network used to communicate needs and offers of donations to the public and corporate donors.

- Donated goods, bulk or individual contributions, solicited or unsolicited, will be managed by TSA. TSA will be responsible for activation of an internal Incident Command for disaster response in support of the Mass Care (ESF #6) and this Donations Management Annex.

- The DCT can call for the activation of The NDMN to act as the database for tracking all offers for in kind donations. TSA and the Logistics Section will be involved with the administration of this “virtual warehouse” database. Information will be provided to the SEOC through the Logistics Section Chief who will obtain reports or order searches for specific needs upon demand.

- The DCT can call for the establishment of call centers or phone banks to provide input into the DM database from phone calls received from the public.

    - ADEM may establish a temporary call center staffed by trained volunteers

    - TSA may establish, staff, and maintain its own donations management telephone bank to accommodate donations inquiries and input donations into the DM database.

    - ADEM may utilize private business – government agreements to establish temporary phone banks at private businesses staffed with trained volunteers. TSA will be responsible for the recruitment, training and scheduling of such call center operators.

- Information regarding individuals and businesses soliciting contracts involving payment for relief goods or services will be recorded separately from donated goods and services and referred to the ADEM Logistics Section Chief.

Concept of Operations - Continued

Actions - Continued

- ADEM will be responsible of pre-identifying potential locations for Donations Reception Centers (DRC) and storage warehouses. TSA may establish a DRC for the purpose of collecting solicited in-kind donations and subsequently ship these goods to the pre-identified storage warehouse locations for sorting and interim storage prior to distribution. ADEM may use its private business – government agreements for the purpose of pre-identifying such locations and for providing the needed transportation. TSA will utilize internal transportation resources to the extent possible but if additional resources are needed such requests will be made through the DCT.

- TSA will be responsible for coordinating Donations Reception Centers (DRCs), Local Distribution Centers (LDCs) and Donations Staging Areas (DSAs).

- LDCs may be operated by churches, community-based organizations, volunteer agencies and local government to provide donated goods directly to disaster victims.

- Twenty-four hour security will be provided for Donations Management facilities and personnel. Coordination for security will be provided by SEOC-DCT, in cooperation with local law enforcement agencies.

- Public health and sanitation facilities for volunteers, staff and the public will be available at facilities.

- News releases and flyers will be used to encourage public donations. Information provided to the media will be coordinated in advance by the participating agencies and the SEOC-DCT before being distributed to the public. Arizona Emergency Information Network (AZEIN) will be the primary organization for disseminating information to the public.

- Arizona VOAD agencies will operate independent facilities to manage donations that are specifically solicited within their organizations. Information on such solicitations or donations may be shared with the DCT in a timely manner.

Designated Donations

- The procedures regarding designated donations will include:
  - All inquiries concerning donations for a specified organization will be referred to that organization.
  - An organization accepting/receiving designated donations will follow its internal policies and procedures.
- The procedures regarding non-designated cash donations to the state will include:
  - The State of Arizona cannot manage cash donations directed at a specific disaster/emergency.
  - Donors will be encouraged to make their cash contribution to either:
    - A locally sponsored fund established for the purpose of managing undesignated funds as authorized by their respective county emergency operations plans.
    - A participating non-profit organization.
    - A favorite charity

Concept of Operations - Continued

Actions - Continued

Unsolicited/Non-Designated In-Kind Donations

- The procedure for unsolicited/non-designated in-kind donations will include:
  - Donors will be discouraged from sending unsolicited in-kind donations directly to the disaster site.
  - Donors who insist on donating unsolicited or unwanted goods will be advised that the goods cannot be accepted. Such donors will be referred to The National Donations Management Network (NDMN) so that such goods will be made available to federal/state/volunteer agencies. Should a need arise for these donated goods, the requesting agency will contact the donor directly.
  - Goods not requested, or goods in excess of disaster need, which could be utilized for disaster need, will be made available to participating voluntary 501(c)(3) nonprofit organizations without discrimination or prejudice (i.e., Goodwill Industries, community food banks, local voluntary organizations, etc.). This information will be made clear in all press releases soliciting in-kind donations.
  - Unneeded goods, such as clothing, will be recycled/redistributed to others in need
  - Guidelines will be established for tracking the receipt and distribution of unsolicited and non-designated goods.

Corporate Donations

- The procedures for corporate donations will include:
  - Bulk items will be accepted if the items can be used in disaster response/relief efforts.
  - Information concerning offers of bulk items will be entered in the National Donations Management Network (NDMN, formerly known as Aidmatrix) network.
  - Information concerning the proper use of items being donated and expiration dates will be entered in the National Donations Management Network (NDMN.
  - Advising donors to label all goods and provide detailed inventory lists with all shipments.
- Information on these resources will be made available to all private volunteer organizations, emergency responders and ESF agencies, through TSA upon request.
- Tax deductible status for charitable contributions, Section 170 of the Internal Revenue Code states that donations made to nonprofit, tax exempt organizations can be deducted on tax returns, to the extent allowed by law. New rules in effect as of January 1, 1994, place the burden on the nonprofit, tax exempt organizations for reporting contributions and providing the individual/ corporation with a receipt showing the amount and type of donation.

Concept of Operations - Continued

Actions - Continued

International Donations

- The procedures for international donations will comply with state and federal regulations and will include:
  - In case of disaster within the state, offers including cash may be expected from many different countries. Many countries will make generous offers that should be considered based upon unmet human needs and logistical requirements.
    - Foreign governments, countries, and individuals offer to donate to the United States (US) because they are grateful for US support around the world and want to offer help.
    - Services such as response personnel, emergency medical service providers and water purification system operators are some of the most common services offered from foreign countries/governments.
  - Offers of assistance to state/local emergency managers may be made directly to:
    - The State, county/city officials; and
    - FEMA headquarters from the foreign donor or through the US State Department.
  - If foreign offers are needed, FEMA will conference call with the donor and the leader of the state DCT. This will allow the state to officially discuss the offer, with the foreign donor directly and in a timely manner.
  - FEMA and the US State Department will contact one another to inform each EOC of their respective contacts for donated goods and services.
  - A cable for the American embassies worldwide is developed by the State Department based on information FEMA provides (consistent with the affected state government's policy on donations). The cable emphasizes the preference for cash donations and lists the addresses and commercial numbers for the National Voluntary Organizations Active in Disasters members known to be active in the particular disaster. The FEMA Headquarters Donations Coordinator's number is also included in the cable to allow foreign donors to call FEMA directly.

Public Information

- ADEM, through the Joint Information Center, in coordination with private voluntary organizations will maintain an outreach program to educate the media, government officials and the public concerning donations of goods and service volunteers.
- The public information program will be directed to promote monetary donations and limit the flow of unneeded goods and services.
- The public awareness program and participating media outlets will reach a variety of organizations such as civic and religious groups, unions, social/fraternal organizations and other interested community-based groups.

Concept of Operations - Continued

Actions - Continued

Public Information - continued

- Press releases will be issued immediately following a Major Disaster. These press releases will encourage donations to appropriate private voluntary and recovery organizations.
- The frequency of press releases will be determined by an assessment of needs and the impact of the disaster on the public.
- Voluntary organizations are responsible for representing their own organizations. Coordination between agencies should take place to ensure that messages to the public are consistent.

Audits

Organizations accepting donated goods, cash and/or services will follow their own policies and procedures for internal audits.

Roles and Responsibilities

Annex Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination • Maintaining ongoing contact with Annex primary and support agencies • Conducting periodic Annex meetings and conference calls • Coordinating efforts with corresponding private-sector organizations • Coordinating Annex activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Assign staff to serve on a needs assessment team, maintain this Annex or Donations Management Plan and monitor related activities. • Designate a staff member as the Donations Liaison (SEOC-DCT leader) to coordinate transactions concerning offers of cash, goods and services. • Administer identified web-based software, such as National Donations Management Network (NDMN, formerly known as Aidmatrix), for donations management. ADEM will provide access to all participating agencies at the federal, state, tribal and local jurisdictions as well as to non-profit, Arizona VOAD and other volunteer organizations. • In coordination with FEMA, local governments, TSA and related organizations, identify appropriate facilities to serve as DRCs, LDCs and DSAs. If the metro Phoenix area has not been seriously affected by the disaster, initial consideration may be given to using the State Fair Grounds (Veterans Memorial Coliseum and Exposition Center) as a primary DRC. Other areas to be considered would be county/local fairgrounds located outside the disaster area. • In coordination with the state and local law enforcement and transportation agencies, identify and manage checkpoints and staging areas for incoming donations. Weigh stations and rest areas will be considered for this use. Road signs and directions should be posted and clearly marked. • Work with the appropriate state/federal agencies to coordinate waste disposal operations contracts to dispose of cardboard, paper, metal and spoiled, damaged or unsafe containers of goods. • Coordinate with local volunteer radio operator organizations, such as Radio Amateur Civil Emergency Services (RACES), to provide emergency communications if needed. • Call upon other state agencies to provide assistance in implementing this Annex.

Roles and Responsibilities - Continued

Primary Agencies	Functions
VOLUNTARY	
The Salvation Army (TSA)	• As state manager for donated goods, implement and administer all donated goods in support of this Annex. • Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Provide information to and maintain the donations database • Establish and name a TSA Government Liaison to the SEOC as a member of the Donations Coordination Team • Coordinate with the SEOC-DCT, the establishment of DRCs and DSAs as required • Coordinate with the SEOC in the movement of donated goods • Establish and operate, in cooperation with local voluntary organizations, DSAs for dispersing goods directly to disaster victims. These will be managed locally and stocked by parent organizations or spontaneous donations.

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) - Arizona Emergency Information Network (AZEIN)	• Provide the necessary resources to disseminate information to the public in matters pertaining to this annex.
LOCAL/TRIBAL	
County Emergency Management (CEM) Tribal Emergency Management (TEM)	• Provide available locally-donated and surplus goods information to the SEOC-DCT. The DM module database will be updated accordingly, thus providing county/local governments with listings of available donated resources. • Provide 24-hour security for facilities and assist local volunteer organizations with distribution of donated goods.
Arizona Voluntary Organizations Active in Disasters (Arizona VOAD)	• Coordinate the implementation and administration of volunteer resources/organizations in support of this annex • Provide information to the DCT • Name and assign an Arizona VOAD Government Liaison to the SEOC as a member of the Donations Coordination Team (DCT)

	• Refer unmet needs to appropriate volunteer service providers for assistance. • Coordinate requests for donated services to ensure reduction in the redundant application of donated resources. **Note: Arizona VOAD has no authority to direct or manage voluntary organizations.**
American Red Cross (ARC)	• Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Establish and name an ARC Government Liaison to the SEOC as a member of the Donations Coordination Team
The Society of St. Vincent de Paul (SVDP)	• Coordinate requests for donated goods to ensure reduction in the redundant application of donated resources. • Provide information to and maintain the donations database • Establish and name a SVDP Government Liaison to the SEOC as a member of the Donations Coordination Team • Coordinate with the SEOC-DCT, the establishment of DRCs and DSAs as required • Coordinate with the SEOC in the movement of donated goods • Establish and operate, in cooperation with local voluntary organizations, DSAs for dispersing goods directly to disaster victims. These will be managed locally and stocked by parent organizations or spontaneous donations.

Roles and Responsibilities - Continued

FEDERAL	
Federal support may include:	• Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse. • Development of a Donated Goods Facility Management Plan. • Technical and managerial support. • A national network of information and contacts to assist donations specialists in the field. • Communications support as necessary.

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Administrative and Logistics

Administrative Support

Administrative support will be provided by FEMA, state agencies and voluntary organizations in implementing this support annex. Temporary personnel may be employed as needed.

Attachments

Attachments

None

State of Arizona

Emergency Response and Recovery Plan

Financial Management Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Introduction

Purpose

This Annex provides financial management guidance to the Arizona Division of Emergency Management (ADEM), state agencies and political subdivisions to ensure that funds are provided and financial operations conducted in accordance with state statutes, policies and procedures.

This Financial Management Support Annex provides basic financial management guidance for all participants in State Emergency Response and Recovery Plan (SERRP) activities. This includes guidance for:

- All State departments and agencies, political subdivisions, and local municipalities providing assistance in response to major disasters or emergencies declared by the Governor (Governor's Emergency Fund) or the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act).
- State departments and agencies that request/provide intra-state support in incidents that do not involve a gubernatorial declaration or the Stafford Act.

Scope

This annex is applicable to all state agencies and political subdivisions that may apply and/or receive state disaster assistance or emergency/disaster relief funding.

Introduction - Continued

Policies

The financial management function is a component of Emergency Support Function (ESF) #5 – Emergency Management.

The processes and procedures described in this annex ensure that funds are provided expeditiously and that financial operations are conducted in accordance with established State and Federal law, policies, regulations, and standards.

Planning Assumptions

- A Gubernatorial Emergency/Disaster Declaration will permit funding from the Governor's Emergency Fund (GEF) under the provisions of Arizona Revised Statutes (ARS). Additional funds may also be made available by special appropriations of the State Legislature.
- The expenditure of state funds will be required by ADEM, other state agencies and political subdivisions to respond to and restore damaged infrastructure to pre-disaster conditions.
- Financial operations will be carried out under extreme emergency/disaster schedules and political pressures, necessitating timely, non-routine procedures with sound financial management practices and accountability.
- The incident may result in a Presidential Declaration of Major Disaster or Emergency thus permitting supplemental response and recovery funding from the Federal Disaster Relief Fund.
- The Governor's Office and State Legislature will consider and give timely approval for funds needed to sustain emergency response operations. As response and recovery operations proceed, estimates will be gathered and additional emergency/disaster appropriations will be evaluated.
- The Department of Emergency and Military Affairs (DEMA), Division of Emergency Management - Finance Branch will support the management of financial actions related to the coordination of Response resources and activities within the State of Arizona Emergency Operations Center (SEOC) and Recovery field operations.

Concept of Operations

General

Funding for state response activities conducted pursuant to the ARS will be made available from the GEF. Policy and procedures for the use of those funds are described in regulations contained in ARS Titles 26 and 35 and Title 8 of the Arizona Administrative Code (AAC). The following concepts of operations describe the events and policies that guide financial management for state response operations.

Concept of Operations - Continued

General - Continued

Prior to a Gubernatorial Declaration

- A State entity with primary responsibility and statutory authority for handling an incident (i.e., the requesting agency) that needs support or assistance beyond its normal operations may request SEOC coordination and facilitation through the SERRP.
- Generally, the requesting agency provides funding for the incident consistent with provisions of their existing statutory authorities.
- ADEM via the SEOC coordinates assistance using the multi-agency coordination structures in the SERRP and in accordance with the National Incident Management System (NIMS).
- In accordance with ARS §26-303 State departments and agencies are expected to provide their full and prompt cooperation, available resources, and support, as appropriate and consistent with their own responsibilities for saving lives and protecting property and the environment.
- Upon the occurrence of an event that may result in a declared emergency/ disaster, the ADEM Director, in accordance with A.R.S §26-306 may activate any number of pertinent SERRP Emergency Support Functions (ESF), Incident. or Support Annexes in order to coordinate State response and recovery efforts.
- If the ADEM Director believes that state assistance might be necessary, advanced liaison elements will be activated.
- The first priority actions are to assess the situation and confer with the Governor in order to determine the need for state assistance (i.e., the need for a Gubernatorial Declaration). ESF partners may be requested to support/assist in the Preliminary Damage Assessment activities.
- Eligible expenses incurred in the period immediately following an event (i.e., personnel, travel and logistical assistance for situation/damage assessment activities) but before a Gubernatorial Declaration of an emergency/disaster may be reimbursable if the event rises to the level of a declaration of emergency.
- Reimbursement of any eligible expenses will be processed in accordance with the Arizona Administrative Code, Title 8, Article 3.
- ADEM will not reimburse agencies for direct state assistance provided to a state agency or local government without a Gubernatorial Declaration. This does not preclude agencies from responding with direct state assistance consistent with their own emergency authorities and funding independent of the emergency funding.
- ADEM and the county emergency director/coordinator will confer on the need for state assistance. If county government determines that state assistance is necessary, they should declare an emergency and request the Governor to declare that a state emergency/disaster exists for their jurisdiction.
- ADEM reviews requests for assistance and forwards the request along with recommendation to the Governor for decision. Until such time an emergency/disaster is declared, ADEM and other state agencies continue to assess the situation and assist to the maximum extent allowed.

Post Declaration

- .
- The county emergency manager/coordinator will work with the ADEM Director to identify unmet needs that require state assistance

Concept of Operations - Continued

General - Continued

Post Declaration - Continued

- Activated ESF, Incident and Support Annex primary agencies will respond to the Director, ADEM. An ESF can be activated to perform limited or all activities contained in its annex at the discretion of the ADEM Director.
- The ADEM Director may coordinate a primary State agency's response directly to the county emergency manager/coordinator.
- County emergency managers/coordinators may instruct that primary agencies respond directly to a authorized official of a local public agency.
- It is the responsibility of the county emergency manager/coordinator, or his/her designee, to coordinate with the SEOC and clearly designate those individuals authorized to request assistance and establish procedures for administrative control of funds associated with reimbursable work.
- Primary agencies in the field will serve as executive agents for the SEOC in providing assistance under this plan.
- The primary agency must ensure that all emergency response/recovery actions are at the request of the local government and realize the cost implication for the county since direct state assistance is generally cost shared.
- The primary agency should document all requested incident taskings performed at the local level.
- In a declared emergency the ADEM Director may direct a state agency to utilize its authorities and resources to assist county/local response efforts. Assistance may be provided with or without compensation as determined by the ADEM Director. Reimbursement will be provided for eligible costs.
- It is the responsibility of each primary and supporting agency to keep ADEM informed regarding funding needs to conduct ESF or Incident Annex operations.
- Each primary and support agency should accurately document all mission assignments. This documentation should include the name of the requesting official, organization, ESF and/or Incident Annex which made the request, content of the tasking and what action was taken.
- Documentation on mission assignments may be required to support the accounting for costs incurred in the state's response. This detailed documentation is not submitted as part of the request for reimbursement but should be maintained in each agency's records as supporting documentation for bills for reimbursement. The documentation will be needed if an agency is audited.
- Should emergency funds be exhausted, DEMA/ADEM will request emergency supplemental disaster relief funding from the State Legislature. The ADEM Director will maintain a draft disaster supplemental appropriations budget request which has been coordinated in advance with the Governor's Office of Strategic Planning and Budgeting and the Joint Legislative Budget Committee staff in order to expedite its approval.

Concept of Operations - Continued

General - Continued

Timely financial support of response activities will be critical to successful emergency response. Innovative and expeditious means may be used to achieve financial objectives. It is mandatory that generally accepted state financial policies, principles and regulations be employed to ensure against fraud, waste and abuse, and to achieve proper control and use of public funds.

Authority to Respond

Upon activation of an ESF or Incident Annex and associative Appendices, primary and support agencies can begin operations and submit for reimbursement for those activities contained in the plan.

Approval to Expend Funds

- The approval to expend funds for response operations will be given by officials of the primary and support agencies. Each agency is responsible for establishing administrative controls of funds and segregation of duties for proper internal controls. Each agency should ensure that actions taken and costs incurred are consistent with missions identified in the plan and validate the request for ADEM reimbursement of eligible costs.
- Logs, formal records and file copies of expenditures to provide clear and reasonable accountability and justification for reimbursement must be maintained. This will facilitate the final closeout and support audits of financial records.

Financial Organization at Department of Emergency & Military Affairs (DEMA)

- The DEMA Resource Management Office provides dedicated support to ADEM during emergency/non-emergency saturations. The finance staff serves as an element of the SEOC Finance Branch and may provide staff and technical assistance to support event activities.
- DEMA Resource Management staff may augment/support the Finance Branch by special detail or temporary assignment. Staff may be required to operate an extended shift schedule to provide comprehensive dedicated financial support for emergency response activities.

Financial Management Operations

Each agency is responsible for providing its own financial services and support to its response operations in the field. Funds to cover eligible costs for response activities will be provided through reimbursement by ADEM.

Procurement

The procurement of resources will be in accordance with statutory requirements and established procedures regarding emergency/non-emergency conditions.

Procedures for Reimbursement

General policy for reimbursement of state agencies and political subdivisions is provided by ARS Titles 26 and 35. Specific procedures are provided in ACC Title 8.

Procedures for Advancement

The policy and procedure for advancement of eligible costs to support emergency response and recovery actions/activities are outlined within AAC Title 8.

Concept of Operations - Continued

Financial Management - Continued

Financial Records and Supporting Documentation

- All agencies must maintain records, receipts and documents to support claims, purchases, reimbursements and disbursements. Reimbursement requests will be documented with specific details on personnel services, travel and other expenses.
- Applicants requesting reimbursement will maintain all:
  - Financial records.
  - Supporting documents.
  - Statistical records.
  - Other records pertinent to the provision of services or use of resources by that agency.
- This supporting documentation must be accessible to authorized representatives for the purpose of making audits, excerpts and transcripts. The retention of such documentation will be in accordance with AAC Title 8, and policies and procedures established by the Department of Library, Archives and Public Records.

Cost Estimates for Additional Appropriations

After the state agencies and political subdivisions begin their initial response operations, it is necessary to develop an estimate of the total funding needs for the duration of the emergency response. The purpose of the estimate is to help gauge the need for additional allocation from the GEF or supplemental/ special legislative appropriations.

Audit of Expenditures

The expenditure of state/federal funds related to emergencies/disasters will be subject to audit in accordance with AAC Title 8, state/federal statues and audit procedures.

Roles and Responsibilities

The Director, ADEM

- Secure emergency funds for the response and recovery of an emergency, disaster or terrorist incident requiring state assistance.
- Direct efforts to secure additional emergency appropriations as required;
- Designate a program manager to oversee funds allocated to emergency response and recovery activities.

ADEM Recovery Manager:

- During and following the emergency response phase, serve as the SEOC Recovery Branch Chief, with direct management and signature authority for funds allocated to an emergency/disaster. The Recovery Manager will work closely with all branch/program managers to ensure funds are properly managed.
- Serve as the financial official under this plan during both the emergency response and recovery phase and will:
  - Assist in requesting supplemental appropriations and direct the disposition and accounting of funds expended in accordance with ARS and General Accounting Practices.
  - Serve as the primary advisor to the Director and ADEM-SCO on financial matters involving the GEF and any emergency/disaster appropriations.
  - Be responsible for keeping management informed on the status of funding and current issues.

- Provide an accounting officer to assist in the management of allocated or appropriated funds.
- Establish standard operating procedures applicable to the internal conduct and oversight of acquisitions and financial transactions.

State Agencies and Political Subdivisions

- All State agencies and political subdivisions conducting activities which state reimbursement will be requested, must organize their operations to provide financial documentation in support of their emergency response and recovery activities.

Plan Development and Maintenance

Ongoing development and maintenance of this Support Annex will be performed by ADEM in collaboration with primary and supporting agencies.

Attachments and Appendices

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan

Logistics Management Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

State Forestry Division (ASFD)

FEDERAL

Federal Emergency Management Agency (FEMA)

LOCAL/TRIBAL

County Emergency Management (CEM)

Introduction

Purpose

The Logistics Management Support Annex provides an overview of the framework through which the overall logistics management function operates for incidents of statewide or national significance and describes how State and/or Federal resources fit into this framework. It also describes how the State Emergency Response and Recovery Plan (SERRP) Emergency Support Functions (ESFs) interact to provide support to the affected population as well as support to the incident management effort. This annex provides an overview of logistics management functions, roles, and responsibilities.

This annex also provides policy and guidance for providing logistical support to response agencies that do not have the personnel, material, administrative, or fiscal capabilities to provide necessary coordination and procurement of supplies, material, or manpower to satisfy disaster response requirements.

Introduction - Continued

Scope

This annex is applicable to all declared and undeclared emergencies and disasters and may be applied both during activations of the State of Arizona Emergency Operations Center (SEOC) and during standby periods.

This annex also:

- Identifies the components of the State logistics delivery structure.
- Provides a concept of operations for logistics management in support of the SERRP.
- Describes how the Division of Emergency Management (ADEM) coordinates logistics management with other State and Federal agencies; county, local, and tribal governments; and the private sector during an incident.

Policies

- When tasked, State agency directors will provide organic assets to meet the needs necessary to support local jurisdictions and other state agencies emergency needs.
- When State agency resources are committed or not in inventory, the Division of Emergency Management (ADEM) may obtain those requirements through interstate mutual aid compacts.
- When interstate mutual aid is unavailable or otherwise unsuitable, the ADEM may cause or authorize the procurement of required assets.
- Records will be maintained to track the procurement process in accordance with current statutes and regulations for possible reimbursement from disaster recovery funds.
- Logistics management during SERRP operations is conducted primarily within the Logistics Sections of the SEOC-based organizational elements detailed in the SERRP Basic Plan.
- The logistics management function is an element of ESF #5 – Emergency Management. ESF #5 provides staff for the Logistics Section Chief for managing the control and accountability for State:
    - Supplies and equipment
    - Resource ordering
    - Delivery of equipment, supplies, and services
    - Resource tracking
    - Facility location and operations
    - Transportation coordination
    - Information technology systems services and other administrative services.
- The Logistics Section coordinates closely with ESF #7 – Resource Support and implements the procedures of this annex

Planning Assumptions

- Disaster response rapidly consumes organic assets of response organizations.
- Response organizations do not maintain sufficient inventories of supplies and equipment to satisfy needs beyond normal daily operations.
- Local jurisdictions do not have sufficient fiscal resources to meet disaster needs.

Concept of Operations

General

When the SEOC is activated an incident command structure is established which includes: Policy Section, Operations Section, Planning Section, and Logistics Section. The Logistics Section includes: Resource Coordination Branch, Telecommunications Branch, Information Management Branch, Emergency Information System Branch, Facility Support Branch, and Fiscal Services Branch.

The Resource Coordination Branch

- Secures the availability of incident response resources to support various Emergency Support Functions and Incident Annexes of the SERRP.
- Secures resources to support the response effort of the emergency management organization.

Telecommunications Branch

- Assures that landline and radio communications systems required for the SEOC operations are maintained and available for immediate use upon activation of the SEOC.
- May be tasked to provide or coordinate communications support to the emergency management organization.

Information Management Branch

Develops and maintains the automation network to support the information needs of the SEOC activity and its interface with the emergency management community.

Emergency Information System Branch

Maintains and develops the Incident log and its related application software and data bases and trains the cadre of EIS Operators to provide the SEOC and the emergency management community the capability to receive, store, analyze and disseminate incident management data.

The Facility Support Branch

Provides support services to the SEOC activity including facility maintenance, food service, facility reception, security, and monitoring of alert and warning systems.

Concept of Operations - Continued

Actions

On-Going

The Logistics Section will receive tasks for personnel, equipment and material from the Policy Section, Operations Section or the Planning Section. The Logistics Section will satisfy these tasks by the most efficient and expeditious means available while ensuring adherence to current statutes and administrative regulations.

The Logistics Section may be augmented and supported by a Resource Management Team from the State Forestry Division (ASFD).

Demobilization

- As response operations begin to diminish, Incident Commanders demobilize State agencies from their respective operations.
- The Logistics Sections may remain active for several days following demobilization of the SEOC for the following closeout activities:
  - Coordinating and conducting activities associated with retrieving (or disposing of locally if no longer serviceable), refurbishing, and restocking all Federal assets used during the disaster operation;
  - Ensuring that all equipment and supplies are accounted for in accordance with appropriates regulations, and resources tracking is completed and closed out; and
  - Participating in internal and external Remedial Action Management Program reviews.
- State logistics partners begin preparation activities in anticipation of the next event. In the case of identified shortfalls in supporting the operation, the ADEM Logistics Section may meet with other State logistics providers to develop a corrective action plan to improve the State logistics support structure and implementation.

Materiel Management

- Logistics personnel find appropriate, time-sensitive, and cost-effective ways to fill the materiel requirements developed by operations personnel. Equipment and supplies are provided from current State stocks or, if necessary, from commercial sources.
- Statewide, ESF #7 operates under the direction of the Assistant Director, ADEM Logistics Section via the SEOC.
- The Department of Administration (ADOA) is the central procurement authority for the State government. All procurement actions are made in accordance with current State laws and regulations. (See ESF #7 – Resource Support for more details.)

Concept of Operations - Continued

Actions - Continued

Personal Property Management

- All State departments and agencies acting within the scope of the SERRP account for personal property in accordance with the existing agency property management policies. This occurs whether property is acquired from an agency's own stock or from available State excess, or purchased with money from the Governors Emergency Fund (GEF).

- If other State agency property is used for incident management operations and this property is lost, damaged, stolen, or consumed, the agency is reimbursed for the cost of property if the required documentation is provided to ADEM. Required documentation and the process for requesting reimbursement is outlined in the Financial Management Support Annex.

- ADEM directs the disposition of all property organically owned, including items held by organizations that intend to request reimbursement for the item from the GEF. Disposition could include transfer to ADOA, retention by the agency, donation to county/local government, or excess, disposal, and reutilization action through ADOA.

- All equipment and supplies purchased with GEF money and issued to support responders and field facilities is retrieved and returned following each operation to ADEM Logistics Section.

- Property procured with funds from the GEF may be used only in support of disaster response and recovery activities, not for non-disaster-specific operation.

Facility Management

All facilities and related support necessary for operations are sourced through the following ESFs when they are activated and requested to do so:

- ESF #7 – Resource Support supports the requirements for obtaining SERRP facilities, facility setup, space management, building services, and general facility operations.

- ESF #3 – Public Works and Engineering provides operational support for mobilization centers, staging areas, and distribution sites for all infrastructure and engineering service commodities (supplies and equipment) required to support assigned State and direct-support missions.

- ESF #2 – Communications supports emergency telecommunications and information technology services for State, county, tribal, and local incident managers.

- ESF #8 –Health and Medical Services supports public health and medical services for State, county, tribal, and local incident managers.

Transportation Management

- ESF #1 – Transportation serves as the point of contact for requesting transportation assistance in support of agencies under the SERRP, including requests for military transportation. ESF #1, in coordination with ADEM Logistics, determines the mode and carrier for all transportation requests. Other ESF representatives coordinate transportation requirements with ESF #1.

Concept of Operations - Continued

Actions - Continued

- ESF #1 remains operational until the coordination for the movement of resources can be transitioned to ADEM Logistics. The decision to transition is made in agreement with the SEOC Operations Section, ADEM Logistics, and the State Coordinating Officer (SCO) as appropriate. The ESF #1 SEOC continues to arrange transportation in support of Logistics or other State agency retrograde operations until deactivated.

- The Department of Transportation (ADOT) maintains a statewide transportation contract capable of providing ground, rail, marine, or aviation assets. If necessary, ADOT, through its modal agencies or its support agencies, has the capability to contract additional resources. If commercial transportation is not available, ADOT may request Department of Emergency and Military Affairs (DEMA) National Guard support through the SEOC.

Roles and Responsibilities

State

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

- Provides logistical support to county, tribal and local response organizations and state agencies supporting emergency management operations.

- Provides administrative and resources necessary to accomplish this mission from within State agency assets.

State Forestry Division (ASFD)

Augments the SEOC Logistics Section by providing Resource Management Specialists as requested and as available.

Other State Departments/Agencies

- Assesses respective emergency response requirements and determines unmet needs and communicate those needs to the SEOC for tasking.

- State agencies supporting emergency response are encouraged to establish internal logistics and resource management staffs and procedures.

Roles and Responsibilities - Continued

Federal

The Federal Emergency Management Agency (FEMA) dispatches an Emergency Response Team (ERT) to coordinate with ADEM during incidents that attain Presidential Declarations of Major Disaster or Emergency. The ERT will coordinate Federal agency assets that are tasked to support state and local agencies responding to an incident.

Local Organizations

- Emergency response occurs at the local level and resources are committed, employed, and consumed rapidly. Local agencies will track response requirements and determine needs that will be communicated to the impacted County Emergency Operations Center (CEOC) for submittal to the SEOC if necessary.
- Local jurisdictions are responsible for maintaining records of resources, material and assets employed for emergency response and submitting appropriate requests for recovery.
- Local agencies are encouraged to establish logistics and resource management staffs and procedures.

Annex Development and Maintenance

ADEM will maintain development and updates to this Logistics Support Annex.

Attachments

No Attachments

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State of Arizona

Emergency Response and Recovery Plan

Private Sector Coordination Support Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Support Agencies

STATE

All Department and Agencies

Introduction

Purpose

This annex describes the policies, responsibilities, and concept of operations for State incident management activities involving the private sector during actual or potential incidents of statewide or national significance. In this context, the annex further describes the activities necessary to ensure effective coordination and integration with the private sector, including the State's critical infrastructure, key resources, and other business and industry components.

Scope

- This annex applies to all State agencies operating under the State Emergency Response and Recovery Plan (SERRP) in a potential or actual incident that involves the private sector in any of the following ways:
  - Impacted organization or infrastructure that falls within the definition of "Critical Infrastructure and Key Resource (CI/KR).
  - Recognized as a State response resource.

Introduction - Continued

Scope - Continued

- Is a regulated and/or responsible party.
- Member of a State department/agency emergency management operation.

- Because the SERRP provides an integrated statewide framework that includes the private sector in incident management activities, this annex addresses only those aspects of incident management regarding the private sector that must be emphasized because of their uniqueness or importance.
- The roles and interfaces of volunteer and nongovernmental organizations are detailed in the Volunteer and Donations Management Support Annex.
- This annex does not alter existing private-sector responsibilities for emergency management under the law. Existing contractual or other legal relationships between State agencies and the private sector are not supplanted by this annex

Policies

The State encourages:

- Cooperative relations between private-sector organizations and county, local, and tribal authorities regarding prevention, preparedness and mitigation, response, and recovery activities related to incidents of statewide significance.
- Processes that support informed cooperative decision-making. It takes actions that engage the private sector at the strategic (e.g., chief executive officer (CEO), corporate president, or other senior leadership, etc.) and operational levels to ensure:
  - Effective and efficient use of private-sector and State resources.
  - Timely exchange of information.
  - Public and market confidence in times of crisis or catastrophe.
- Extensive two-way sharing between the public and private sectors of operational information and situational awareness relative to potential or actual incidents.
- Members of the CI/KR community to organize sector-coordinating and information-sharing mechanisms suitable for their sectors or areas of concern.
- Owners and operators of those infrastructure elements whose disruption may have statewide or county impact to develop appropriate emergency response plans and information-sharing processes and protocols tailored to the unique requirements of their respective sectors or industries, and mapped clearly to State, county, local, and tribal emergency response plans and information-sharing networks.
- Private-sector organizations to develop and maintain capabilities needed to respond to and manage a complete spectrum of incidents and emergencies, except in cases where the capabilities are inherently governmental in nature.

Introduction - Continued

Policies - Continued

The State:

- May direct private-sector response resources in some cases in which contractual relationships exist. The State also retains its full authorities to oversee and control as appropriate infrastructure involved in an incident.
- Treats information provided by the private sector, from receipt through destruction, in a manner consistent with applicable statutes and regulations. These handling procedures include Protected Critical Infrastructure Information, providing exemption from disclosure, to protect from unauthorized disclosure appropriately designated proprietary or otherwise sensitive company information.
- Avoids actions that disrupt existing relationships between voluntary aid providers at the county, local, or national level when eliciting additional offers of goods and services.
- Conducts after-action critiques of the procedures detailed in this annex with private-sector participants when they are exercised in State-level, ADEM sponsored exercises; it shares such critiques appropriately with private-sector participants.

Concept of Operations

General

The operational concept for incident management involving the private sector is the concept specified in the SERRP, the National Response Plan (NRF) and the National Incident Management System (NIMS).

The concept of operations in this annex covers the specific actions developed which are required to effectively and efficiently integrate incident management operations with the private sector. These are detailed as follows:

- Processes to determine the impact of an incident on the sector involved, as well as to forecast cascading effects of interdependencies between sectors.
- Procedures for communication that facilitate a shared situational awareness across industry and infrastructure sectors and between the public and private sectors.
- Procedures for coordination and priority-setting for incident management support and response, and the rationing or prioritizing of the delivery of goods and services after an incident.
- Processes to inform State decision-makers to help determine appropriate recovery and reconstitution measures, particularly in cases where they may result in indemnity, liability, or business losses for the private sector.
- Procedures for the State to obtain goods and services necessary for the restoration and recovery of CI/KR and other key elements of the economy on a priority basis.

ADEM will work cooperatively on incident planning, communication, and operational execution activities with these entities.

In the event of a potential or actual incident ADEM via the SEOC coordinates strategic communications with CEOs, senior officials, or individuals specifically designated by these private-sector leaders to engage in such communications on their behalf.

Concept of Operations - Continued

Further, the SEOC Operations Section utilizes a private-sector advisory group known as the Business Emergency Coordination Center, with representatives from across the spectrum of CI/KR, business, and industry, as well as nongovernmental organizations (NGOs), to provide advice on incident management and emergency response issues affecting their constituencies. See the Business Emergency Coordination Center Appendix to this Annex.

General - Continued

ADEM has assigned the responsibility for private-sector threat or incident communications to the Operations Section within ADEM to perform:

- Private-sector preparedness for incident management by identifying and promoting private-sector community efforts, including security activities in national preparedness, prevention, response, and recovery efforts, promoting educational efforts to prepare for natural disasters or terrorist incidents, and encouraging the identification and sharing of best practices.
- Serves as the principal advisor regarding statewide and regional CI/KR, and other relevant businesses and industry.
- Coordinates with private-sector entities, county, local, and tribal governments.
- Acts as liaison between State- and county-level CI/KR, the private sector, and the SEOC by conveying information about the State's CI/KR and private-sector status;

Private-sector involvement with incident management organizations is determined in large measure by the nature, scope, and magnitude of the incident. For most incidents, private-sector involvement is centered on internal, local, and State organizations; for incidents of statewide or national significance, industry, State, and Federal organizations become more involved; for truly catastrophic incidents, State and Federal organizations have primary responsibilities, and provide proactive resource and operational support functions to save lives and contain the incident.

Volunteer management operations may include the following:

- Volunteer Coordination Team (VCT) led by the State Volunteer and Donations Coordinator.
- Phone bank functioning at the State and county level.
- Coordinated media relations effort.
- Effective liaison with other emergency support functions.
- Facilities management plan to include a Volunteer Reception Center.,
- Development of a facilities management plan to include guidelines on the establishment and operation of a Volunteer Reception Center

Volunteer Management Function

Operations

- Management of unaffiliated volunteers requires a cooperative effort by State, county, local, and tribal governments; voluntary and community-based organizations, such as local Citizen Corps Councils; faith-based organizations; the private sector; and the media.
- State support may include:
  - Technical and managerial support.

- A statewide network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

Concept of Operations - Continued

Volunteer Management Function - Continued

- Volunteer management operations may include the following:
  - Volunteer Coordination Team (VCT) led by the State Volunteer Coordinator (SVC).
  - Call center (AZEIN) operations functioning at the State and local levels.
  - Coordinated media relations effort.
  - Effective liaison with other activated emergency support functions (ESF).
  - Establishment and operation of a Volunteer Reception Center.

The procedures for volunteer services will include:

- Encouraging interested individuals to affiliate with a recognized private voluntary organization or other organized group of their choice to facilitate relief efforts;
- Discouraging unaffiliated volunteers from going directly to any disaster site;
- Encouraging county emergency management to develop formal agreements with one or more voluntary organizations to manage spontaneous volunteers and donations.
- Encouraging organizations to give volunteers easily recognizable identification;
- Having disaster affected area(s) submit their requests for volunteers to the SEOC-VCT via their respective county emergency management operation.

Upon activation of this Volunteer Management Support Annex the SVC and selected (incident driven) representatives (Government Liaisons) of Coordinating and/or Support Voluntary organizations will assemble at the SEOC (or other designated facility) to form the Volunteer Coordination Team (VCT).

- The SEOC will serve as the central location for management of the statewide volunteer response system.
- Representation from impacted county(s) in the VCT may be deemed prudent toward effective response to disaster needs. Also, a representative from FEMA may join the VCT upon a Presidential Declaration.
- Participating voluntary organizations will provide the SEOC with phone numbers and other pertinent information, to establish an effective communications structure.
- The SEOC-VCT is responsible for coordinating and tracking requests for volunteers from impacted jurisdictions and/or State agencies with the participating voluntary organization(s). Efforts will be directed toward reducing the redundant application of resources.
- The SEOC will inform the public and AZEIN Call Center on the current status of volunteer management process and needs via the Public Information Officer (See ESF #15 – External Affairs Public Information for additional information.)
- Operational hour security will be provided for Volunteer Reception Center facilities and personnel.
  - Coordination for security will be provided by SEOC-VCT, in cooperation with local law enforcement agencies.
- Public health and sanitation facilities for volunteers, staff and the public will be available at facilities.

Concept of Operations - Continued

Volunteer Management Function - Continued

- News releases and flyers will be used to identify volunteer needs. Information provided to the media will be coordinated in advance by the participating agencies and the SEOC-VCT before being distributed to the public.
- Coordinating and/or Support agencies may operate independent facilities to manage volunteers that are specifically solicited within their organizations. Information on such solicitations will be shared with the SEOC-VCT in a timely manner.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in coordination the private sector will be responsible for the development and on-going maintenance and administration of this Private Sector Coordination Support Annex and any related Appendices and Attachments.

Appendices and Attachments

BECC Appendix

State of Arizona

Emergency Response and Recovery Plan
Private Sector Coordination Support Annex
Business Emergency Coordination Center Appendix

Appendix Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM

LOCAL/TRIBAL

County Emergency Management (CEM)

County Public Health (CPH)

County Sheriff (CSO)

FEDERAL

Federal Emergency Management Agency (FEMA)

VOLUNTARY

American Red Cross (ARC)

Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Citizens Corps Program (CCP)

The Salvation Army (TSA)

PRIVATE/PRIVATE NON-PROFIT

Arizona Humane Society (AZHS)

Mental Health Association of Arizona (MHAAZ)

Introduction

Purpose

To establish procedures and guidelines for activating and managing a Business Emergency Coordination Center to support state response to an emergency

Introduction - Continued

Scope

The impact of Hurricane Katrina and the 9/11/2001 terrorist attacks have outlined the critical need for the unimpeded synchronous exchange of information and resources between public and private sector organizations in preparing for, responding to, and recovering from catastrophic events that specifically threaten the socio-economic continuity of our State. Historically, information and resource sharing activities between the public and private sectors have often taken place in an ad hoc, isolated, and reactive fashion well into the event's recovery phase. The root cause of these matters is often a fundamental lack of established trusted relationships and channels of communication between these entities. These inefficiencies may result in response activities fraught with miscommunication, delays, disorganization, and missteps. In the case of a major emergency, such as catastrophic flooding, acts of biological warfare, or pandemic disease, these shortcomings may catalyze an interruption in the continuity of our State's communities and the destabilization of our social and economic framework, and the continuity of our communities.

Under the leadership of the Arizona Division of Emergency Management (ADEM), the State of Arizona proposes partnering with key Critical Infrastructure (CI) and Key Resource entities across the State to form a strategy and an operational plan for creating an organization that would enable the communication, collaboration, and action necessary to resolve the effects of a catastrophic event which neither the public nor private sector can resolve independently. The outcome of this planning process will yield the Business Emergency Coordination Center (BECC) concept and baseline models for communications, information sharing, and resource exchange.

The BECC is intended to serve as an active operational component as would other Department Emergency Operations Centers (DEOCs) and other Multi-Agency Coordination Center (MACC) entities directly integrated with the State's emergency management framework during large-scale, catastrophic emergencies. Many aspects of the BECC concept borrow operational best practices from existing capabilities. This includes existing ADEM emergency management practices, several public-private initiatives crated by groups such as Business Executives for National Security (BENS), industry and trade-based emergency operations centers (e.g. National Coordinating Center for Telecommunications, Southeastern Electrical Exchange, et al.), faith-based organizations, and emergency operations within large corporations.

The development of the BECC is intended to be an incremental and interactive process— utilizing planned training, exercises, and actual events to build and mature its capabilities over time. The objective of these efforts is to continue to enhance the quality and effectiveness of the state's response capabilities and protect the interests of our state's communities and constituents.

The BECC is intended to become a key mechanism that the State of Arizona and the private sector jointly utilize to coordinate and catalyze the response and recovery from disasters and emergencies. The scope of BECC operations is to provide a forum for the rapid dissemination of information, determination of needs, aggregation of integrated solutions, and fulfillment of critical requirements during a catastrophic emergency. The BECC is not intended to supersede or replace existing public or private sector capabilities. It is intended to augment and magnify those capabilities by facilitating effective communication and coordinated action.

The BECC will be staffed by a team of representatives from private sector corporations, utilities, industry associations, chambers of commerce, volunteer organizations, non-governmental organizations, and faith-based groups critical to response efforts. Together, the BECC will coordinate with a small team of analysts working directly with the State's Emergency Operations Center (SEOC) to provide bi-directional communication, and to coordinate efforts.

The BECC will be activated and staffed during times of crisis and will assist in the management of catastrophic disasters, emergencies, and incidents affecting the State's residents. The BECC may also be initiated in anticipation of significant events, for disaster planning, training, exercises, and other non-emergency situations as required.

Planning Assumptions

- A significant emergency may overwhelm the capabilities and quickly exhaust the resources of state and local governments.
- This Appendix will be activated to acquire assistance from the Private Sector throughout the State.
- Private Sector assistance to the State will be coordinated by the Business Emergency Coordination Center (BECC) to the State Emergency Operations Center (SEOC). The Arizona Division of Emergency Management (ADEM) will provide a liaison to the BECC as part of the BECC staff.
- The Arizona Division of Emergency Management (ADEM) will staff a BECC liaison at the SEOC to work with the ADEM BECC liaison.
- All BECC participants/sector representatives will have been trained in and will adhere to the National Incident Management System (NIMS) while performing their duties.
- All BECC participants/sector representatives will have been properly trained by the organization they represent for duties/missions assigned to them.
- All BECC participants/sector representatives have been properly credentialed by their sponsoring jurisdiction.
- The BECC may partially activate during sector-specific incidents in lieu of full activation by the SEOC for situations which do not require full BECC activation or direct government interaction.
- Once a facility is identified as a BECC location, it will be secured with a Memorandum of Understanding (MOU) between ADEM and the facility owner. Thereafter, upon activation the BECC will be furnished, operated, manned, and maintained by the Private Sector.

Concept of Operations

General

Within the BECC, the private sector representatives will jointly plan and work to assist in providing for the continuity of community services in the event of an emergency.

In assisting the State in meeting its continuity of community requirements, the BECC will perform or contribute to the performance of the following functions:

- Develop and exercise comprehensive preparation, recovery, and restoration plans in advance of an emergency event
- Assist in disseminating any messages or information coming from an authorized source, including but not limited to the Arizona Counter Terrorism Information Center (ACTIC), the Partners for Arizona's Safety and Security (P.A.S.S.), the Federal Bureau of Investigations' Phoenix Chapter of InfraGard that may be needed by private sector entities responding to a disaster or crisis.

The BECC will require resources from both the private sector and the State of Arizona. Furthermore, both sectors will benefit from the BECC operations.

Government Contributions

A number of resources related directly to operating and maintaining the BECC will be supported by the State, including the following:

- The communication link between the BECC and the SEOC
- The establishment of an Amateur Radio link between the BECC and the SEOC
- Providing for BECC survivability to the extent required by the State

Concept of Operations - Continued

General - Continued

Government Contributions - Continued

- Entity required training and education of the BECC representative (e.g., Incident Command System training, NIMS, National Response Framework)
- The Government also will sponsor and support exercises involving the BECC.

Industry Contributions

Industry entities will voluntarily bear the following costs of participation in the BECC:

- Salary and benefits for individuals identified to represent the entity during crisis situations in the BECC on a 24-hour basis
- POC for the entity during periods not covered by the representative in the BECC
- Alternate individuals to represent the entity in the BECC during extended absences of an entity's primary representative(s)
- Entity requested travel as well as relocation expenses to the BECC site
- All additional costs associated with supporting the BECC representative internal to the entity
- Providing the facility to be utilized as the BECC

Future of the BECC

The initial BECC launch will be embryonic in nature and will first focus on critical infrastructure resources and key community representatives. During a multi-year, iterative process, the BECC will work to develop, refine, and mature its operations through a series of planned exercises as well as real-world experience in addressing emergency events as they occur in the coming years. Expansion of the BECC's membership over time will lead to a wider and deeper representation of the private sector community, and ultimately improve coordination between the private sector and government in addressing issues affecting the State.

As the mission of the BECC intrinsically requires a highly dynamic working model, the operational organization will be structured to support rapid initiation, operation, and retirement congruent with the parameters of the specific event(s) causing its activation.

The BECC can be established at a physical location or as a virtual workplace with teleconferencing capabilities in place to be leveraged in the event of an emergency.

Operations within the BECC will be coordinated and supported by a BECC Manager and his or her support staff. These individuals are responsible for supporting the operational activities of the BECC members. In addition to other duties, they oversee the emergency operations of the BECC, facilitate the preparation of operational plans and procedures, implement and sustain the operational infrastructure, provide administrative support, and oversee the development of the operation.

To ensure the BECC is effective in communicating and coordinating with the State's SEOC, an ADEM staff member will be stationed at the SEOC to evaluate and relay relevant information flowing into and out of the BECC. This person will analyze event requirements within both the public and private sectors to identify gaps in the response capabilities and construct solutions by leveraging the public and industry resources available throughout the response network. This staff member will then work with another ADEM staff member stationed at the BECC so the two can act as liaisons to facilitate the coordination of event solutions between BECC and SEOC representatives.

Concept of Operations – Continued

The success of the BECC depends on the active participation of its membership. Both private sector and government members will pledge participation on a pro-bono basis. As a member of the BECC, the private sector seeks out greater sharing of critical information, including threats against assets, so members can continue to effectively protect their critical infrastructures. The State seeks the private sector's assistance to identify key issues affecting infrastructure protection and response efforts so that it may implement government solutions as appropriate. Working in the BECC provides participants with a unique opportunity to partner with government to exchange information and coordinate the expedited restoration of critical assets and services during emergencies. Each party leverages its experience and capabilities to ensure continuity of critical community services. By combining government and private sector capabilities in this manner, the State can maximize its ability to plan, prepare for, prevent, respond to, and recover from disasters.

During emergency situations, such as natural disasters or terrorist incidents, government relies on private sector members to provide frequent updates on impacts to their infrastructure and services. In turn, government facilitates/coordinates with federal, state, local, and tribal officials to help mitigate issues encountered by private sector members in the field. Additionally, emergency response can be facilitated through the use of private sector resources, capabilities and donations.

Hurricane Katrina highlighted the problems faced by governments in requesting, accepting and utilizing private-sector help. The BECC will serve as an interface between the public and private sectors for coordinating private sector involvement in supplementing emergency response capability.

The private sector component of the BECC will initially be limited to corporations and industry associations that are part of the CI/KR sectors within Arizona that fulfill the most essential community requirements typically seen during large-scale events. This includes representatives from industries such as telecommunications, natural gas distribution, electric power, water, medical services, logistics, distribution, financial, and other key members of the community. The BECC membership will also include representatives from smaller industry associations, area chambers of commerce, faith-based organizations, and non-governmental organizations to extend its reach into small and medium-sized entities throughout the community. The final composition of the BECC will mirror identified sectors.

Each member company will designate representatives to the BECC. These individuals will act as the principal points-of-contact for their organizations, and by actively participating in BECC operations during times of activation. These members may also be asked to participate in developmental sessions, training, and exercises as required.

The State of Arizona's presence in the BECC is provided primarily by representatives of the Arizona Division of Emergency Management. These individuals will serve as a liaison between the private sector representatives and the State.

The entities that comprise the BECC will provide individuals to staff and support the operations of the BECC on an emergency basis. The relationships of these individuals to their respective parent entities, and to the BECC, are important, and are discussed below.

- **Detailed to the BECC Staff**. A small number of State employees will be detailed to serve as liaisons to the BECC staff during times of crisis. Additionally, these representatives will participate in BECC orientation seminars, training, disaster planning, and exercises as they occur. As the BECC representative of a participating State entity, these individuals will receive guidance from and will report to their parent entity.
- **Private Sector Industry Representatives**. The State of Arizona will identify key critical infrastructure and key resource sectors and industry representatives that will have an ongoing presence and representation in the BECC. Typically, these representatives will map to the sectors outlined in the National Response Framework and have a significant or statewide presence.

Concept of Operations – Continued

Private sector entities agreeing to participate in the BECC will identify individuals to serve as their BECC representatives. These individuals represent the interest of their parent entity. These representatives will actively participate in BECC activities and operations.

- **Industry and Trade Associations**. The State will identify key representatives from leading industry and trade associations that should be represented in the BECC during certain events or under certain circumstances. Typically, these representatives will map to the sectors outlined in the National Response Framework, and identified providers will have a significant or statewide presence. Examples of these groups include BENS, state and local chambers of commerce, retail associations, hospital associations, etc. Private sector entities agreeing to participate in the BECC will identify individuals to serve as their BECC representatives. These individuals will represent the interests of their parent entity. These representatives will actively participate in BECC activities and operations.
- **Key Community Representatives**. In addition to entities that the State of Arizona has identified as having an ongoing presence and representation in the BECC, the State may identify key members of the affected community that the State feels should be represented in the BECC during certain events or under certain circumstances. These identified providers may have only a limited or regional presence. Other representatives may be identified for participation based on the specific disaster or their ability to assist/respond during an event (e.g., volunteer organizations, faith-based groups, educational institutions, etc.). The final decision on representation lies with the State EOC.

General: The selection of private sector entities to participate in the BECC is based on their ability and willingness to support the provision and restoration of the State's critical infrastructure service requirements. While there are countless entities that could potentially meet these criteria, the BECC will seek to provide a broad base of coverage through a manageable number of representatives to meet the State's emergency response requirements. Membership will likely be targeted based on the identified sectors.

Primary Criteria: Participating firms and organizations must have the ability and willingness to fulfill a large-scale, critical requirement within the State and/or local emergency operations plan(s) and/or Arizona's economic stability.

Secondary Criteria: In recognition of the fact that a private sector entity may be involved in providing only a limited amount of infrastructure services yet may still be important to an effective private sector response, secondary criteria have been established. These criteria are as follows:

1. The entity must commit resources to participate in two annual BECC exercises
2. The entity must have a demonstrated track record of supporting emergency events
3. The entity must be well respected and in good standing within the community
4. The entity must commit resources to attend designated training requirements
5. The entity must commit resources to participate in the activation of the BECC during emergencies, disasters or designated events
6. The entity must designate a 24/7 POC and provide contact information to the ADEM and the BECC staff

For both the government and the private sector, the benefits of BECC membership outweigh the time commitment that is required. Participation in the BECC offers members the following benefits:

- *Improved response capability.* Establishment of and participation in the BECC will ensure an improved emergency preparation and response capability within the State of Arizona. The BECC will also ensure continuity of community during large-scale emergency events that threaten the State's socio-economic health.

Concept of Operations – Continued

- *Increased information flow*. A key expectation among both private sector and government members of the BECC is an increased bi-directional flow of information relating to activities, policies, and other efforts affecting critical community resources. Reciprocity in information sharing is essential to ensure the BECC addresses the needs of both private sector and government members. During a disaster, working side-by-side with government at the BECC, private sector representatives benefit from regular updates and more direct access to critical information.
- *Opportunity to advise government*. As a private sector member of the BECC, organizations are afforded an opportunity to inform the government of their needs and share recommendations for prioritizing activities should resources needed to restore said activities be limited. During emergency events, the private sector plays a critical role in communicating its restoration response efforts to help government understand the progress of response activities and determine assistance that may be needed.
- *Enhanced situational awareness*. Involvement in the BECC will provide a greater degree of situational awareness to all parties. This is fundamental to ensuring a speedy and effective response to emergency events. Situational awareness plays a key role in supporting informed decision-making and avoiding duplication or conflict in efforts by the private sector and government.
- *Development of close partnerships*. Through the BECC, both the private sector and the government have the opportunity to develop trusted relationships focused on protecting and mitigating risks against critical community services. The private sector becomes a true partner with government in the BECC.
- *Support during an emergency*. Events such as the Rodeo-Chediski Fire and 2005 hurricanes demonstrated the private sector's need for timely support from the government in preparation for and response to a crisis. Similarly, the response to these events demonstrated that the private sector has a tremendous capability and willingness to provide supplies, services, and assistance to the government. Through the BECC, the private sector can relay concerns and needs to government entities as well as receive assistance for addressing issues in the field.
- *Improved processes for coordinating private sector involvement in emergency response.* As stated in Section 2.2.1, private sector resources, capabilities and donations are often times a necessary component of the emergency response. The BECC will serve as a clearinghouse where public sector needs are identified to the private sector and arrangements are made to fulfill theses needs. Additionally, private sector donations can be catalogued and directed to the point of best use.

BECC Management & Staff

The general operations of the BECC will be lead by an BECC manager. The principal duties of the BECC Manager will include overseeing operations, organizing and prioritize efforts, facilitating action, sustaining operational systems and infrastructure, and convey critical communications.

The State may also appoint staff members to support the BECC Manager as needed for continuity of operations.

Concept of Operations – Continued

BECC Representatives

Representatives from participating private sector entities will be responsible for maintaining interfaces between the BECC and their respective entities. The representatives from each entity must have thorough knowledge of their parent entity as well as ready access to individuals authorized to make decisions and direct the use of corporate resources to fulfill support requirements. In addition, each entity must develop the necessary internal plans and procedures to support their representatives to ensure effectiveness in performing the functions of the BECC.

BECC Liaison

The BECC operation will utilize an ADEM staff member to liaison with the State Emergency Operations Center in assessing critical needs, forming solutions, and communicating tactical requirements to BECC Representatives for fulfillment.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.), *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex.

Plan Development and Maintenance

This Support Annex is developed and maintained by ADEM in coordination with the BECC.

BECC participants/sector representatives are responsible for maintaining emergency response plans and standard operating procedures that support State and local EOC operations and this Support Annex.

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan

Occupational Safety and Health Support Annex

Introduction

Purpose

The Occupational Safety and Health Support Annex provides policy and guidelines for implementing worker safety and health support functions during potential or actual Incidents of statewide or national significance. This annex describes the actions needed to ensure that threats to responder safety and health are anticipated, recognized, evaluated, and controlled consistently so that responders are properly protected during incident management operations.

Scope

- This annex applies to all personnel, regardless of agency affiliation, who are involved in emergency operations (including exercises and drills) on behalf of the State of Arizona and its residents.
- Safety and health policies will be effective for all personnel whether on or off duty or on or off state-owned premises.
- For the purposes of this annex, emergency worker applies to full and part-time employees, reservists, local hires, and any other state controlled personnel, whether staff, managers, or executives who are employed in any capacity related to response, recovery, or mitigation resulting from a state of emergency or disaster proclaimed by the Governor.
- Personnel working at a disaster location, local emergency operations center, or state emergency operations center while representing the State are also included. In some cases, this includes personnel who are members of voluntary organizations active in disasters as well.
- While this annex addresses coordination and provision of technical assistance for incident safety management activities, it does not address public health and safety.

Introduction - Continued

Scope - Continued

The objective of this annex is to ensure that disaster workers work and reside in the safest and healthiest environment possible under the circumstances. This is accomplished by:

- Providing guidance for health and safety hazard identification for emergency personnel during actual disaster responses and exercises.
- Describing responsibilities for protecting personnel from injury and illness and providing immediate response and remediation in the event an incident occurs.
- Providing a standard reporting system for reporting and documenting disaster worker injuries and illnesses.
- Ensuring that all State agencies take all reasonable steps to protect emergency responders from disaster related hazards by adhering to OSHA and other regulatory standards.

Coordination mechanisms and processes used to provide technical assistance for carrying out incident safety management activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

Policies

- All State agencies are responsible protecting emergency workers in accordance with OSHA and individual agency regulations. As applicable, this includes allocating fiscal and material resources to health protection, training, purchase of protective equipment and clothing, and correcting unsafe or unsanitary conditions.
- ADEM will implement safety and health management activities while involved in disasters and exercises by:
  - Designating a qualified Disaster Safety Officer in accordance with Incident Management System doctrine.
  - Identification and mitigation of hazards to emergency workers at disaster and exercises sites.
  - Ensuring that all disaster workers receive disaster health and safety training and information.
- Response agencies will insure that emergency workers are properly equipped and trained with appropriate and fitted with Personal Protective Equipment (PPE) as necessary.
- The State Disaster Safety Officer will be a collateral duty or subordinate duty of the State Emergency Operations Center (SEOC) Logistics Section Chief.
- The State Disaster Safety Officer is responsible for:
  - Establishing a system for reporting, investigating, and recommending measures for avoidance or remedy of hazards. This system should include centralized record keeping and maintenance and may include the workers compensation reporting documentation.
  - Producing an after action and post-event reports on health and safety issues. These reports will include input from support and response agencies participating in the disaster or exercise.
- This annex does not replace the primary responsibilities of the government and employers; rather, it ensures that in fulfilling these responsibilities, response organizations plan and prepare in a consistent manner and that interoperability is a primary consideration for worker safety and health.
- Private-sector and Federal employers are responsible for the safety and health of their own employees.

Planning Assumptions

- The gravity and urgency of a disaster situation may cause emergency response personnel to react without adequate information about health and safety hazards that may be present.

- Expert situation analysis or extenuating factors may instigate a revision of the hazard analysis.

- The situation may call for the immediate deployment of protective clothing and equipment as well as monitoring, survey, or decontamination equipment. Among the safety and health hazards emergency workers may encounter are:

  - **Safety Problems:** wet or uneven floors or carpets, broken walkways, or unlighted parking lots; sharp edges, falling objects; blocked fire doors or emergency escape routes; lack of emergency lighting; electrical cables strung across floors or from ceilings; unprotected or underground electrical circuits; traffic safety issues (internal and external); construction and equipment hazards; field issues such as damaged structures, fire, flood, or winter storm conditions.

  - **Health Problems:** ergonomic issues; repetitive motion injuries; reactions to matter, chemicals, NBC contaminants; exposure to hazardous materials such as asbestos or PCB's; naturally occurring infectious diseases and vector caused illnesses; poor ventilation or air quality; exposure to weather extremes, etc.

- ADEM is responsible for the health and safety emergency workers employed by the State.

- The State Disaster Safety Officer is responsible for occupational health and safety coordination. The State Disaster Safety Officer will immediately implement corrective actions upon observing or being informed of unsafe or hazardous conditions affecting the effectiveness of response activities.

- All emergency workers are tasked to report conditions or situations that pose an occupational threat to emergency workers and halt emergency work until corrective actions have been implemented.

- State agencies tasked in this Plan will ensure that potential emergency workers are equipped and trained to operate PPE that will be employed when they respond.

Concept of Operations

General

- The State of Arizona Emergency Operations (SEOC) Logistics Chief will designate a SEOC Safety Officer who will conduct an incident assessment to determine safety concerns. The Safety Officer will brief all Technical Advisors, ESF Responders, etc., on the conditions, hazards and precautions to be employed and while visiting or working in the disaster incident area.

- The Disaster Recovery Office (DRO) - State Coordinating Officer (SCO) will designate a Safety Officer who will conduct an assessment to determine safety concerns. The DRO Safety Officer will brief all Disaster Reservists, Community Relations, and other personnel visiting or working in the disaster incident area.

Concept of Operations - Continued

General - Continued

- Safety Officers will:
  - Ensure that all personnel visiting and working in the disaster incident area are familiar with the use, operation, and maintenance of any necessary personnel protective equipment (PPE).
  - Coordinate and exchange information between each other and the incident command safety officer to ensure that maximum attention is paid to safety.
  - Report injuries to emergency workers in accordance with state laws and Department of Administration (ADOA), Risk Management policies. Appropriate reporting forms will be obtained from Department of Emergency and Military Affairs (DEMA), Personnel Office. These forms will be completed and forwarded to ADOA Risk Management.

Resources

- Identified safety and health hazards will be corrected as expeditiously as possible utilizing appropriate equipment, resources, and procedures.
- Whenever necessary, emergency relief work will be halted until appropriate equipment, personnel, or conditions become available.
- SEOC Logistics Section will procure and distribute appropriate PPE and contract hazard specific mitigation work or equipment.

Roles and Responsibilities

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM):

- Assume overall supervisory responsibility for emergency relief worker safety and health.
- Ensure that unsafe and unsanitary conditions are reported, briefed, and corrected when practical.
- Ensure that injuries are reported and appropriate records maintained.
- Ensure that disaster relief workers and support personnel receive appropriate PPE and training.
- The SEOC Logistics Section Chief will ensure that PPE training and orientation is conducted as appropriate.

Roles and Responsibilities - Continued

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM):

- The Logistics Section Chief is responsible for submitting completed Industrial Injury Reports to ADOA Risk Management through the DEMA Personnel Office.
- DEMA Personnel office will process and track Industrial Injury Reports

Support Agencies:

- Attend and receive safety briefings.
- Attend training and orientation programs and employ appropriate PPE.
- Report unsafe conditions and take corrective actions when practical and appropriate.

Plan Development and Maintenance

ADEM is responsible for the development and maintenance of this Safety & Health Support Annex. Periodic review and disaster and/or exercise after action reports will be used as the plan update mechanism.

Attachments

No Attachments

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State of Arizona

Emergency Response and Recovery Plan

Tribal Relations Support Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

All Department and Agencies

LOCAL/TRIBAL

County Emergency Management (CEM)
County Public Health (CPH)
County Public Works/Highways (CPW)
County Sheriff's Office (CSO)

Introduction

Purpose

This annex describes the policies, responsibilities, and concept of operations for effective coordination and interaction of State, county and local incident management activities with those of tribal governments and communities during potential or actual incidents on tribal lands. The processes and functions described in this annex help facilitate the delivery of incident management programs, resources, and support to tribal governments and individuals.

Introduction - Continued

Scope

This annex applies to all State departments and agencies working under the State Emergency Response and0 Recovery Plan (SERRP) in response to an incident of statewide or national significance that involves tribes recognized by the State Government.

Since tribal government entities are fully integrated into the SERRP, this annex addresses only those factors in the relationship between State departments and agencies and the federally recognized tribes that are unique or warrant special considerations.

The guidance provided in this annex does not contravene existing laws governing Federal relationships with federally recognized tribes.

Policies

- The Division of Emergency Management (ADEM) in cooperation with other State/Federal departments and agencies, coordinate tribal relations functions for actual and potential incidents upon request from impacted tribal nation(s).
- The Governor must request a Presidential disaster declaration on behalf of a tribe under the Stafford Act; however, State/Federal departments and agencies can work directly with tribes within existing agency authorities and resources in the absence of such a declaration.
- State departments and agencies comply with existing Federal laws and Executive orders mandating that the government deal with Indian tribes on a government-to-government basis, reflecting the federally recognized tribes' right of self-government as sovereign domestic dependent nations. A tribe may, however, opt to and is encouraged to deal directly with State and county officials.
- State departments and agencies requested to participate in potential or actual incident response on tribal lands and consult and/or collaborate with tribal governments on matters affecting the tribes and must be aware of the social, political, and cultural aspects of an incident area that might affect incident management operations.
- State departments and agencies provide appropriate incident management officials with access to current databases containing information on tribal resources, demographics, and geospatial information.

Concept of Operations

General

State departments and agencies conduct incident management operations involving State-recognized tribal governments in accordance with the SERRP and the National Incident Management System (NIMS). Tribal relations functions, resources, and liaison operations are coordinated through Emergency Support Function (ESF) #15 – External Affairs.

Concept of Operations - Continued

Organization

A Tribal Relations Element is established in the State Emergency Operations Center (SEOC); or, if a Presidential-declared disaster exists, the Joint Field Office (JFO) to provide the operational capability for collecting and sharing relevant incident information, alerting and deploying required tribal relations staff to or near the affected area, and ensuring compliance with Federal laws relating to tribal relations.

For incidents that directly impact tribal jurisdictions, a tribal representative may be included in the SEOC Policy Section or JFO Coordination Group, as required.

Actions

Through ESF #15, the SEOC, in consultation with cooperating agencies, coordinates requirements for the Tribal Relations Element within the SEOC Operations Section or at the JFO during Incidents of National Significance.

The Tribal Relations Element at the SEOC works directly with the designated representative of the affected tribal government. The designated tribal representative may be authorized by the tribal government to:

- Be responsible for coordinating tribal resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards and incidents. including terrorism, natural disasters, accidents, and other contingencies.
- Maintain extraordinary powers to suspend tribal laws and ordinances, such as to establish a curfew, direct evacuations, and order a quarantine.
- Provide leadership and play a key role in communicating to the tribal nation, and in helping people, businesses, and organizations cope with the consequences of any type of domestic incident within the tribe's jurisdiction.
- Negotiate and enter into mutual aid agreements with other tribes/jurisdictions to facilitate resource-sharing.
- Request State and/or Federal assistance through the Governor of the State when the tribe's capabilities have been exceeded or exhausted.
- Elect to deal directly with the Federal Government.

Roles and Responsibilities

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex.

Roles and Responsibilities - Continued

Division of Emergency Management (ADEM)

- Maintains primary responsibility for implementing consistent tribal relations policies and procedures during potential or actual incidents of statewide or national significance.
- Responsible for coordinating data-sharing by other agencies and departments that have responsibilities for collecting and maintaining data relevant to incident management for incidents that involve tribes.
- Responsible for coordinating and designating staff for the Tribal Relations Element at the SEOC. The Tribal Relations Element may include representatives from other departments and agencies, as appropriate and as jurisdictions dictate.

Plan Development and Maintenance

ADEM in coordination with appropriate voluntary organizations will be responsible for the development and on-going maintenance and administration of this Tribal Relations Support Annex.

Appendices and Attachments

No Appendices or Attachments

State of Arizona

Emergency Response and Recovery Plan

Volunteer Management Support Annex

Annex Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agency:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies:

STATE

Department of Public Safety (DPS)
Department of Health Services (ADHS)

LOCAL/TRIBAL

County Emergency Management (CEM)
Tribal Emergency Management (TEM)
Tribal Public Health (TPH)

VOLUNTARY

American Red Cross (ARC)
The Salvation Army (TSA)
Arizona Emergency System for Advanced Registration Of Volunteer Health Professionals (ESAR-VHP)
Arizona Voluntary Organizations Active in Disaster (Arizona (VOAD)

VOLUNTARY - Continued

Citizen Corps Program (CCP)
Arizona State Citizen Corps Council (AZCCC)
Local Citizens Corps Councils
- Community Emergency Response Teams (CERT)
- The Fire Corps (TFC)
- Medical Reserve Corps (MRC)
- Volunteers in Police Services (VIPS)
- USAonWatch
- Hands On Greater Phoenix (HGP)

Introduction

Purpose

The Volunteer Management (VOL) Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of both spontaneous unaffiliated volunteers (SUV) and certified, affiliated volunteers during incidents of statewide or national significance.

- This annex describes disaster assistance available to county, local, tribal and State entities through the use of volunteer assets statewide in disaster response and recovery operations.

This support annex was designed to coordinate the application of resources during times of disaster, it does not direct any individual or private community volunteer organization's policies concerning personnel assignments or deployment within their respective purview.

Individual organizations will operate under their own administrative protocols.

Scope

Disasters, especially those occurring with little or no warning such as a terrorist attack or earthquake, create a need to coordinate volunteer and/or voluntary services.

This Volunteer Management (VOL) Support Annex provides guidance on the State response role in coordinating volunteer management activities. This guidance applies to all agencies with direct and indirect volunteer responsibilities under the State Emergency Response and Recovery Plan (SERRP). Specific guidance on management of spontaneous unaffiliated volunteers (SUV) and Citizen Corps volunteers is available in separate appendices to this plan.

- The use of Citizen Corps volunteers is described in the Citizens Corps Activation Appendix to this Support Annex.
- The use of spontaneous unaffiliated volunteers (SUV) in emergencies and disasters that "show-up" at a scene or "call-in" offering support is addressed in the Spontaneous unaffiliated Volunteer Management Appendix to this Annex.

Volunteers affiliated with other non-governmental and/or faith-based organizations will be activated or deployed for State-authorized service in accordance with the procedures and protocols established by the parent organization.

Policies

- The Division of Emergency Management (ADEM) will assume overall responsibility for coordinating state volunteer resources during emergency/disaster response operations.
- Volunteer agencies will continue to manage and administer their own volunteer recruitment, training and assignment programs.
- This plan does not supersede any policies regarding volunteer management procedures endorsed by local jurisdictions. Any volunteer management program at the tribal, county or city level remains the responsibility of those jurisdictions.
- Full use of existing local and/or county volunteer resources and any existing mutual aid agreements (MAA) or memorandum of understandings (MOU) with neighboring entities is encouraged before seeking State assistance.
- The State of Arizona also encourages individuals interested in volunteering personal services to participate through the local Citizen Corps Council and/or to affiliate with a recognized nonprofit voluntary organization. Volunteer health professionals are encouraged to register with the State's Emergency System for Advance Registration of Volunteer Health Professional (ESAR-VHP) (www.azdhs.gov/volunteer).

Planning Assumptions

- Disasters, especially those occurring with little or no warning, create a need to coordinate volunteer/voluntary services.
- Disasters and emergencies often lead to vastly increased workloads that go beyond the capabilities of normal local response agencies. In order to mount effective response efforts, agencies at all levels often rely on volunteers to augment staff.
- County, local, and tribal governments, in partnership with voluntary organizations, are responsible for developing respective plans that address the management of unaffiliated volunteers during incident response and recovery activities within their purview.
- Requests for support under this annex from State agencies, other local and/or tribal authorities are generally coordinated through the State Emergency Operations Center (SEOC). However, depending on the situation, coordination may occur at the local and tribal level with technical, advisory or administrative support from the SEOC.
- Request for medical or health-related (doctors, nurses, pharmacists, etc.) volunteers will be forwarded to Department of Health Services (ADHS). The Health and Medical Branch of the ADEM Operations Section will be the conduit for these resources.

Concept of Operations

General

Requests for volunteer support under this annex from Federal, State, other county or local

and tribal authorities generally are coordinated through the State Emergency Operations Center (SEOC).

Volunteer management operations may include the following:

- Volunteer Coordination Team (VCT) established by ADEM in the SEOC.
- Phone bank functioning at the State and county level.
- Coordinated media relations effort.
- Effective liaison with other emergency support functions.
- Facilities management plan to include a Volunteer Reception Center.
- Development of a facilities management plan to include guidelines on the establishment and operation of a Volunteer Reception Center

Concept of Operations - continued

Volunteer Management Function

Operations

Management of unaffiliated volunteers requires a cooperative effort by State, county, local, and tribal governments; voluntary and community-based organizations, such as local Citizen Corps Councils; faith-based organizations; the private sector; and the media.

State support may include:

- Technical and managerial support.
- A statewide network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

Volunteer management operations may include the following:

- Volunteer Coordination Team (VCT) led by the State Volunteer Coordinator (SVC).
- Call center (AZEIN) operations functioning at the State and local levels.
- Coordinated media relations effort.
- Effective liaison with other activated emergency support functions (ESF).
- Establishment and operation of a Volunteer Reception Center.

The procedures for volunteer services will include:

- Encouraging interested individuals to affiliate with a recognized private voluntary organization or other organized group of their choice to facilitate relief efforts;
- Encourage interested health professionals to volunteer and register through the ESAR-VHP system, found at www.azdhs.gov/volunteer;
- Discouraging unaffiliated volunteers from going directly to any disaster site;
- Encouraging county emergency management to develop formal agreements with one or more voluntary organizations to manage spontaneous volunteers and donations;
- Encouraging organizations to give volunteers easily recognizable identification;
- Having disaster affected area(s) submit their requests for volunteers to the SEOC-VCT via their respective county emergency management operation.

Upon activation of this Volunteer Management Support Annex the SVC and selected (incident driven) representatives (Government Liaisons) of Coordinating and/or Support Voluntary organizations will assemble at the SEOC (or other designated facility) to form the Volunteer Coordination Team (VCT).

- The SEOC will serve as the central location for management of the statewide volunteer response system. Standard Operating procedures will be kept on file in the SEOC for use by the SVC.
- Representation from impacted county(s) in the VCT may be deemed prudent toward effective response to disaster needs. Also, a representative from FEMA may join the VCT upon a Presidential Declaration.
- Participating voluntary organizations will provide the SEOC with phone numbers and other pertinent information, to establish an effective communications structure.
- The SEOC-VCT is responsible for coordinating and tracking requests for volunteers from impacted jurisdictions and/or State agencies with the participating voluntary organization(s). Efforts will be directed toward reducing the redundant application of resources.
- The SEOC will inform the public and AZEIN Call Center on the current status of volunteer management process and needs via the Public Information Officer (See ESF #15 – External Affairs Public Information for additional information.)
- Coordinating and/or Support agencies may operate independent facilities to manage volunteers that are

specifically solicited within their organizations. Information on such solicitations will be shared with the SEOC-VCT in a timely manner.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in coordination with appropriate voluntary organizations will be responsible for the development and on-going maintenance and administration of this Volunteer Management Support Annex and any related Appendices.

Attachments and Appendices

The following Appendices to this Volunteer Management Support Annex have been added to the SERRP with the intent of providing additional and more explicit incident specific response activities. These Appendices may be activated concurrent with the activation of ESF #6 or separately under its own taskings and assignments as dictated by the incident.

Attachments

Volunteer Management Roles and Responsibilities - Attachment A

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State of Arizona

Emergency Response and Recovery Plan
Volunteer Management Support Annex
Citizen Corps Appendix

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

VOLUNTARY

Arizona State Citizen Corps Council (AZCCC)

Support Agencies

STATE

Arizona Department of Health Services (ADHS)

VOLUNTARY

Arizona Voluntary Organizations Active in Disaster (Arizona VOAD)

VOLUNTARY - Continued

Citizen Corps Programs:
- Community Emergency Response Teams (CERT)
- Fire Corps
- Medical Reserve Corps (MRC)
- Volunteers in Police Services (VIPS)
- USA on Watch

Introduction

Purpose

To establish procedures and guidelines for deploying and managing Citizen Corps volunteer resources to support state response to an emergency.

Scope

- This Appendix focuses on the deployment of affiliated and registered Citizen Corps volunteers throughout the State of Arizona.
- This Appendix is applicable to all state agencies as well as state-affiliated voluntary agencies that use the services of Citizen Corps volunteers during a disaster.
- This Appendix provides guidance related to emergency response, recovery, communications and mutual aid involving Citizen Corps units.

Situation and Assumptions

Situation

- A significant emergency may overwhelm the capabilities and exhaust the resources of state and local governments.
- This Appendix will be activated to acquire assistance from Citizen Corps volunteers throughout the State.
- Citizen Corps volunteer assistance to the State will be coordinated by the State Volunteer Coordinating Team (VCT) at the State Emergency Operations Center (SEOC). The AZCCC will provide a liaison as part of the VCT.

Assumptions

- All Citizen Corps volunteers will be familiar with and adhere to the procedures established under the Incident Command System training of National Incident Management System (NIMS) while performing their duties.
- The Citizen Corps programs have adhered to the resource typing protocol established by the AZCCC which complies with national typing protocols. (See Standard Operating Procedures, CCC, SEOC for use by SVC.)
- All Citizen Corps volunteers have been properly trained by their local Citizen Corps programs for duties/missions assigned to them. (See Standard Operating Procedures, CCC, SEOC for use by SVC).
- All Citizen Corps volunteers have been properly credentialed by their sponsoring jurisdiction.
- Local Citizen Corps Units will notify the VCT through the Citizen Corps Liaison of any activation/deployment of Citizen Corps volunteers as soon as practical.
- For the purposes of this Appendix, the term “volunteer” refers to individuals who are registered and affiliated members of a recognized Citizen Corps Program.

Concept of Operations

- The Arizona Division of Emergency Management (ADEM) will assume overall responsibility for coordinating volunteer resources for the State during emergency response operations. Any local volunteer management program for a tribe, county or city remains the responsibility of those jurisdictions.
- The AZCCC will provide a liaison to the SEOC Volunteer Coordinating Team to coordinate statewide Citizen Corps volunteer resources upon request by the Director of ADEM, or authorized representative.
- Local requests for volunteers will be submitted to their respective City or County emergency management operations centers. A County may request volunteer resources from the State.
- The AZCCC liaison to the SEOC shall communicate emergency response operations status and actions to Citizen Corps Volunteers through their sponsoring agency.

Concept of Operations - Continued

- Citizen Corps participation during a state emergency shall be documented.
- The receiving jurisdiction shall provide a completed Job Action Sheet to each volunteer prior to their assumption of duties. (See Standard Operating Procedures, CCC, SEOC for use by SVC).
- Volunteer Reception Centers (VRC).
    - A VRC is a facility where spontaneous, emergent, and unaffiliated volunteers are assembled, registered, badged, assigned tasks, and provided logistical and other support. These volunteers may be assigned to any task for which they are properly trained and credentialed.
    - The VRC shall identify local volunteer needs and match volunteer resources to those needs,
- Citizen Corps Councils and Teams may be called upon to assist with VRC operations and just–in –time emergency response and disaster relief training.

Organizational Roles and Responsibilities

State Government

- ADEM will:
    - Invoke this Appendix upon activation of the SEOC when Citizen Corps Volunteers may be needed.
    - In coordination with AZSCCC, develop policies, procedures, Standard Operating Procedures and mission orders associated with out-of-state volunteer deployments.
    - Conduct after-action reviews of Citizen Corps responses with the AZSCCC SEOC Liaison and document recommendations, lessons learned, and corrective actions.
    - Provide Citizen Corps volunteers critical incident stress debriefing services and counseling, if necessary.
    - Ensure indemnification and liability provisions are established.
    - Provide prophylaxis/antidotes/medical treatment to Citizen Corps volunteers and their families as appropriate.
    - Provide incident specific “just-in-time” training when necessary.
    - Coordinate logistical support for Citizen Corps volunteers deployed on behalf of the state.

Organizational Roles and Responsibilities - Continued

State Government - continued

- The Arizona Department of Health Services, in coordination with the County Health Departments, will recommend prophylaxis for disaster responders during deployments, especially for those volunteers performing patient care.
- ADHS in coordination with the County Health Departments will assist with the coordination and communication with Arizona MRC units.
- ADHS in coordination with the County Health Departments will assist with the coordination and deployment of healthcare volunteers utilizing the Arizona Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP).
- Arizona State Citizen Corps Council will:
    - Maintain a statewide list of agencies sponsoring properly typed and credentialed Citizen Corps volunteers and volunteer resources.
    - Establish procedures to contact, recall and deploy Citizen Corps volunteers in an emergency and provide clear expectations and up-front information to volunteers regarding the expected length of the deployment.
    - Provide trained personnel to the SEOC to coordinate Citizen Corps response during an emergency.
    - Conduct after-action reviews of Citizen Corps deployments with the ADEM and other community response partners; document recommendations, lessons learned; and, implement corrective actions.
    - Should a Citizen Corps Volunteer be sent home as the result of supervisory issues, a conflict regarding the volunteer's assignment, or inability to satisfactorily perform duties, the Citizen Corps Liaison to the SEOC will inform the volunteer's sponsoring agency of that volunteer's release from duty and the reason for this action.
    - Ensure incident-specific "just-in-time" training as needed and provide additional opportunities for education and training to volunteers.

Volunteer Organizations

- Arizona Voluntary Organizations Active in Disaster will coordinate its volunteer needs with ADEM through the Volunteer Coordination Team.
- Citizen Corps Councils, Programs, and Units will:
    - Develop internal standard operating procedures that support this Appendix.
    - Train their volunteers according to the resource typing protocol established by the State Citizen Corps Council following national typing protocols and provide incident-specific "just-in-time" training as needed.
    - Credential their volunteers in compliance with their local community and/or state's procedures for verifying credentials of emergency volunteer personnel.
    - Maintain a current list of all resources and properly typed and credentialed volunteers available during emergencies.
- Community Emergency Response Team (CERT): The CERT provides volunteers trained in emergency preparedness and basic response techniques, enabling them to take a more active role in personal and

public safety during a disaster. Volunteers give critical support to first responders in emergencies and may provide (based upon local jurisdiction needs, policies and procedures) immediate assistance to victims, organize spontaneous volunteers at a disaster site, and collect disaster intelligence to support first responder efforts.

Organizational Roles and Responsibilities - Continued

Volunteer Organizations - continued

- Fire Corps: The Fire Corps utilized volunteers to promote life-saving projects and for community assistance after a tragic situation allowing fire personnel to focus on operational and emergent duties.
- Medical Reserve Corps (MRC): Medical Reserve Corps (MRC): The MRC provides volunteers that are practicing and retired physicians, nurses, pharmacists, EMT's, paramedics, other health professional and non-medical volunteers to assist during large-scale emergencies and to augment the emergency medical response community.
- Volunteers in Police Services (VIPS): VIPS volunteers are trained to perform administrative and non-intervention policing activities to free up law enforcement professionals for frontline duty.
- USA on Watch organizes groups of volunteers to assist in crime prevention and homeland security and preparedness efforts within their neighborhood.

Appendix Development and Maintenance

- This appendix is developed and maintained by ADEM in coordination with the AZCCC.
- Citizen Corps Programs are responsible for maintaining emergency response plans and standard operating procedures that support State and local EOC operations and this Appendix.

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State of Arizona

Emergency Response and Recovery Plan
Volunteer Management Support Annex
Spontaneous Unaffiliated Volunteer Appendix

Appendix Coordinator:

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies:

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

VOLUNTARY/NON-PROFIT

Hands On Greater Phoenix (HOGP)

Volunteer Southern Arizona (VSAZ)

Support Agencies:

STATE

Arizona Department of Health Services (ADHS)

LOCAL/TRIBAL

County Emergency Management (CEM)

VOLUNTARY

Arizona Voluntary Organizations Active in Disaster (Arizona VOAD)

American Red Cross (ARC)

The Salvation Army (TSA)

Introduction

Purpose

To provide guidelines and procedures for the processing of spontaneous unaffiliated volunteers (SUVs) in support of state disaster operations. The provisions of this appendix supplement the Volunteer management annex of the Arizona State Emergency Response & Recovery Plan (SERRP); to the extent the provisions of this appendix conflict with those contained in the SERRP, this appendix shall control.

Scope

To provide guidelines and procedures for the processing of spontaneous unaffiliated volunteers (SUVs) in support of state disaster operations. The provisions of this appendix supplement the Volunteer management annex of the Arizona State Emergency Response & Recovery Plan (SERRP); to the extent the provisions of this appendix conflict with those contained in the SERRP, this appendix shall control.

Situation and Assumptions

Situation

Disasters and emergencies often lead to vastly increased work-loads that go beyond the capabilities of response agencies. In order to mount effective response efforts, agencies at all levels often rely on volunteers to augment staff. The management of large numbers of volunteers that are not currently affiliated with volunteer disaster response and recovery organizations becomes critical to the success of state emergency management.

Assumptions

Definitions

- Volunteer: Someone who willingly provides his/her services without receiving compensation.
- Spontaneous Volunteer: An individual who comes forward following a disaster to assist a governmental agency or non-governmental organization (NGO) with disaster-related activities during the response or recovery phase.
- Spontaneous Unaffiliated Volunteer (SUV): Spontaneous volunteer who is unaffiliated with either a governmental agency or NGO and who has not been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, unaffiliated volunteers will most likely be used only under circumstances where governmental agencies and affiliated volunteers are overwhelmed by the demands of a disaster.
- AZ Emergency Information Network (AZEIN): AZEIN is Arizona's official site for alerts and bulletins on emergencies and disasters in Arizona, including public health and safety advisories, homeland security alerts and disaster relief bulletins.
- AZEIN Call Center: An interim limited purpose call center, established under the auspices of ADEM to answer live calls from disaster victims during declared state disasters.

Assumptions

- Not all volunteers, registered, affiliated or spontaneous, may be used during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by local officials to mount an effective response and recovery effort.
- NGOs will continue to manage and administer their own volunteer recruitment/training/assignment programs.
- AZEIN capacity includes ability to:
- Provide an outlet for spontaneous unaffiliated volunteers during time of disaster to make known their interest in volunteering;
- Provide platform for NGOs and governmental agencies to make volunteer needs known;
- Provide a means of collecting/sorting volunteer information that can be used by NGOs.
- Some prospective volunteers will ignore established protocols (AZEIN, public service announcements, etc.) and will physically go to the disaster site to offer service.
- Volunteers will deploy with in-kind donations.

Concept of Operations

Direction and Control

ADEM will direct and oversee processing of spontaneous unaffiliated volunteers during declared state emergencies.

Based on the potential for large spontaneous unaffiliated volunteer (SUV) interest, ADEM may delegate coordination of processing SUVs to the Volunteer Southern Arizona (VSAZ) and Hands On Greater Phoenix (HOGP)), as lead NGOs for the State in volunteer management.

ADEM will assign geographic areas of responsibility to VSAZ and HOGP based on operational factors.

NGOs supporting state emergencies may coordinate directly with VSAZ and HOGP to acquire volunteer information for solicitation of disaster volunteer support. After acquisition of prospective volunteer information, NGOs are responsible for self-managing the administration and assignment of volunteers in support of NGO operations.

Operations

AZEIN Website

- AZEIN will be used as the primary vehicle for recording the interest of SUVs and providing information to link SUVs with interested NGOs.
- SUVs that make inquiries to the AZEIN Call Center will be referred to AZEIN Web to record their interest. SUVs that do not have access to the internet will be recorded by call center operators using AZEIN.
- ADEM will activate a disaster volunteer link on the AZEIN website immediately upon declaration of a state emergency.
- All SUVs will be directed to the disaster volunteer link
- Volunteer opportunities will be posted on AZEIN website; NGOs supporting the emergency will coordinate using existing AZEIN procedures to update and maintain current disaster information.
- SUVs will record their interests using AZEIN general registration process.
- SUVs with email addresses will receive confirmation of their expressed interest in volunteering and a statement indicating that they will be contacted if needed, along with an instruction not to deploy to the emergency unless under the umbrella of a government or NGO organization.
- Upon activation, specific NGO opportunities will be routed to VSAZ and/or HOGP,
- Disaster opportunities will be sorted and managed by VSAZ and/or HOGP.
- NGOs supporting the emergency will coordinate with VSAZ and/or HOGP to obtain prospective volunteer information.

Concept of Operations - continued

Operations - continued

AZEIN Call Center

- Will be established by ADEM at Papago Park Military Reservation, and staffed by public inquiry officers and assistants.
- Subject to operational demands for Red Cross volunteers to support other aspects of disaster response and relief, the ARC, on request by ADEM, will make trained ARC volunteers available to support call center operations as back-up operators.
- All SUVs that call into the Call Center will be directed to AZEIN website.
- ADEM in coordination with VSAZ and HOGP will establish a standard script for SUV callers that do not have access to internet.
- All recording of SUV interest will be done using a standardized procedures under the AZEIN website; no other program or database will be used to manage SUVs during declared state emergencies.

State Volunteer Reception Center(s)

- If needed, ADEM will coordinate facility, information technology, and logistic support for volunteer reception center operations during declared disasters to facilitate the management of SUVs that physically appear at or near the area of operations with the intent to assist.
- On request, VSAZ and/or HOGP will provide staffing support to ADEM to provide intake and information personnel in the reception center(s).
- All recording of SUV interest at the Volunteer Reception Center(s) will be accomplished via the AZEIN website linking to Aidmatrix.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State department, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

- The ADEM will:
    - Invoke this Appendix upon activation of the SEOC when volunteers may be needed.
    - Develop internal standard operating procedures that support this Appendix.

Roles and Responsibilities - continued

State Government

ADEM will:

- Prepare and maintain this appendix and all associated procedures.
- Determine need to activate this appendix to support disaster.
- Coordinate activation, implementation and demobilization of appendix.
- Coordinate with other agencies and organizations for maximum utilization of limited resources
- Coordinate spontaneous volunteers and service programs to assist the efforts of both governmental agencies and NGOs throughout the affected communities
- Assign staff to serve on a Volunteer Coordination Team (VCT), maintain this appendix and monitor related activities.
- Designate a staff member as the Logistics Section Chief (SEOC-VCT leader) or Voluntary Agency Liaison (VAL) to coordinate matters concerning support to lead NGOs (VSAZ, HOGP) for web, Call Center, and reception center operations.
- Call upon other state agencies to provide assistance in implementing this Appendix.
- The Arizona Department of health Services, in conjunction with the County Health Departments, will recommend immunizations for disaster responders during deployments, especially for those volunteers performing patient care or working in the vicinity of biohazards.

County/Local Government will:

- Direct all incoming SUV inquires to their respective county volunteer management system (e.g.. Disaster Help Net), or, if appropriate and coordinated with State EOC, to AZEIN website.
- Assist local volunteer organizations.

VSAZ and HOGP will:

- Coordinate the implementation of SUV management and administration process in support of this appendix. Health related volunteers/volunteer health professionals will be directed to register online with the State's Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) (www.azdhs.gov/volunteer)
- Upon request by ADEM, oversee the management of SUVs associated with declared state emergency.

Arizona Voluntary Organizations Active in Disaster (Arizona VOAD) will:

- Establish and name an Arizona VOAD Liaison to the SEOC as a member of the Volunteer Coordination Team;
- Provide liaison between SEOC and VSAZ/HOGP to address operational issues associated with SUV management.

Roles and Responsibilities - continued

American Red Cross (ARC) will:

- Upon request by ADEM, make trained ARC volunteers available to support AZEIN call center operations as back-up operators. This support is subject to operational demands for Red Cross volunteers to other disaster response and relief operations.
- Provide liaison between SEOC and ARC to address operational issues associated with SUV management, and to serve as a member of the SEOC VCT.

Administrative Support

Administrative support will be provided by ADEM. VSAZ and HOGP will identify additional administrative support required to implement this appendix as part of pre-disaster planning process. Temporary personnel may be employed as needed.

Mutual Aid

Local jurisdictions may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. Requests should be channeled through the EOC in accordance with this existing mutual aid policies and procedures.

Public Information

ADEM, through the Public Information program, in coordination with private voluntary organizations will maintain an outreach program to educate the media, government officials and the public concerning service volunteers during state emergencies. The public information program will be directed to promote AZEIN as the primary vehicle for acquiring information regarding volunteerism; and to limit the flow of unneeded SUVs.

The public awareness program and participating media outlets will reach a variety of organizations such as civic and religious groups, unions, social/fraternal organizations and other interested community-based groups.

Press releases will be issued immediately following a state disaster. These press releases will encourage volunteers to use AZEIN website.

The frequency of press releases will be determined by an assessment of needs and the impact of the disaster on the public. The PIO will coordinate releases with the VCT.

NGOs are responsible for representing their own organizations. Coordination between agencies should take place to ensure that messages to the public are consistent.

General

Attendance and participation at all scheduled statewide disaster planning sessions by VSAZ and HOGP representatives is strongly recommended.

Plan Development and Maintenance

This appendix is developed and maintained by ADEM in coordination with the AZCCC and other agencies as needed.

Attachments and Appendices

Attachments

There are no Attachments associated with this Appendix

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State of Arizona

Emergency Response and Recovery Plan

Biological Incident Annex

Annex Coordinator

Arizona Department of Health Services (ADHS)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Health Services (ADHS)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

Department of Agriculture (ADA)
Department of Economic Security (DES)
Department of Environmental Quality (DEQ)
Department of Homeland Security (AZDOHS)
Department of Public Safety (DPS)
Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

Attorney General's Office (AGA)
Office of the Governor (GOV)
State Board of Funeral Directors and Embalmers

LOCAL/TRIBAL

County Public Health (CPH)
County Hospitals (CH)
County Medical Examiner (CME)
County Emergency Management (CEM)
County Sheriff's Office (CSO)
Metropolitan Medical Response System (MMRS)

VOLUNTARY

American Red Cross (ARC)
Arizona Statewide Independent Living Council (SILC)
Arizona Voluntary Organizations Active in Disasters (AzVOAD)
Critical Incident Stress Briefing – Grand Canyon and Southern Arizona Chapters
The Salvation Army

FEDERAL

Centers for Disease Control and Prevention (CDC)
Department of Homeland Security (USDHS)
Federal Emergency Management Agency (FEMA)
U.S Public Health Service (USPHS)
- Office of Emergency Preparedness (OEP)

Federal Bureau of Investigation (FBI)
National Disaster Medical System (NDMS)

Introduction

Purpose

The purpose of the Biological Incident Annex is to outline the actions, roles, and responsibilities associated with response to a disease outbreak of known or unknown origin requiring State assistance. Actions described in this annex take place with or without a State-disaster declaration or a public health emergency declaration by the U.S. Health and Human Services (USHHS). This annex applies only to potential or actual incidents that overwhelm county and tribal jurisdictions capabilities to respond to, fulfill and/or sustain sufficient delivery of healthcare to impacted victims.

Scope

This annex outlines biological incident response actions including threat assessment notification procedures, laboratory testing, joint investigative/response procedures, and activities related to recovery from a multitude of pandemic or biological incidents.

The broad objectives of the State of Arizona's response to a biological terrorism event, pandemic influenza, emerging infectious disease, or novel pathogen outbreak are to:

- Detect the event through disease surveillance and environmental monitoring.
- Identify and protect the population(s) at risk.
- Determine the source of the outbreak.
- Quickly frame the public health and law enforcement implications.
- Control and contain any possible epidemic (including providing guidance to local public health authorities).
- Augment and surge public health and medical services.
- Monitor and contain any potential resurgence or additional outbreaks.
- Assess the extent of residual biological contamination and decontaminate as necessary.

The unique attributes of this response require separate planning considerations that are tailored to specific health concerns and effects of the disease (e.g., terrorism versus natural outbreaks; communicable versus non-communicable, etc.).

Specific operational guidelines, developed by the Department of Health Services (ADHS), i.e., "Arizona Influenza Pandemic Response Plan", Department of Environmental Quality and/or Department of Agriculture to address the unique aspects of a particular disease, pathogen or planning consideration, will supplement this annex and are intended as guidance to assist State, local, and tribal public health and medical planners.

The Biological Incident Annex also recognizes and supplements other SERRP annexes and appendices including:

- Emergency Support Function (ESF) # 8 – Health and Medical Annex,
- ESF # 6 – Mass Care, Housing and Human Services Annex
- ESF #10 – Oil and Hazardous Materials Response Annex
- Catastrophic Incident Annex
- Terrorism Incident Law Enforcement and Investigation Annex (Under development)

Introduction - Continued

Policies

- This annex supports policies and procedures outlined in the ESF # 6 – Mass Care, Housing & Human Services Annex, ESF # 8 – Health and Medical Services Annex, the ESF #10 – Oil and Hazardous Materials Response Annex, and the Terrorism Incident Law Enforcement and Investigation Annex.
- ADHS serves as the States' primary agency for the public health and medical preparation and planning for and the response to a biological terrorism attack or naturally occurring outbreak that results from either a known or novel pathogen, including an emerging infectious and communicable disease.
- County and tribal governments are primarily responsible for detecting and responding to disease outbreaks and implementing measures to minimize the health, social, and economic consequences of such an outbreak.
- If any agency becomes aware of an overt threat involving biological agents or indications that instances of disease may not be the result of natural causes, the Department of Justice must be notified through the Federal Bureau of Investigation (FBI)'s Weapons of Mass Destruction Operations Unit (WMDOU). The FBI, in turn, immediately notifies the Department of Homeland Security (DHS) Homeland Security Operations Center (HSOC) and the National Counterterrorism Center (NCTC). The Laboratory Response Network (LRN) is used to test samples for the presence of biological threat agents. Decisions on where to perform additional tests on samples are made by the FBI, in coordination with HHS. (See the Terrorism Incident Law Enforcement and Investigation Annex for additional information on the FBI's roles and responsibilities.)
- Consistent with ESF # 8, ADHS closely coordinates the National Disaster Medical System (NDMS) medical response with ADEM. The FBI coordinates the investigation of criminal activities if such activities are suspected.
- ADHS provides guidance to county authorities and collaborates closely with the FBI in the proper handling of any materials that may have evidentiary implications (e.g., LRN samples, etc.) associated with disease outbreaks suspected of being terrorist or criminal in nature.
- Other State departments and agencies may be called upon to support ADHS during the various stages of a disease outbreak response in the preparation, planning, and/or response processes.
- If there is potential for environmental contamination, ADHS collaborates with the Department of Environmental Quality (DEQ) in developing sampling strategies and sharing results. DEQ also coordinates with ADHS and the Department of Agriculture (ADA) to ensure disposal of infected animal carcasses (poultry, cattle, swine, fish, etc.) occurs with safeguards to protect public health.
- Given the dynamic nature of a disease outbreak, ADHS, in collaboration with other departments and agencies, determines the thresholds for a comprehensive State public health and medical response. **These thresholds are based on specific event information rather than predetermined risk levels.**
- Any State public announcement, statement, or press release related to a threat or actual bioterrorism event must be coordinated with the ADHS and ADEM Public Information Officer(s).

Planning Assumptions

No single entity possesses the authority, expertise, and resources to act unilaterally on the many complex issues that may arise in response to a disease outbreak and loss of containment affecting a multi-jurisdictional area.

Detection of a bioterrorism act against the civilian population may occur in several different ways and involve several different modalities:

- An attack may be done in a concealed or underhanded way to escape notice.
- The first evidence of dissemination of an agent may be the presentation of disease in humans or animals.
- Could manifest itself, either in:
  - Clinical case reports to domestic or international public health authorities.
  - Unusual patterns of symptoms or encounters within domestic or international health surveillance systems.
- A terrorist-induced infectious disease outbreak initially may be indistinguishable from a naturally occurring outbreak.
  - Depending upon the particular agent and associated symptoms, several days could pass before public health and medical authorities even suspect that terrorism may be the cause.
  - Criminal intent may not be apparent until some time after illnesses are recognized.
- The U.S. Postal Service may detect certain biological agents within the U.S. postal system. Detection of a biological agent in the mail stream triggers specific response protocols outlined in agency-specific standard operating procedures.
- In a disease outbreak of significant proportions, Federal, State, county, and tribal officials will require a highly coordinated response to public health and medical emergencies.
- The outbreak also may affect the tribal governments and border counties and therefore involve extensive coordination with the Department of State (DOS), the U.S. Department of Homeland Security (USDHS) – Immigration and Customs Enforcement (ICE).
- Disease transmission can occur via or any combination of:
  - An environmental contact such as atmospheric dispersion
  - Person-to-person contact
  - Animal-to-person contact
  - Insect vector-to-person contact
  - Contaminated food or water.
- A biological incident may be distributed across multiple jurisdictions simultaneously, requiring a nontraditional incident management approach; including the simultaneous management of multiple “incident sites” in coordination with national and regional headquarters locations.
- A response to non-contagious public health emergencies may require different planning assumptions or factors.
- The introduction of biological agents, either natural or deliberate in origin, is detected through:
  - Clinical or hospital presentation;
  - Methods of detection, including environmental surveillance technologies such as syndromic surveillance.
- The State response requires close coordination between numerous agencies at all levels of government and with the private sector.
- The State supports affected county and tribal health jurisdictions as requested or required.
- The response by ADHS and other State agencies is flexible and adapts as necessary as the outbreak evolves.
- The ADHS Public Health Laboratory via the national Laboratory Response Network (LRN) provides for rapid public health assessment of the potential for human illness associated with exposure and the scope of this kind of risk.

Planning Assumptions - Continued

- The LRN also addresses the need for law enforcement notification necessary to initiate threat assessment for criminal intent, and chain of custody procedures.
- Early coordination between public health and law enforcement disciplines enhances the likelihood of successful preventative and investigative activities necessary to neutralize threats and attribute the source of the outbreak.
- Response to disease outbreaks suspected of being deliberate in origin requires consideration of special law enforcement and homeland security requirements.
- Any agency or organization that identifies an unusual or suspicious test result should contact the FBI to ensure coordination of appropriate testing.
- Pharmaceuticals, vaccines, and other medications may be in short supply. A biological attack occurring via a major water supply (involving either raw water or finished water sources) may also result in a shortage of potable water.
- Health care workers and other first responders/receivers may be at higher risk of exposure and illness than the general population.
- Widespread illness in the community will increase shortages of personnel in sectors who provide critical community services.

Concept of Operations

The Arizona Department of Health Services (ADHS) will act as the lead agency in all State health and/or medical response activities for biological incident types. The Arizona Division of Emergency Management (ADEM) will support ADHS response efforts through the coordination of all non-health, non-medical State assets as described in the State of Arizona Emergency Response and Recovery Plan (SERRP) and through the utilization of the State of Arizona Emergency Operations Center (SEOC) as required.

Biological Agent Response

The key elements of an effective biological response include (in non-sequential order):

- Rapid detection of the outbreak;
- Swift agent identification and confirmation;
- Identification of the population at risk;
- Determination of how the agent is transmitted, including an assessment of the efficiency of transmission;
- Determination of susceptibility of the pathogen to treatment;
- Definition of the public health, medical, and behavioral health implications;
- Control and containment of the epidemic;
- Decontamination of individuals, if necessary;
- Identification of the law enforcement implications/assessment of the threat;
- Augmentation and surging of local health and medical resources;
- Protection of the population through appropriate public health and medical actions;
- Dissemination of information to enlist public support;
- Assessment of environmental contamination and clean-up of bio-agents that persist in the environment;

- Tracking and preventing secondary or additional disease outbreaks.

Concept of Operations - Continued

Suspicious Substances

Since there is no definitive/reliable field test for biological agents, all potential bioterrorism samples are transported to the ADHS State Public Health Laboratory (ADHS-SPHL).

- As a member of the Laboratory Response Network (LRN), expert analysis is conducted using established USHHS/Centers for Disease Control and Prevention (CDC) protocols/reagents.
- A major component of this process is to establish and maintain the law enforcement chain of custody and arrange for transport.

The following actions occur if a positive result is obtained by ADHS-SPHL on an environmental sample submitted by the FBI or other designated law enforcement personnel:

- The ADHS-SPHL Laboratory Director will immediately notify internal ADHS programs including Emergency Preparedness, the Director's Office, the State Epidemiologist, and other internal and external public health partners;
- The ADHS-SPHS Laboratory Director immediately notifies the CDC Laboratory Response network (LRN), and per CDC consultation, the CDC Emergency Operations Center; and the Homeland Security Operations Center (HSOC);
- The ADHS-SPHL immediately notifies the local FBI of the positive test result;
- The FBI Field Office makes local notifications (DPS, DEQ) and contacts the FBI Headquarters WMDOU;
- FBI Headquarters convenes an initial conference call with the local FBI and HHS to review the results, assess the preliminary information and test results, and arrange for additional testing;
- FBI Headquarters immediately notifies DHS of the situation;
- Original samples may be sent to CDC for confirmation of ADHS-SPHL analyses;
- CDC and ADHS provide guidance on protective measures such as prophylactic treatment and continued facility operation; and
- ADHS and cooperating agencies support the determination of the contaminated area, decisions on whether to shelter in place or evacuate, and decontamination of people, facilities, and outdoor areas.

Specific command and control, roles and responsibilities, notifications and other protocols are outlined in the Guidelines for Suspicious Powder Substances, Attachment C to ESF #8.

Influenza Pandemic Response

When conditions have been identified that have the possibility of creating an influenza strain of pandemic proportions, the ADHS Director will activate the ADHS Influenza Pandemic Response Plan.

- See also, Influenza Pandemic Incident Appendix to this Annex for non-health, non-medical response activities.
- ADEM will activate the State Emergency Operations Center (SEOC) and collaborate with ADHS and other SERRP stakeholders to provide non-health, non-medical resource coordination and logistical support via the Influenza Pandemic Incident Appendix to this Annex.
- The responsibilities of agencies will increase with each successive stage of the pandemic (See Pandemic Response Matrix. Attachment).

Concept of Operations - Continued

Outbreak Detection

Determination of a Disease Outbreak

- The initial indication of a major disease outbreak, intentional or naturally occurring, may be the recognition by public health and medical authorities that a significantly increased number of people are becoming ill and presenting to local healthcare providers.
- The most critical decision-making support requires:
  - Surveillance information,
  - Identification of the causative biological agent,
  - Determination of whether the observations are related to a naturally occurring outbreak, and
  - The identification of the population(s) at risk.

Laboratory Confirmation

- During the evaluation of a suspected disease outbreak, samples are analyzed at the ADHS-SPHL laboratory.
- During a suspected terrorist incident, sample results and other data are provided to the FBI for investigative use and to public health and emergency response authorities for epidemiological use and agent characterization.
- These actions will facilitate and ensure timely public health and medical interventions.
- If the incident begins as an epidemic of unknown origin detected through Federal, State, county, or tribal health surveillance systems or networks, laboratory analysis is initiated through the routine public health laboratory network.

Identification (Analysis and Confirmation)

- The samples collected and the analyses conducted must be sufficient to characterize the cause of the outbreak.
- The ADHS-SPHS will fulfill the Federal and State responsibility for rapid analysis of biological agents.
- In a suspected terrorism incident, sample collection activities and testing are coordinated with FBI and ADHS-SPHL.

Notification

Any disease outbreak suspected or identified by any program within ADHS or through another State public health partner, or other state or local emergency response entity is brought to the immediate attention of the ADHS Bureau of Public Health Emergency Preparedness as detailed in the ESF #8 – Health & Medical Annex, the SERRP Basic Plan, or internal ADHS policy documents.

Following these initial notifications, the procedures detailed in the ESF #8 Annex are followed.

- Instances of a disease that raises the “index of suspicion” of terrorist or criminal involvement, as determined by ADHS, are reported to local FBI authorities.
- In these instances, FBI Headquarters, in conjunction with USHHS, examine available law enforcement and intelligence information, as well as the technical characteristics and epidemiology of the disease, to further determine the possibility of criminal intent (See Terrorism Incident Law Enforcement and Investigation Annex for additional information).

Concept of Operations - Continued

Notification - Continued

Following these initial notifications, the procedures detailed in the ESF #8 Annex - Continued

- Upon determination by the FBI, in conjunction with USHHS, that the information represents a potential credible terrorist threat, the FBI communicates the situation immediately to the Homeland Security Operations Center (HSOC), which notifies the White House, as appropriate.
- If warranted, the FBI, USHHS, ADHS, county, and/or tribal health officials conduct a joint law enforcement and epidemiological investigation to determine:
  - The cause of the disease outbreak
  - The extent of the threat to public health and public safety; and
  - The individual(s) responsible.

Actions

General

Once notified of a threat or disease outbreak that requires or potentially requires significant State public health and/or medical assistance,

- ADHS may convene a meeting of the ESF # 8 organizations and SEOC Operations Section to assess the situation and determine the appropriate public health and medical actions and State required support therein.
- ADEM in collaboration with ADHS, coordinates all non-medical support, discussions, and response actions via activation of the SEOC.
- The immediate task following any notification is to identify:
  - The population affected and at risk.
  - The geographic scope of the incident.
- The initial public health and medical response includes some or all of the following actions:
  - Targeted epidemiological investigation (e.g., contact tracing).
  - Enhanced surveillance within healthcare settings for patients with certain clinical signs and symptoms.
  - Increased collection and review of potentially related information (e.g., contacts with nurse call lines, laboratory test orders, school absences, and over-the-counter pharmacy sales).
  - Organization of State public health and medical response assets (in conjunction with ADEM, county, and tribal officials) to include personnel, medical supplies, and material.

Controlling the Epidemic

The following steps are required to contain and control an epidemic affecting large populations:

- ADHS assists county and tribal public health and medical authorities with epidemiological surveillance and coordination.
- ADHS assesses the need for increased surveillance in counties or localities not initially involved in the outbreak and notifies the appropriate public health officials when needs arise.

Concept of Operations - Continued

Actions - Continued

Controlling the Epidemic - Continued

The following steps are required to contain and control an epidemic affecting large populations - Continued:

- ADHS coordinates with USHHS, SEOC, county, and tribal officials on the messages released to the public to ensure that:
  - Communications are consistent and accurate
  - Anxieties are addressed
  - Any unwarranted concerns or distress are alleviated
  - Cooperation with the necessary implemented control measures is enacted.
- Public health and medical messages to the public should be communicated by a recognized health authority. (See the External Affairs Support Annex – Public Information Appendix for more information.)
- If the outbreak first arises within the State of Arizona, ADHS will notify USHHS, who, in coordination with the Department of State (DOS), immediately notifies and coordinates with appropriate international health agencies such as the World Health Organization (WHO) and Pan American Health Organization as necessary.
  - Given the nature of many disease outbreaks, this notification and coordination may have occurred earlier in the process according to previous operating procedures.
  - USHHS advises the HSOC when notifications are made to international health agencies.
- The State of Arizona's public health system, starting at the local level, initiates appropriate protective and responsive measures for the affected population, including first responders, first receivers, and other workers engaged in incident-related activities.
- These measures include mass vaccination or prophylaxis for:
  - Populations at risk and populations not already exposed;
  - Populations at risk of exposure from secondary transmission or the environment.
- ADHS evaluates the incident with county health organizations, the USHHS, and makes recommendations to the appropriate public health and medical authorities statewide regarding the need for isolation and/or quarantine measures to prevent the spread of disease.
- ADHS coordinates closely with the SEOC regarding recommendations for medical needs that are met by NDMS and the U.S. Public Health Service Commissioned Corps.
- The Governor or county public health authority(s) may implement isolation and/or social-distancing requirements using appropriate legal authorities (A.R.S. ' 36-624 and ' 36-788) in order to prevent the intra/interstate spread of disease.
- USHHS may take appropriate quarantine/isolation Federal actions using the authorities granted by U.S.C. title 42, 42 CFR parts 70 and 71, and 21 CFR 1240.
- The scope of the outbreak may require mass isolation or quarantine of affected or potentially affected persons.
- Depending on the type of event, food, animals, and other agricultural products may need to be quarantined to prevent further spread of disease. In this instance ADHS and, as appropriate, the Department of Agriculture, the Department of Environmental Quality work with State, county, local and tribal health, emergency management, and legal authorities to recommend the most feasible, effective, and legally enforceable methods of isolation and quarantine.

Concept of Operations - Continued

Actions - Continued

Decontamination

For certain types of biological incidents (e.g., anthrax), it may be necessary to:

- Assess the extent of contamination.
- Decontaminate victims, responders, receivers, animals, equipment, buildings, critical infrastructure (e.g., water utilities), and large outdoor areas. (Note: Currently no decontamination chemicals are registered (under the Federal Insecticide, Fungicide, and Rodenticide Act) for use on biological agents, and responders must request an emergency exemption from the EPA before chemicals can be used for biological decontamination.)

Such decontamination and related activities take place consistent with the SERRP roles and responsibilities, resources and capabilities, and procedures contained in:

- ESF #8 – Health & Medical Annex
- ESF #8 – Guidelines for Suspicious Powder Substances, Attachment C
- ESF #10 Oil & Hazardous Material Annex
- Catastrophic Incident Annex
- Terrorism Incident Law Enforcement and Investigation Annex (In development)

Special Issues

International Notification

A biological incident may involve internationally prescribed reportable diseases. In addition to case reporting, epidemics of disease with global public health significance must also be reported to international public health authorities.

Once a positive determination is made of an epidemic involving a contagious biological agent, ADHS notifies USHHS, who notifies the DOS and DHS. USHHS, in coordination with DOS, notifies the WHO and other international health agencies as appropriate.

Allocation and Rationing

If critical resources for protecting human life are insufficient to meet all state needs, upon recommendation from ADHS and ADEM, the Governor submits a request to the Secretary of U.S. Department of Health & Human Services regarding the deployment of the Strategic National Stockpile.

If critical resources for protecting human life remain insufficient to meet all domestic needs, the Secretary of USHHS makes recommendations to the Secretary of Homeland Security regarding the allocation of scarce Federal public health and medical resources.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

The procedures in this Biological Incident Annex are built on the core coordinating structures of the SERRP. The specific responsibilities of each department, organization, jurisdiction and agency are described in the respective ESFs, Incident Annexes, and associative Appendix(s) that support a biological incident response and recovery.

Plan Development and Maintenance

Ongoing development and maintenance of this Biological Incident Annex will be performed by ADEM in collaboration with the ADHS.

Attachments and Appendices

Attachments

None

Appendices

Influenza Pandemic Incident Appendix

- Influenza Pandemic Appendix - Attachment A
- Influenza Pandemic Response - Matrix Attachment B

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State of Arizona

Emergency Response and Recovery Plan

Biological Incident Annex

Influenza Pandemic Incident Appendix

Appendix Coordinators

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Arizona Department of Health Services (ADHS)

Primary Agencies

Department of Health Services (ADHS)

Support Agencies

STATE

Arizona Statewide Independent Living Council (SILC)
Department of Agriculture (ADA)
Department of Economic Security (DES)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)
- National Guard (AZNG)

Department of Environmental Quality (DEQ)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
Game and Fish Department (AZGFD)
Attorney General's Office (AGA)
Department of Homeland Security (AZDOHS)
State Board of Funeral Directors and Embalmers (ASBFDE)
Arizona State Board of Pharmacy (ASBP)

LOCAL/TRIBAL

County Public Health (CPH)
County Medical Examiner (CME)
County Emergency Management (CEM)

LOCAL/TRIBAL - Continued

County Sheriff's Office (CSO)
Metropolitan Medical Response System (MMRS)

VOLUNTARY

American Red Cross (ARC)
Critical Incident Stress Debriefing - Arizona Chapter
Arizona Voluntary Organizations Active in Disasters (AzVOAD)
The Salvation Army (TSA)

PRIVATE SECTOR

Arizona Hospital and Healthcare Association (AHHCA)
Arizona Funeral Director's Association (AFDA)
Arizona Pharmaceutical Association (APA)
Local Medical Facilities

FEDERAL

Food and Drug Administration (FDA)

Introduction

The purpose of the Influenza Pandemic Incident Appendix is to outline the actions, roles, and responsibilities associated with non-medical, non-health related response to an influenza outbreak of pandemic proportions in the State of Arizona. Actions in this appendix may take place with or without a gubernatorial-or presidential disaster declaration.

The fundamentally important determinants of a public health response to a pandemic will be its severity, the prompt implementation of local public health interventions, and the availability and efficacy of vaccine and antiviral medications. While a pandemic response is primarily a public health response, many agencies, organizations, and private institutions will need to work in a coordinated and collaborative manner to ensure an effective overall response in Arizona:

- ADHS is the lead agency for preparedness and response to an influenza pandemic in Arizona.
- Local health departments (including county and tribal health departments) are the critical local response entities and should be the primary focus for community level planning.
- Statewide emergency management and homeland security agencies will be important for ensuring overall coordination of government resources.
- First responder agencies have important manpower and logistical resources that will be necessary for ensuring the safety of individuals and communities.
- Hospitals and healthcare institutions will be the frontline of a pandemic and are essential planning partners at the local and state level.
- Voluntary agencies are always important partners in emergency response activities.

Scope

The broad objectives of the State of Arizona Emergency Response and Recovery Plan (SERRP) response to a influenza pandemic outbreak are to:

- Coordinate the control of the event through assisting in disease surveillance and environmental monitoring;
- Assist public health operations in the Identification and protection the population(s) at risk;

Purpose

- Identify and coordinate quick response of the public health and law enforcement implications;
- Control and contain any possible epidemic escalations through coordination of security efforts surrounding quarantine and/or containment requirements
- Support the augmentation of surge public health and medical services requirements;

Entities (stakeholders) addressed in this appendix are encouraged to develop their own influenza pandemic response plans that coordinate with the roles and responsibilities assigned therein.

Specific operational guidelines, developed by the Department of Health Services (ADHS), “Influenza Pandemic Response Plan”, Department of Environmental Quality and/or Department of Agriculture to address the unique aspects of an influenza pandemic outbreak or planning consideration, will supplement this appendix and are intended as guidance to assist State, county, local and tribal emergency management, public health and medical response planners.

Introduction - Continued

Scope - Continued

The Influenza pandemic Incident Appendix also recognizes and complements other SERRP annexes and appendices including:

- Emergency Support Function (ESF) #8 – Health and Medical Annex,
  - Behavioral Health Appendix
  - Metropolitan Medical Response System Appendix
  - National Disaster Medical System (NDMS) Activation Appendix
  - Public Health Appendix)
  - Strategic National Stockpile Appendix
- ESF # 6 – Mass Care, Housing and Human Services Annex
  - Sheltering Appendix
  - Vulnerable Populations Appendix
  - Special Medical Needs Shelters Appendix
- Catastrophic Incident Annex

Assumptions

General

In addition to the assumptions outlined in the ADHS "Arizona Influenza Pandemic Response Plan" this Appendix offers the following:

Influenza viruses have threatened the health of animal and human populations for centuries. Their diversity and propensity for mutation have thwarted efforts to develop both a universal vaccine and highly effective antiviral drugs. A pandemic occurs when a novel strain of influenza virus emerges that has the ability to infect and be passed between humans. Because humans have little immunity to the new virus, a worldwide epidemic, or pandemic, can ensue.

- In any community, there is not to be 100% exposure over a few weeks.
- An influenza outbreak will circulate within the community, to one degree or another, for the duration of the pandemic; which may last up to six months, some experts cite 18+ months.
- Antiviral prophylaxis (assuming two week protection) only works for the duration of the supply... once stopped, one is no longer protected.
- Absenteeism across multiple sectors related to personal illness, illness in family members, fear of contagion, or public health measures to limit contact with others could threaten the functioning of:
  - critical infrastructure;
  - the movement of goods and services; and,
  - the operation of institutions such as schools and universities.

Assumptions - Continued

General - Continued

A pandemic would have significant implications for the economy, national security, and the basic functioning of society.

- All influenza pandemic plans, at all levels need to maximize:
  - Personal shielding
  - Risk communications
  - Personal hygiene
  - Telework and telecommuting
  - Social distancing, and
  - Other non-pharmacological public health interventions.
- The projected 40% of the population estimated to contract the disease, will not be infected at the same time and will follow some sort of skewed bell curve.
- The distribution of the asymptomatic likely will also follow some sort of normative distribution curve as mildly ill; moderately ill; severely ill; and, soon-to-be-dead;
- The bulk of those infected, will survive, be able to return to work, and be IMMUNE to the disease (foregoing further mutation).
- Response departments, agencies, and organizations may include in their continuity-based planning measures that: “furlough” a large percentage of the workforce and maintain minimum staffing through telework, shift work, etc. to perform “mission critical tasks”.
- As some of the minimum staff are removed from the equation due to illness, replacements may be acquired from the furloughed or vacationed group.
- Workers that “survive” the illness may return to work, once recovered, no longer contagious and being immune, not at risk of being infected a second time.
- It is anticipated the influenza outbreak in any community may occur in “waves” with the more devastating outbreaks possibly occurring in the second or third wave.

State Response

A pandemic will present unique challenges to the coordination of State response.

- The types of support that the State will provide its political subdivisions are of a different kind and character than those it traditionally provides to communities damaged by natural disasters.
- The influenza pandemic may occur in discrete waves in any one locale, the statewide impact of a pandemic could last for many months.
- A pandemic is a public health and medical emergency that will have sustained and profound consequences for the operation of:
  - Critical infrastructure,
  - The mobility of people and freight, and
  - The State’s economy.

Assumptions - Continued

State Response - Continued

- Health and medical considerations will affect many aspects of the State's planned response including:
  - Border policy,
  - International trade and travel,
  - Disease containment efforts, and
  - Continuity of operations within State government.

Transportation and Borders

The containment of an influenza virus with pandemic potential at its origin is a critical element of pandemic response efforts.

- The State's ports of entry and transportation network are critical elements in our preparation for and response to a potential influenza pandemic.
- A series of containment efforts could slow the spread of a virus to and within the State, thereby providing valuable time to activate the response.
  - Measures at our borders may provide an opportunity to slow the spread but are unlikely to prevent it.
  - The sheer volume of traffic and the difficulty of developing screening protocols to detect an influenza-like illness pose significant challenges.
  - Complete border closure would be difficult to enforce, present foreign affairs complications, and have significant negative social and economic consequences.
  - Measures to limit intrastate travel may delay the spread of disease. These restrictions could include a range of options, such as reductions in non-essential travel and, as a last resort, mandatory restrictions.
  - Travel restrictions are unlikely to reduce the total number of people who become ill or the impact the pandemic will have on any one community.
  - Individual municipalities would still experience sharp surges in the demand for medical services and the need to meet such demand with local and county personnel, resources, and capacity.

All agencies will carefully weigh the costs and benefits of transportation measures when developing their response plans, including the effectiveness of an action in slowing the spread of a pandemic, its social and economic consequences, and its operational feasibility.

Protecting Human Health

Protecting human health is the crux of pandemic preparedness. This Plan, the ADHS Influenza Pandemic Response Plan, and the projected allocation of resources toward preparedness, surveillance, and response activities all reflect the overarching imperative to reduce the morbidity and mortality caused by a pandemic.

Assumptions - Continued

Protecting Human Health - Continued

- Public Health organizations will make decisions about:
  - The prioritization and distribution of medical countermeasures.
  - The content of risk communication campaigns.
  - The application of community infection control and public health containment (social distancing) measures.
  - Whether and when to make adjustments in the way care is delivered.
- A pandemic may strain dozens of communities simultaneously; each community will experience the pandemic as a local event.
- County, local, and tribal entities will anticipate that in the event of multiple simultaneous outbreaks:
  - There may be insufficient medical resources or personnel to augment local capabilities.
  - Suppliers are likely to report inventory shortages; and,
  - Supply chains may be disrupted by the effects of a pandemic on critical personnel.
  - All sources of external aid may be compromised during a pandemic.
- Decisions as to how and when to implement disease containment measures will be made on a community-by-community basis.
- Government and public health officials will communicate clearly and continuously with the public throughout a pandemic.
- Due to stresses placed upon the health care system and other critical functions, civil disturbances and breakdowns in public order may occur.
- Emergency call centers may be overwhelmed with calls for assistance, including requests to transport influenza victims.
- Local law enforcement agencies may be called upon to enforce movement restrictions or quarantines, thereby diverting resources from traditional law enforcement duties.
- Law enforcement and emergency response agencies can also expect to have their uniform and support ranks reduced significantly as a result of the pandemic.
- Private sector entities responsible for securing critical infrastructure will face similar challenges.
- It is critical that all concerned understand their respective roles and the governing legal authorities so that they can coordinate their efforts under a complex set of Federal, State, tribal, and local laws.
- Consistent with State law, the Governor may deploy National Guard as needed to prevent or respond to civil disturbances.
- The response to an influenza pandemic could require, if necessary and appropriate, measures such as isolation or quarantine.
- Jurisdictions which enact quarantine statutes pursuant to their police powers, are primarily responsible for quarantine within their borders.
- The Federal Government also has statutory authority to order a quarantine to prevent the introduction, transmission, or spread of communicable diseases from foreign countries into the United States.

Assumptions - Continued

Continuity of Operations

- Unlike many other catastrophic events, an influenza pandemic will not directly damage the physical infrastructure of an organization.
- An influenza pandemic has the ultimate potential to threaten all organizational infrastructures by its impact on an organization's human resources by removing essential personnel from the workplace for weeks or months.
- Organizations will anticipate the potential impact of an influenza pandemic on personnel and, consequently, the organization's ability to continue essential functions.
- Entities and the private sector will plan with the assumption that up to 40 percent of their staff may be absent for periods of about 2 weeks at the height of a pandemic wave, with lower levels of staff absent for a few weeks on either side of the peak.
- Public and private sector entities depend on certain critical infrastructure that encompasses those systems and assets that are so vital to the State that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, and public health or safety.
- Critical infrastructure protection associated with operations entails all the activities directed at safeguarding indispensable:
  - people,
  - systems (especially communications), and
  - physical infrastructure
- Infection control measures are critically important for the protection of personnel. The primary strategies for preventing an influenza pandemic are the same as those for seasonal influenza:
  - vaccination;
  - early detection and treatment; and
  - the use of infection control measures to prevent transmission.

Concept of Operations

Federal Response

As the pandemic develops:

- The World Health Organization (WHO) will notify the Centers for Disease Control and Prevention (CDC) and other national health agencies on the progress of the pandemic.
- CDC will communicate with ADHS and other state and territorial health departments about
  - Pandemic stages,
  - Information about the virus (laboratory findings),
  - Vaccine availability,
  - Recommendations for prioritizing vaccine and anti-virals/antibiotics,
  - National response coordination and
  - Other recommended strategies for pandemic detection, control and response.

Concept of Operations - Continued

State Emergency Response

It is important that the State of Arizona have a defined mechanism for coordination of its response.

- The State Emergency Response and Recovery Plan (SERRP):
  - Is the primary mechanism for coordination of the State's response to overwhelmed counties;
  - Will guide the State non-medical/non-health related pandemic response;
  - Defines State departmental responsibilities for sector-specific responses; and
  - Provides the structure and mechanisms for effective coordination among Federal, State, county, and tribal authorities, the private sector, and non-governmental organizations (NGOs).
- ADHS serves as the main conduit for communications with the CDC for all statewide parties.
- When conditions have been identified that have the possibility of creating a pandemic of influenza virus, the Director, Arizona Department of Health Services (ADHS) will activate the ADHS Influenza Pandemic Response Plan.
- Pursuant to the SERRP, as the primary agency and coordinator for Emergency Support Function #8 (Health and Medical Services), the Director of Health Services will:
  - Lead State health and medical response efforts; and,
  - Will be the primary spokesperson for public health issues, coordinating closely with the Joint Information Center (JIC) on public messaging pertaining to the pandemic.
- Pursuant to A.R.S 26-306, The Director, Division of Emergency Management (ADEM):
  - During a state of emergency or a local emergency, will coordinate the overall non-medical support and response actions of all state agencies and the National Guard.
  - In the context of a pandemic, the Director, ADEM, will coordinate, and ensure necessary support to the Director of the Department of Health Services in coordination of public health and medical emergency response efforts.
- The Arizona Division of Emergency Management (ADEM) will:
  - Activate the State Emergency Operations Center (SEOC),
  - Provide non-medical/non-health coordination and logistical support to overwhelmed counties, and upon request, to tribal nations via this Influenza Pandemic Incident Appendix.
- The activation of the SEOC or the ADHS Influenza Pandemic Response Plan does <u>not</u> require a gubernatorial declaration.
- ADHS and ADEM will collaborate, in conjunction with county health departments, county emergency management, and other partners and stakeholders.
- The responsibilities of agencies will increase with each successive stage of the pandemic (See Influenza Pandemic Matrix – Attachment B).

Upon the Governor's declaration of a State of Pandemic Influenza Emergency, pursuant to this Appendix of the SERRP (if not already activated):

- ADHS as the primary agency will provide the direction to oversee all of the statewide medical response activities.
- ADEM will continue to provide necessary state non-medical/non-health response and federal resource coordination activities.

NIMS-compliant Incident Command and Resource Management procedures will be in accordance with the Basic Plan (BP) of the SERRP.

Concept of Operations - Continued

State Response - Continued

This Appendix addresses some of the non-medical functions that are not addressed and, in some cases, may not be considered during traditional disaster planning, such as: special surveillance operations, delivery of vaccines and antiviral agents, and mitigation efforts.

A representative from ADHS leadership shall:

- Participate in SEOC activities,
- Determine which areas of the state are impacted,
- Notify the affected county(s) and the Centers for Disease Control (CDC) and
- Determine responsibilities for implementation of this Appendix.

Roles and Responsibilities

Coordinating Agencies	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) Department of Health Services (ADHS)	• Pre-incident planning and coordination. • Maintains ongoing contact with ESF primary and support agencies. • Conducts periodic ESF meetings and conference calls. • Coordinates efforts with corresponding private-sector organizations. • Coordinates ESF activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Roles and Responsibilities - Continued

Primary Agency	Functions
Department of Health Services (ADHS)	• Monitor surveillance data for the state (on-going). • Activate ADHS Emergency Response Plan if not previously activated. • Initiate Phase 6 – "Pandemic" of the ADHS Influenza Pandemic Response Plan. • Overall coordination of the public health and medical emergency response during a pandemic, to include coordination of all State medical support to communities. • Disseminate pandemic influenza status information to clinicians, local health departments, and other stakeholders. • Coordinate with SEOC on all non-medical, non-health needs. • Ensure posting of pandemic influenza activity reports on the health department's website throughout the pandemic phase. • Provide isolation and quarantine status information to SEOC and the Governor. • Initiate plan for storing and delivering vaccine as it becomes available to ADHS. • Collaborate with SEOC to discuss potential need to increase antiviral and anti-microbial supplies and increase role of pharmacists in vaccine delivery. • Make recommendation to request medical resources from the Strategic National Stockpile (SNS). • Assist impacted county health operations in performing mass vaccination activities. • Coordinate press releases with appropriate stakeholders. • Utilize the Health Alert Network (HAN) to communicate with county health officials, hospitals, physicians, laboratory directors, community health centers, childcare centers, schools and the media.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Agriculture (ADA)	• Overall coordination of veterinary response to a domestic animal outbreak of a pandemic virus or virus with pandemic potential. • Ongoing surveillance for influenza in domestic animals and animal products. • Ensuring that the State's commercial supply of meat, poultry, and egg products are wholesome, not adulterated, and properly labeled and packaged.
Department of Economic Security (DES)	• CPS may assist with the placement in foster care or with relatives of children who have been orphaned or with parents hospitalized or too ill to care for them, after release from quarantine, both in-state and out-of-state. • Provide lists of persons with special needs in impacted areas as requested through normal SEOC operations. • Provide support collateral with the Department's mission and capabilities as required.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate SEOC levels corresponding to appropriate influenza pandemic incident phases (See Influenza Pandemic Matrix Attachment A to this Appendix). • Utilize Basic Plan and ESF # 8 Health and Medical Annex as procedural documentation in support and for coordination with this Appendix. • Collaborate with ADHS on the potential need and subsequent request for the SNS. • Shall establish and maintain communications with ADHS Epidemiology. • Upon notification of an influenza pandemic in the State of Arizona, activate the Arizona Emergency Response and Recovery Plan (SERRP). • ADEM shall coordinate state agencies' activities to respond to an influenza emergency. • Coordinate the procurement of non-medical/health resources as required. • Activate and deploy MMRS resources per ESF #8 Health and Medical – MMRS Activation Appendix upon request.

Roles and Responsibilities - Continued

Support Agency	Functions
STATE - Continued	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) - National Guard (AZNG)	• Provide medical assets of Civil Support Team as requested and as available. • Provide non-medical support as requested and as available, including transportation, personnel, equipment, etc.
Department of Environmental Quality (DEQ)	• Ensure continuity of operations for key public health and safety programs under DEQ jurisdiction. • Ensure that particulate matter data collection, quality assurance, reporting and forecasting are maintained. • Coordinate with AZ Dept of Agriculture to ensure open burning of infected carcasses occurs with safeguards to prevent aerial broadcast of live viruses in smoke. Open burning must be subject to DEQ or county permission based on forecasted dispersion conditions. • Provide backup assistance (in extreme cases) to ensure operation and maintenance of WQARF remedial action sites. • Coordinate with AZ Dept of Agriculture to determine appropriate mass burial locations for disposal of infected carcasses. • Assist in conducting environmental assessments of disposal sites, as needed. • Assist AZ Dept of Agriculture and Dept of Health Services with assessment of personal protective equipment and decontamination procedures.
Department of Public Safety (DPS)	• Provide security for emergency pharmaceuticals. • Provide other support collateral with the Department's mission and capabilities.
Department of Transportation (ADOT)	• Ensure continuity of operations for critical business functions within ADOT mission, goals, and objectives. • Coordination of the transportation sector to ensure that appropriate actions are taken by the sector to limit spread of infection while preserving the movement of essential goods and services with other State agency representatives/liaisons and limiting the impact of the pandemic on the economy.

Roles and Responsibilities - Continued

Support Agency	Functions
STATE - Continued	
Department of Transportation (ADOT) - Continued	Ports of Entry / Mobile Enforcement - • Coordinate traffic restrictions in quarantined areas with DPS, ADHS, and ADA. • Collaborate with Arizona Truckers Association and ADA on high contamination risks of agricultural cargoes. • Re-direct high contamination risk cargoes through less populated areas. • Deploy mobile enforcement units as tasked and as available. • Coordinate information with Federal agencies at international border ports. Aeronautics • Implement any transportation restrictions or containment measures at Grand Canyon Airport per Transportation Securities Administration or ADHS • Provide liaison between airports located within the State, the FAA, SEOC, and ADHS as requested. • Distribute health advisories to airports statewide. Equipment Services provide heavy equipment as requested and as available.
Attorney General's Office (AGA)	• Review legal and liability issues and determine mitigation actions.
Office of the Governor (GOV)	• May declare a State of Emergency • May consider issuing an Enhanced Surveillance Advisory • May order the Strategic National Stockpile upon recommendation from ADHS and ADEM. • May order quarantine and/or isolation measures.
State Board of Funeral Directors and Embalmers (ASBFDE)	• Oversee and assist in the management of increased deaths and burial activities.
State Pharmacy Board Arizona State Board of Pharmacy (ASBP)	• Provide guidance regarding proper certification and utilization of pharmacists in an emergency response; i.e., mass vaccination clinics and /or sites)
Arizona Statewide Independent Living Council (SILC)	• Provide technical and identification assistance on persons with limited abilities.

Roles and Responsibilities - Continued

Support Agency	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM)	• Activate CEOC and establish communication links with SEOC. • Coordinate and track non-medical, non-health resource requests in support of pandemic incident. • Assist /support County Health, local and tribal jurisdiction activities as requested. • Ensure timely incident response and escalation requirements to SEOC.
County Public Health (CPH)	• Recruit sentinel sites and other reporting sources as appropriate to the pandemic phase/level. • Ensure timely and consistent reporting from sentinel sites and other reporting sources. • Provide county surveillance information to state surveillance personnel; maintain regular communications with state surveillance personnel (ADHS). • Conduct surveillance as needed. • Set-up and administer mass vaccination sites. • Implement Isolation and Quarantine as needed. • Notify County Emergency Management offices in the event there is a pandemic influenza outbreak in the county.
County Sheriff's Office (CSO)	• Provide security resources to mass vaccination clinics/sites, surveillance personnel, and/or quarantine/isolation areas as requested and as available.
Metropolitan Medical Response System (MMRS) Cities	• Administer vaccine to first responder and law enforcement communities. • Assist in providing PPE to first responder and law enforcement personnel. • Anticipate State-level deployment as requested and as available.

Roles and Responsibilities - Continued

Support Agency	Functions
VOLUNTARY	
American Red Cross (ARC)	• Provide representation to the SEOC when requested.
The Salvation Army (TSA)	• Provide representation to the SEOC when requested.
Arizona Volunteer Organizations Active in Disasters (AzVOAD)	• Provide assistance and personal care as requested and as available.

PRIVATE SECTOR	
Arizona Funeral Directors Association (AFDA)	• Collaborate with County Medical Examiners in the tracking, identification, cause of death, and disposition of pandemic influenza casualties as requested. • Provide SEOC representation/liaison upon request.
Arizona Hospital & Health Care Association (AHHCA)	• Provide representation to the SEOC when requested. • Coordinate with hospitals statewide and track bed availability to ADHS as requested. • Provide technical information and advice to the SEOC upon request.
Arizona Pharmaceutical Association (APA)	• Provide guidance regarding proper certification and utilization of pharmacists in an emergency response; i.e., mass vaccination clinics and /or sites)
Local Medical Facilities	• Report all (including suspected) influenza cases to County Health and/or ADHS in a timely manner.

FEDERAL	
Indian Health Services (IHS)	• Provide behavioral health support to tribal service unit patients and hospital staff as needed. • Translation of patient and visitor information (if needed) for service units. • Consult with tribes to provide guidance, oversight, and implementation of quarantine on tribal lands.
Food And Drug Administration (FDA)	• Oversee the safety and viability of vaccines and pharmaceuticals.

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Appendix. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Plan Development and Maintenance

ADEM in collaboration with ADHS will review and revise this Influenza Pandemic Incident Appendix to the Biological Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

Attachments

Attachments

Influenza Pandemic Matrix - Attachment B

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Biological Incident Annex
Influenza Pandemic Response Matrix - Attachment B

This Matrix was developed to assist the various preparedness, response and operations organizations throughout the State in their respective influenza pandemic planning efforts. It is assumed these "Planned Activities" of listed critical State departments' response to an escalating event will provide valuable insight toward the development of consistent local, tribal, county, NGO and other State agencies pandemic response plans.

Period	Phase	Description	Agency	Planned Activities
Interpandemic	**1**	• No new influenza virus subtypes have been detected In humans • A virus subtype that caused human infection may be present in animals. • Risk of human infection or disease considered low.	ADHS	• Coordinate statewide pandemic preparedness activities related to public education. • Develop public education programs and materials. • Virologic and human disease surveillance. • Assist ADA and AZGFD with veterinary and wildlife surveillance. • Laboratory testing for novel influenza subtypes. • Provide influenza training to medical providers. • Establish criteria for evaluation of patients with possible novel influenza. • Assist healthcare systems in preparedness activities. • Coordinate health-related public information.
			ADA	• Veterinary and agricultural surveillance. • Review plans on the importation or transportation of animals, poultry and other captive birds. • Initiate advisories referencing industry practices in reducing risks associated with animal handling. • Review plans on the culling and disposal of infected animals.
			ADE	• Initiate plan to provide educational programs to quarantined children in various grades to continue to receive on-going education and/or entertainment.

Period	Phase	Description	Agency	Planned Activities
Interpandemic – Continued	**1 (Cont)**	• No new influenza virus subtypes have been detected In humans • A virus subtype that caused human infection may be present in animals. • Risk of human infection or disease considered low.	ADEM	• Monitor influenza outbreaks worldwide and track media and web-based rhetoric. • Track pandemic response successes and lessons learned worldwide. • Establish and ensure critical personnel and backups maintain alternate means for performing assigned tasks. • Establish priorities and protocols for vaccinations of, medications and prescribed PPE for critical SEOC personnel.
			DEQ	• Ensure DEQ staff are adequately trained and equipped to carry out responsibilities related to this Annex.
			DES	• Review and/or update plans that address the care of protective services programs included in the DES BCP critical business functions (CPS, APS, and DD), to include clients in foster and group homes and APS clients and other special needs persons. • Develop plans that address care of the State's refugee population. • Develop communication plan to provide for dissemination of prevention, preparedness, and health/care information for clients included in critical business functions and refugees. • Initiate a plan to address placement, in foster care or with relatives, of children who have been orphaned or have parents hospitalized or too ill to care for them, after release from quarantine, both in-state and out-of-state. • Prepare to order protective gear for staff involved in critical business functions. • Identify staffing alternatives for critical business functions.

Period	Phase	Description	Agency	Planned Activities
Interpandemic – Continued	**1 (Cont)**	• No new influenza virus subtypes have been detected In humans • A virus subtype that caused human infection may be present in animals. • Risk of human infection or disease considered low.	ADOT	• Establish and ensure critical personnel and backups maintain alternate means for performing assigned tasks. • Aeronautics o Establish points of contacts for ADHS and SEOC. o Advise SEOC of local airports and transportation agencies where responders may arrive. o Contact airports to ensure action plans and contact information are correct.
			DPS	•
			AZGFD	• Wildlife surveillance for avian influenza viruses. • Review and/or update plans for the culling, euthanizing and disposal of infected wildlife.
	2	• No new influenza virus subtypes have been detected in humans. • A circulating animal influenza virus subtype may pose a substantial risk of human disease	ADHS	• Enhance surveillance and training activities in Phase 1 • Continued implementation of all other Phase 1 efforts
			ADA	• Continued implementation of Phase 1 efforts.
			ADE	• Continued implementation of Phase 1 efforts.
			ADEM	• Monitor and track media and web-based rhetoric. • Issue staff notification and preparedness bulletin(s).
			DEQ	• Continued implementation of Phase 1 efforts.

Period	Phase	Description	Agency	Planned Activities
Interpandemic – Continued	**2 (Cont)**	• No new influenza virus subtypes have been detected in humans. • A circulating animal influenza virus subtype may pose a substantial risk of human disease	DES	• Continued implementation of Phase 1 efforts. • Initiate a plan to address CPS/DD children placed out-of-state through the Interstate Compact on the Placement of Children (ICPC). • Develop plan for alternative foster care placements for Unaccompanied Refugee Minors. • Initiate a plan for identifying key staff and their roles and responsibilities during a Phase 4-6 response; including non-critical staff continued roles and responsibilities. • Issue staff notification and preparedness bulletins. • Coordinate planning with providers and stakeholders for critical business functions.
			ADOT	• Prepare to order protective gear for staff involved with public services or critical business functions. • Identify staffing alternatives for critical business functions. • Aeronautics: o Contact local FAA office and advise on alerts; o Assist with developing protocols for managing ill passengers at airports; o Identify at-risk airports, i.e., international and interstate entry points.
			DPS	•
			AZGFD	• Continued implementation of Phase 1 efforts.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert	**3**	• Human infections with a new subtype. • No human-to-human spread or, at most, rare instances of spread via close contact.	ADHS	• Continued implementation of Phase 2 efforts • Provide advice on management of patients suspected to be infected with novel strains of influenza. • Review all plans, protocols and response systems associated with pandemic response activities.
			ADA	• Continued veterinary and agricultural surveillance. • Initiate protocols for collection, transportation, and testing of animal samples. • Review and/or update plans for animal quarantining and surveillance zones around impacted localities. • Control the activation of bird and livestock shows, gatherings, etc • Provide PPE to field personnel.
			ADE	•
			ADEM	• Continued monitoring of Health Alert Network and SIREN systems for virus progression status. • Ensure Duty Officer is aware of influenza status, necessary protocols and contacts. • Review/update procedures/protocols for: o Travel into and out of State during pandemic. o State and international border closings. o Banning of public meetings, events, venues, etc. • Ensure all key personnel have and/or maintain access to telecommuting capabilities.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert - Continued	**3 (Cont)**	• Human infections with a new subtype. • No human-to-human spread or, at most, rare instances of spread via close contact.	DEQ	• Continued implementation of Phase 1 and 2 efforts. • Review and/or update protocols and plans to ensure continuity of operations related to pandemic response. • Review and update contact lists and communication plans to coordinate response with government and private sector partners.
			DES	• Continue Phase 1 and Phase 2 Planning. • Prepare to activate the plan to address placement, in foster care or with relatives, of children who have been orphaned or have parents hospitalized or too ill to care for them, after release from quarantine, both in-state and out-of-state. • Ensure procedures are available for APS clients and persons with disabilities to obtain assistance when caregiver is a victim. • Continue to monitor at risk clients. • Provide protective gear. • Provide client information to all first responders. • Implement staffing alternatives as necessary.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert - Continued	**3 (Cont)**	• Human infections with a new subtype. • No human-to-human spread or, at most, rare instances of spread via close contact.	ADOT	• Review Bulletins received from ADEM to craft notifications/awareness information from ADHS and CDC. • Order and distribute PPE to field personnel exposed to general public and/or 24/7/365 personnel. • Review bandwidth/capability of increased and last minute telecommuting requests. • Stay abreast of travel restriction directions (inter - intrastate, and international). • Review/update: o Protocols and plans to ensure continuity of operations related to pandemic response. o Contact lists and communications plans in coordinating response actions with government and private sector partners. o Visitor procedures to be implemented in ADOT locations. o Employee telecommuting procedures (expect increased requests and absenteeism). • Aeronautics: o Under direction of ADHS, provide airport and airline guidance on infection control and isolation practices of infected passengers. o Deliver travel alert advisories to airports.
			DPS	•
			AZGFD	• Continued wildlife surveillance. • Provide recommended PPE to field staff. • Prepare for potential law enforcement/security assignments upon request.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert	**4**	• Small cluster(s) with human-to-human transmission. • Spread is highly localized. • Virus may not be well adapted to humans.	ADHS	• Laboratory planning to support the response to influenza pandemic. • Recommend appropriate use of antivirals in management of cases of novel influenza including patient contacts. • Containment of small clusters of infection with novel strains of influenza. • Institute travel-related containment measures as appropriate. • Implement vaccine and rationing plans as required. • Vaccination against seasonal influenza virus strains.
			ADA	• Preventing the importation of infected birds and animals. • Vaccination of poultry, birds, etc. • Prohibit live animal shows
			ADE	• Educate school employees on associated responsibilities. • Initiate program to educate students and parents on study techniques for prolonged school closures.
			ADEM	• Partial activation of SEOC. • Establish contact with impacted county(s) EOC. •

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert – (Continued)	**4 (Cont)**	• Small cluster(s) with human-to-human transmission. • Spread is highly localized. • Virus may not be well adapted to humans.	DEQ	• Continued implementation of Phase 1-3 efforts. • Initiate and maintain contacts with contractors, drinking water and wastewater system operators, AZ Dept of Health Services, AZ Dept of Agriculture, US EPA and necessary county and local government agencies for coordination and preparedness.
			DES	• Continued implementation of Phase 1-3 CPS & DD readiness level including: responding to requests for the placement of CPS clients or orphans after the children have been released from quarantine. • DES CPS & DD to implement staffing plan based upon the locality of the spread, including the surrounding areas. • Provide protective gear to critical business functions staff, and request refugee provider staff to wear protective gear, when conducting home visits.
			ADOT	• Review activation of ADOT EOC to collect related information and create IAP tasks to be implemented. • Institute travel-related containment measures as appropriate. • Stay abreast of any commercial traffic restrictions (i.e., birds, animals,etc.). • For impacted areas: o Increase publication at MVD customer service locations of on-line and call center services capabilities; o Notify all MVD 3rd-party vendors of customer service (MORE)

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert – (Continued)	**4 (Cont)**	• Small cluster(s) with human-to-human transmission. • Spread is highly localized. • Virus may not be well adapted to humans.	ADOT - Cont	• For ADOT locations in impacted areas: o Implement any visitor restrictions per procedures; o Implement disease containment precautions as advised by ADHS; o Review/update and/or implement reduced operational capacity and/or temporary suspension of non-critical business functions. o For all other ADOT locations review/update reduced operational capacity and/or temporary suspension of non-critical business functions. • Aeronautics: o Assist with air coordination of medicines/staff relocations as required; o Assist with notice of any Federal air travel restrictions.
			DPS	•
			AZGFD	• Ensure dead and/or symptomatic wildlife are evaluated per ADA criteria. • Temporarily impose bird-hunting restrictions. • Ensure proper PPE is delivered to critical staff.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert – (Continued)	**5**	• Larger cluster(s) • Human-to-human spread still localized. • Virus is becoming increasingly better adapted to humans. • May not yet be fully transmissible. • Substantial pandemic risk.	ADHS	• Enhance and expand Phase 4 activities, as necessary • Enhance surveillance activities at all ports of entry. • Collaboration with ADEM on the implementation of statewide travel-related containment measures. • Laboratory support for the response to influenza pandemic in impacted county(s). • Implement, vaccine and antivirals distribution plans, as necessary.
			ADA	• Coordinate with ADHS and DEQ on effective and humane disposal of infected carcasses. • Prohibit public access to disposal site(s).
			ADE	• Coordinate with public television and other public media outlets on the scheduling of ongoing educational programs. • Coordinate with internet providers on available educational programs and potential increases on web traffic.
			ADEM	• SEOC activated using 12-hour shift with essential personnel. • Identify quarantine/isolation edicts imposed throughout the State. • Maintain constant communication with ADHS EOC and county EMs.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert – (Continued)	**5 (Cont)**	• Larger cluster(s) • Human-to-human spread still localized. • Virus is becoming increasingly better adapted to humans. • May not yet be fully transmissible. Substantial pandemic risk.	DEQ	• Continued implementation of Phase 1-4 efforts. • Ensure continuity of operations for key public health and safety programs under DEQ jurisdiction. • Assist in staffing State Emergency Operations Center, as needed. • Assist AZ Dept of Agriculture and Dept of Health Services with assessment of personal protective equipment and decontamination procedures. • Identify areas for animal carcass disposal. <u>Air Quality:</u> • Ensure that particulate matter data collection, quality assurance, reporting and forecasting are maintained. • Coordinate with AZ Dept of Agriculture to ensure open burning of infected carcasses occurs with safeguards to prevent aerial broadcast of live viruses in smoke. Open burning must be subject to DEQ or county permission based on forecasted dispersion conditions. • Issue authorities, as needed, to operate under emergency generators general permit to ensure health care, drinking water and wastewater facilities have adequate power. <u>Water Quality:</u> • Provide backup assistance (in extreme cases) to ensure operation and maintenance of small, rural public water systems and wastewater treatment systems and WQARF remedial action sites.

Period	Phase	Description	Agency	Planned Activities
Pandemic Alert – (Continued)	**5 (Cont)**	• Larger cluster(s) • Human-to-human spread still localized. • Virus is becoming increasingly better adapted to humans. • May not yet be fully transmissible. Substantial pandemic risk.	DEQ (Cont)	<u>Waste Programs:</u> • Coordinate with AZ Dept of Agriculture to determine appropriate mass burial locations for disposal of infected carcasses. • Assist in conducting environmental assessments of disposal sites, as needed.
			DES	• Critical business functions and refugee providers to further implement emergency response based upon the spread. • Continued implementation of Phase 4 efforts requiring critical business function staff to wear protective gear when conducting home visits. • Protect critical business function staff through limiting contact.
			ADOT	• Activation of ADOT EOC • Coordinate with ADHS and DPS on port-of-entry surveillance. • Update intranet website (links, ADHS, CDC, etc.) • Other activities as directed by ADOT EOC activation.
			DPS	•
			AZGFD	• Continued wildlife monitoring. • Increase surveillance on hunting activities. • Continue ban on all bird hunting privileges.

Period	Phase	Description	Agency	Planned Activities
Pandemic	**6**	• Increased and sustained transmission in general population.	ADHS	• Laboratory support for disease surveillance. • Laboratory support for clinicians. • Move from individual to community disease control/containment measures as local activity intensifies. • Provide coordination of surge capacity at hospitals and healthcare facilities. • Provide updated guidelines on clinical management of pandemic influenza patients. • Activate vaccine and antiviral distribution plans, if not activated in previous phases. • Monitor use, safety, and effectiveness of vaccine and antivirals. • Re-assess priority groups to receive available antivirals • Monitor effectiveness of imposed travel-related containment measures. • De-escalation of travel-related control measures as appropriate. • Providing coordinated communications leadership across jurisdictional tiers (e.g. local, regional, state, national) • Promptly addressing rumors, misperceptions, stigmatization and unrealistic expectations about the capacity of public and private health providers. • Activate identified volunteers • Maintain communication of Health Emergency Operations Center with State Emergency Operations Center.

Period	Phase	Description	Agency	Planned Activities
Pandemic – (Continued)	**6 (Cont)**	• Increased and sustained transmission in general population.	ADHS – Cont.	• Continue use of Health Alert Network notifications and communications. • Continued coordination/collaboration with ADA, DEQ, AZGFD, DES and ADWR.
			ADA	• Culling and disposal of deceased livestock. • Continued public reassurance messages. • Provide CISM for disposal and culling teams. • Replace staff PPE as required.
			ADE	• Initiate educational programming over television and internet. • Provide support to school administrators. • Commence planning for re-opening of closed educational institutions; teachers, transportation, food services, custodial, etc.
			ADEM	• Full Activation of SEOC • Respond to all overwhelmed jurisdictional non-medical/non-health related needs. • Collaborate with ADHS in requesting SNS or Managed Inventory assets as required.
			DEQ	• Continue Phase 5 monitoring and inspection techniques. • Continue close collaboration with ADHS, ADA, ADEM, ADWR

Period	Phase	Description	Agency	Planned Activities
Pandemic – (Continued)	**6 (Cont)**	• Increased and sustained transmission in general population.	DES	• Critical business functions to implement full emergency response including staffing plan. •
			ADOT	• All MVD Customer Service locations increase publication at MVD customer service locations of on-line and call center services capabilities. • All ADOT locations implement: o Any visitor restrictions per procedures; o Disease containment precautions as advised by ADHS; o Reduced operational capacity and/or temporary suspension of non-critical business functions.
			DPS	
			AZGFD	• Culling and disposal of deceased wildlife.

State of Arizona

Emergency Response and Recovery Plan

Catastrophic Incident Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

State Board of Funeral Directors and Embalmers (ASBFDE)

Arizona Veterinary Diagnostic Laboratory, University of Arizona (UA)

Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

Department of Health Services (ADHS)
- Bureau of Vital Statistics (BVS)
- Division of Behavioral Health Services (DBHS)

Attorney Genera's Office (AGA)

Department of Public Safety (DPS)

Game and Fish Department (AZGFD)

State Forestry Division (ASFD)

LOCAL/TRIBAL

County Emergency Management (CEM)

County Public Health (CPH)

County Sheriff's Office (CSO)

County Medical Examiner (CME)

Public Works and Highways

Tribal Police (TP)

VOLUNTARY

American Red Cross (ARC)

PRIVATE SECTOR

American Veterinary Medical Association (AVMA)

Arizona Funeral Director's Association (AFDA)

Regional Behavioral Health Authorities (TRBHA)

Providers Subcontracted with RBHA and TRBHA

National Mental Health Association (NMHA)

Local Veterinarians

FEDERAL

Federal Emergency Management Agency (FEMA)

U.S. Department of Agriculture (USDA)
- U.S. National Veterinary Laboratory Services, Plum Island NY

Introduction

Purpose

The Mass Fatalities Incident Annex to the State of Arizona Emergency Response and Recovery Plan (SERRP-CIA) establishes the context and overarching strategy for implementing and coordinating a State response to a mass fatalities incident. Such an incident may result from a technological or natural disaster, a pandemic or terrorist attack involving chemical, biological, radiological, nuclear, or high-yield explosive (CBRNE) weapons of mass destruction (WMD).

Scope

A mass fatalities incident, as defined in the SERRP, is any natural or manmade incident, including terrorism or an act of war that results in extraordinary levels of fatalities, that overwhelms the capabilities and resources of the local Medical Examiner(s) of the impacted county(s) or tribal nation(s).

A mass fatalities incident can be an almost immediate or an evolving incident that exceeds resources normally available to county, local, tribal, and private-sector authorities in the impacted area(s); and can create significant political and emotional impacts on the area(s) affected, as well as the State and even nationwide.

The SERRP-MFIA:

- Is designed to address an mass fatalities incident that may be a no-notice or short-notice incident where the need for State assistance is obvious and immediate, and where anticipatory planning and resource pre-positioning were precluded or such as in a pandemic incident that starts out slowly but grows rapidly for several weeks and then repeats itself in a second or possibly third wave.

The response strategy will be determined and applied in accordance with standard SERRP procedures, as guided by the appropriate Incident Annex (e.g., Catastrophic Incident Annex, Chemical Incident Annex, Radiological Incident Annex, etc.) and commensurate ESFs (e.g. ESF #6 -Mass Care, ESF #2 – Communications, etc.).

Policies

This Mass Fatalities Incident Annex (MFIA) must be activated by the Governor or his/her successor/designee as identified within the State Constitution and/or laws.

The SERRP-MFIA strategy is consistent with the SERRP, the NRF and the National Incident Management System protocols and Incident Command System conventions.

Some mass fatalities incidents maybe incidents of national significance. These factors drive the urgency for coordinated statewide planning to ensure accelerated Federal/Nationwide assistance (EMAC).

Should the Federal NRP-CIA be implemented for a mass fatalities incident, the State shall coordinate with the Federal government to ensure that resources that are automatically mobilized under the Federal NRP-CIA/CIS shall be required; otherwise the State can advise the Federal government to not deploy any or all of these identified resources.

Situation

A mass fatalities incident can have two distinct scenarios. The first involves an event that occurs within a confined area (i.e. building, section of city or county) or an incident that is spread over a wide area (i.e. multiple counties, region(s) or statewide). In addition, a mass fatalities incident may present a situation that requires extensive and intensive identification issues (i.e. explosion, fire, building collapse or transportation incident, etc.) or a situation where the fatalities continue to escalate over a period of time (i.e. pandemic, biological, chemical, etc.). Finally in the case of incidents such as a pandemic, the impact may cause severe strains on the responders and resources because it will be affecting them, their families, and the very infrastructure of the impacted area(s).

In the case of an incident of this nature and in accordance with State law, each county / tribal medical examiner is the person who is responsible for and in charge of the body and its final disposition or release that occur within their jurisdiction. They will assume this responsibility as soon as it is safe to enter the scene and any surviving casualties have been removed from the area. It is important to remember and understand that even in the event of a mass fatalities incident the local medical examiner must still perform his/her duties for deaths that are not a result of the incident according to State law.

Even in an incident of this nature, the State recognizes that efforts to ensure the dignity and meet any spiritual beliefs and/or cultural practices/rituals of the decedent(s) and/or their families should be respected and maintained if at all possible.

The Governor under a declaration of War, Emergency or Disaster and the activation of the MFIA, reserves the right to suspend any existing laws, ordinances and/or codes within the powers that existing law and/or statutes grant to him/her, involving the handling, processing or disposition of the decedent(s) in order to expedite efforts to ensure the public health and well being of those surviving.

State support must be provided in a timely manner to save lives, prevent human suffering, and mitigate severe damage.

In the case of mass fatalities incident, it is expected that the State Government or other ESF stakeholders may be expected to provide assistance in one or more but not limited to the following areas:

Firefighting (ESF #4)

- Respond and stabilize the incident scene.
- Rescue, triage, treat and transport survivors.
- Provide services to support medical examiner operations as soon as the survivors have been removed.

Mass Care, Housing, and Human Care (ESF #6)

- Assist in the establishment of Family Assistance Center(s) to aid those who have suffered the lost of family and/or friends through the process of identify and making final arrangements for the release and disposition of those who have perished.
- Operate Disaster Welfare Inquiry program, for those seeking information/status of family and friends in the impacted area.

Urban Search and Rescue (ESF #9)

- If the incident involves collapsed structures, search and rescue resources are likely to be required for the extrication of the living as well as the dead.

Decontamination (ESF #8 and #10)

- An incident may involve contamination, and will require first responders and reception center receivers to:
  - Organize,
  - Support,

Situation – Continued

Decontamination (ESF #8 and #10) - continued

- Conduct mass decontamination of casualties (including animals), evacuees, vehicles, and facilities, and
- Monitor both air quality and for contamination among members of the public and rescuers.

Health and Medical Support (ESF #8)

- There will be significant issues relating to:
  - Monitor and address environmental health needs,
  - Provide for public health needs, including
    - Mental health services and,
    - Critical Stress Debriefing
  - Support fore field operations and emergency responders.

Communications (ESF #2)

- The ability to communicate is essential to providing command and control of an incident.
- It is essential to at least temporarily be able to re-establish minimal communications within the impacted area as quickly as possible if it is lost.

Public Safety and Security (ESF #13)

- Provide perimeter control, scene security and security at locations involved in the operation (e.g. Family Assistance Center, temporary morgue facilities, etc.)
- Provide resources to assist in documenting death scenes, to include photographing, videotaping and diagramming incident sites.
- Assist in fingerprinting of decedents.
- Assist in the reconstruction and investigation of death scene(s).
- Assist in the collection, processing, storage, and release of evidence and personal property.

Emergency Public Information (Appendix 1 to External Affairs (ESF #15))

- Participate in a Joint Information Center (JIC) to coordinate media activities and releases.
- State government must be prepared to immediately provide clear and coherent guidance and direction.
- Provide information on the State's response to the incident.

Emergency Management (ESF#5)

- Coordinate State resources and response to the incident.
- Recommend declaration of emergency and request additional resources from EMAC and/or federal agencies.

Assumptions

For purposes of this Annex a mass fatalities incident within the State will or may:

- Occur with little or no warning (earthquake, dam failure, explosion, etc.); or, it can be a developing event (i.e. an evolving medical or biological situation, wildland fire, etc.)
- Have long-term impacts within the incident area as well as, to a lesser extent, on the State.
- Result in large numbers of fatalities, possibly in the tens of thousands.

Assumptions - Continued

- Include:
  - chemical, biological, radiological, nuclear or high-yield explosive attacks,
  - disease epidemics, and/or
  - major natural or manmade hazards.
- Occur simultaneously or sequentially in contiguous and/or noncontiguous areas.
- Dispersed over a large geographic area, and lack a defined incident site (e.g., biological WMD attack, pandemic);
- Well underway before detection (e.g., rapid disease outbreaks).
- May cause significant disruption of the area's critical infrastructure, such as energy, transportation, telecommunications, and public health and medical systems.
- Produce environmental impacts (e.g., persistent chemical, biological, or radiological contamination) that severely challenge the ability and capacity of governments and communities to achieve a timely recovery.
- Have unique dimensions/characteristics requiring that response plans/strategies be flexible enough to effectively address rapidly emerging needs and requirements.
- May have significant international dimensions. This includes identifying those from outside the country and the claiming and disposition of remains.
- May have immediate impact on the State level response that will automatically trigger an Incident of National Significance. These factors drive the urgency for coordinated State planning with the Federal government to ensure accelerated Federal and/or national response.
- Require Federal resources and/or national mutual aid (e.g., EMAC) to augment the overwhelmed State response efforts.
- Cause a detailed and credible common operating picture to not be achievable for 24 to 48 hours (or longer) after the incident.
- Will cause significant emotional impact on families and friends as they attempt to possibly not only survive but search for the missing.
- Create a significant impact on the needs for mental health and Critical Incident Stress Debriefing.

The State recognizes that:

- Certain types of incidents may significantly reduce the size, speed and depth of a Federal response.
- All deploying Federal resources remain under the control of their respective Federal department or agency during mobilization and deployment.

The Federal government may:

- Reduce the availability or allocation of finite resources when multiple venues are competing for the same resources, or
- Hold certain resources in reserve in case of additional incidents.

Concept of Operations

General

Upon notification, ADEM, acting as the non medical/non-health coordinating agency for the State's emergency response efforts has the responsibility to:

- Determine the level of the incident in collaboration with other pertinent agencies;
- Make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency/Disaster and the activation of this Mass Fatalities Incident Annex.; and,
- Commence coordination of immediate State response.

Local Emergency Response

- Responsibility for immediate response to an incident typically rests with local authorities and first responders, as augmented by inter-jurisdictional mutual aid and, when requested, the county then the State as described in the SERRP.
- This annex addresses the proactive State response to be taken in anticipation of or following a mass fatalities incident within the State in order to rapidly provide critical resources to assist and augment any impacted county, local, and/or tribal response efforts no matter how limited.

State Emergency Response

Upon the Governor's declaration of a Mass Fatalities Incident, the SERRP and required Support Annexes will be activated and through activation of the SEOC, ADEM will coordinate all State non-medical/non-health response actions.

Guiding principles for a proactive State mass fatalities incident response include the following:

- Standard procedures outlined in the SERRP regarding requests for assistance may be expedited or, under extreme circumstances, temporarily suspended in the immediate aftermath of a mass fatalities incident of catastrophic magnitude.
- Commencing assessment activities to determine critical support requirements that cannot be met by local government and non-government resources or through mutual aid and that will require support and augmentation from the Federal Government and/or EMAC.
- Providing supplemental and/or temporary communications both for responders and the general public.
- Immediate notification and full coordination with political subdivisions and tribal jurisdictions occur, but the coordination process should not delay or impede the rapid mobilization and deployment of critical State or Federal resources.
- Immediate commencement those hazard-specific activities established under the appropriate and applicable SERRP Incident Annex(s), including the SERRP- MFIA.

Organizational Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in the respective Mass Fatalities' and Mass Casualties' Attachments A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM, in coordination with Primary Agencies will review and revise this Catastrophic Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Annex and its associated Appendices.

Attachments and Appendices

Attachments

None

Appendices

Mass Fatalities Coordination Appendix

Mass Casualties Coordination Appendix

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State of Arizona

Emergency Response and Recovery Plan
Catastrophic Incident Annex
Mass Fatalities Coordination Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agencies

Chief Medical Examiner(s) (CME)

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Support Agencies

STATE

State Board of Funeral Directors and Embalmers

Department of Emergency and Military Affairs (DEMA)

- National Guard (AZNG)

Department of Health Services (ADHS)

- Office of Vital Records (OVR)
- Division of Behavioral Health Services (DBHS)

Department of Public Safety (DPS)

Attorney General's Office (AGA)

State Forestry Division (ASFD)

COUNTY

County Emergency Management (CEM)

County Public Health (CPH)

County Sheriff's Office (CSO)

County Medical Examiner (CME)

VOLUNTARY

Arizona Funeral Director's Association (AZFDA)

National Mental Health Association (NMHA)

Providers Subcontracted with RBHA and TRBHA

Regional Behavioral Health Authorities (RBHA)

Tribal Regional Behavioral Health Authorities (TRBHA)

FEDERAL

Department of Defense (DoD)

Federal Emergency Management Agency (FEMA)

National Disaster Medical System (NDMS)

- Disaster Mortuary Response Team (DMORT)

Introduction

Purpose

The purpose of the Mass Fatalities Coordination (MFC) Appendix (henceforth, SERRP-CAT-MFC) is to establish a coordinated strategy for the delivery and application of State and Federally accessible resources and capabilities in support of a jurisdictional response to a no-notice or short-notice catastrophic incident involving mass (1000+) fatalities.

The focus of this plan is to identify methods through which Medical Examiners may obtain support assets to accomplish the goals of identifying the deceased and arranging proper final disposition. No attempt is made here to create a one-size-fits-all operational set of procedures, as the variability of each county is unique. Rather, it presents major categories of service response that must be adapted to the nature of disasters ranging from naturally occurring events (floods, fires, etc) to human-caused events including delivery of weapons of mass destruction (bomb/blast, chemical, nuclear, or biological).

Scope

The SERRP-CAT-MFC:

Is designed to address a mass fatalities incident that may be a no-notice or short-notice incident where the need for State assistance is obvious and immediate, and where anticipatory planning and resource pre-positioning were precluded; or, such as in a pandemic incident that starts out slowly but grows rapidly for several weeks and then repeats itself in a second or possibly third wave.

A mass fatalities incident, as defined in the SERRP, is any natural or human-caused incident, including terrorism or an act of war that results in:

- Extraordinary levels of fatalities that overwhelm capabilities and resources of the local jurisdiction, a subsequent political subdivision, or tribal nation.
- The resources normally available to a County Medical Examiner are insufficient to meet health and safety needs and legal requirements.

The mission of mass fatality management is to:

- Establish victim identities and causes of death; preserve all property found on or adjacent to the bodies; and maintain legal evidence for criminal or civil court action.
- Determine identification of the victims, determine the cause of death and release remains promptly to the next of kin if possible.
- Prevent further risk to the health of the living for the sake of the dead (this includes staff and those coming to assist).
- Provide respect for those who have died and show compassion for their loved ones.
- Provide social and psychological assistance for family members and mortuary affairs personnel.
- Provide assistance and/or reception centers for victim's families during victim identification and death certification processes.
- Assist in the pursuit of justice for the perpetrators.

Policies

- The State response strategy will be determined and applied in accordance with standard SERRP procedures, as guided by the appropriate Incident Annex (e.g., Catastrophic Incident Annex, Chemical Incident Annex, Radiological Incident Annex, etc.) and commensurate ESFs (e.g. ESF #6 -Mass Care, ESF #2 – Communications, ESF #8 – Health & Medical, etc.).
- The SERRP-CAT-MFC strategy is consistent with the SERRP, the National Response Framework (NRF) and the National Incident Management System (NIMS) protocols and Incident Command System conventions.
- The Governor, acting under a declaration of War, Emergency or Disaster reserves the right to suspend any existing laws, ordinances and/or codes within the powers that existing law and/or statutes grant to him/her, involving the handling, processing or disposition of the decedent(s) in order to expedite efforts to ensure the public health and well being of those surviving.
- Should the National Response Framework Catastrophic Incident (NRF-CAT) be implemented for a mass fatalities incident within the State, the State shall coordinate with the Federal government to ensure that resources that are automatically mobilized under the Federal NRF-CIA/CIS shall be required; otherwise the State can advise the Federal government to not deploy any or all of these identified resources.
- Recovery activities after a disaster, the timely, safe, and respectful disposition of the deceased will remain an essential component of an effective response, and accurate, sensitive, and timely public relations are crucial to this effort.
- Standard procedures outlined in the SERRP regarding requests for assistance may be expedited or, under extreme circumstances, temporarily suspended in the immediate aftermath of a mass fatalities incident of catastrophic magnitude.

Planning Assumptions

A mass fatalities situation where the decedents continue to escalate over a period of time (e.g., pandemic, biological, chemical, etc. incident) emergency response is dictated by the incident utilizing appropriate Emergency Support Functions (ESF) and established emergency management protocols.

- A mass fatalities incident may have distinct scenarios:
  - An event occurs within a confined area (i.e. building, section of city or county).
  - The incident is spread over a wide area (i.e. multiple counties, region(s) or statewide). I
  - May present a situation that requires extensive and intensive identification issues (i.e. explosion, fire, building collapse and/or transportation, etc.).
- In the case of an incident of this nature and in accordance with State law, each county / tribal medical examiner is the person responsible for and in charge of the body disposition or release within their respective jurisdiction.
- A catastrophic incident that produces mass fatalities will place extraordinary demands (including tremendous religious, cultural, and emotional burdens) on local jurisdictions and the families of victims.

Planning Assumptions - Continued

- A catastrophic incident involving mass fatalities will require Federal assistance to transport, recover, identify, process, and store deceased victims and support final disposition and personal effects (PE) processing. The actual work of search and recovery, identifying, and processing the victims can be lengthy and painstaking work, often complicated by the desires of families and the needs of investigative agencies. Most local jurisdictions are not equipped to handle a mass fatality event and will experience profound difficulties managing the disaster.
- During a mass fatality incident, local jurisdictions will lack sufficient personnel, equipment, and storage capacity to handle significant numbers of deceased victims; especially, if remains are contaminated.
- Advanced methods of identification, to include but not limited to DNA typing and information management will be essential to effectively support mass fatality disasters.
- In the event of a mass casualty event, mutual aid resources and certain Federal assets will be needed to support local medical examiner/coroner activities, as well as to coordinate public and private assistance to grieving families.
- Create a significant impact on the needs for behavioral health and Critical Incident Stress Debriefing assistance.
- Catastrophic mass fatalities will present unique logistical challenges with cold storage space, human remains pouches, PPE, and related supplies.
- If the deceased have been contaminated with chemical, biological, radiological, and/or nuclear agents, mortuary personnel will need to use special precautions and PPE to protect themselves and to prevent cross-contamination.
- Stacking or piling of remains can cause unnatural bruising, discoloration and disfiguring of the remains and also slows down the cooling process, thereby increasing decomposition. Accordingly, the ability of the State to quickly secure long-term refrigerated storage will enable medical examiners/coroners time to identify, process, and “hold” remains until final disposition.
- Basic to a mass fatality response will be the identification and selection of a number of Casualty Collection Points (CCPs), using:
  - A combination of refrigerated trucks, portable preparation and storage sites (typically tents),
  - Existing facilities such as vacant or unused National Guard/Reserve facilities.
  - Abandoned or under-used and convenient community structures.
- Collection sites will present significant challenges regarding access, traffic control, security, access to power, loading docks, air quality (related to diesel engines), and processes to handle the waste, affluent, and or contamination.
- County/tribal medical examiners/coroners, funeral associations statewide, county and local emergency management agencies, local and interstate mutual aid, non-governmental organizations (NGOs), local hospitals and hospital councils, the American Red Cross (ARC), Federal Emergency Management Agency (FEMA), and eventually federal Disaster Mortuary Response Team(s) (DMORT) will immediately and actively respond to a mass fatality event.
- Additional Federal support will be coordinated in accordance with NRF and NIMS protocols, and may include support from the USDOD, USDOT, and the VA.
- The State recognizes that:
  - Certain types of incidents may significantly reduce the size, speed and depth of a Federal response.
  - All deploying Federal resources remain under the control of their respective Federal department or agency during mobilization and deployment.
- The Federal government may:
  - Reduce the availability or allocation of finite resources when multiple venues are competing for the same resources.
  - Hold certain resources in reserve in case of additional incidents.

Concept of Operations

General

- Preservation of life and safety of emergency workers and the public will take precedence over all activities addressed in this Appendix. All personnel will assure that the mass fatality incident site is cleared of all hazards prior to initiating body extrication and identification activities.
- Personnel handling bodies or body parts will wear disposable latex/latex free gloves and other personal protective medical equipment to avoid contact with blood or body fluids that may be present. Any exposure must be reported and documented and personnel decontaminated in accordance with OSHA requirements.
- Deaths, resulting from acts of homicide, suicide, or accident, and those constituting a threat to public health, fall under the jurisdiction of the Chief Medical Examiner (CME) or designate (ARS ' 11-594). For this reason, the CME assumes custody of any such death to determine the cause of death, document identity, and initiate the death certificate.
- While the incident will be managed using the Incident Command System (ICS), the Medical Examiner's role under the operations function may have its own set of command, operations, planning, logistics, and administration/finance functions to manage in concert with the overall Incident Commander.
- The CME may obtain additional resources by identifying equipment and personnel assets needed to manage the victims and channeling those requests through the County Emergency Operations Center (CEOC). This would include specialized assets to assist with decontamination of victims of exposure to chemical, radiological, or biological agents.
- Except in rare circumstances involving military or certain federal employees, the CME retains control of, and responsibility for, handling the deceased. All assets activated to assist with fatality management operate under the direction of the CME. Once requested assets arrive, the CME has the responsibility to coordinate, integrate, and manage those assets.
- Resources available for activation may provide personnel experienced in ICS operations capable of augmenting the Medical Examiner's staff in certain management functions and providing valuable liaison services to Incident Command and the CAT Incident Annex or ESF # 8.
- In accordance with a mission assignment from CAT Incident Annex or ESF # 8, and further mission tasking by a primary agency, each support organization assisting CAT Incident Annex or ESF # 8, will retain administrative control over its own resources and personnel but will be under the operation control of CAT Incident Annex or ESF # 8.
- With the exception of obvious weather caused events, disaster site(s) should be considered and treated as crime scenes from the outset. The nature of the disaster site will dictate how the CME coordinates with law enforcement and fire service personnel to locate, document, store, and transport victim remains.
- If the site involves any form of contamination it may be necessary to form a multidisciplinary team to evaluate the incident. The team should include:
    - HazMat, and any other relevant agencies (check required level of PPE).
    - Death investigation personnel.
    - Law enforcement.
- In the event of a disaster involving contaminated human remains, it may be necessary to request activation of the DMORT WMD Team or a similar asset capable of decontaminating the remains before they are admitted to the morgue for processing.

Concept of Operations - Continued

Actions

Once notification is made of an event with a potential for significant loss of life, the designated Chief Medical Examiner should immediately notify the State Attorney General's Office, then attempt to assess the scope of the event and anticipate levels of additional resources that might be needed. This could include:

- Modification of routine workflow within the facility to permit processing and segregation of daily casework from disaster-related victims.
- Possible supplemental space and equipment requirements for refrigerated storage.
- Temporary staff and supply increases to respond to the surge event.
- If the facility has been damaged by the event (e.g., fire, flood, etc.), consideration of location for placement of a temporary base of operations.

Local Emergency Response

- Responsibility for immediate response to an incident typically rests with local authorities and first responders, as augmented by inter-jurisdictional mutual aid and, upon request, the respective county and then the State as described in the SERRP.
- First responders to the scene of a mass fatality incident will usually be fire or law enforcement officials responding under the State's Mass Casualty Protocol. They will:
  - Establish a command post.
  - Stabilize the hazard area.
  - Triage, treat and transport injured victims.
  - Notify the County Medical Examiner (ME) if fatalities are apparent.
- A death scene should always be treated as a crime scene.
  - The scene should be maintained and minimally disturbed during the removal of survivors.
  - No property, body parts, or other items will be removed unless they can be positively identified and/or are critical to the full recovery of a survivor
  - Once all survivors have been removed, the incident scene will be secured and access restricted to facilitate further investigation and removal of decedents.
- Locate and establish reception and cold storage sites for human remains. Cold storage sites should be able to maintain a constant temperature of 37° F, and would include warehouses (or similar structures), aircraft hangars, and tents.
- Establish reception centers for deceased victim's family during identification.
- Bodies and body parts will be removed from the incident scene as quickly as possible once required investigative activities are completed. The removal of decedents must be handled in accordance with investigative needs for:
  - Identification of the victims.
  - Determination of cause and manner of death.
  - Notification of next of kin.
  - Further investigation into the cause of the incident.

Concept of Operations - Continued

Actions - Continued

State Emergency Response

This appendix addresses the proactive State response to be taken in anticipation of or following a mass fatalities incident within the State in order to rapidly provide critical resources to assist and augment any impacted county, local, and/or tribal response efforts no matter how limited.

Management of fatality related operations under the direction of the CME or designee is coordinated with the field Incident Commander. Federal Disaster Mortuary Response Team (DMORT) assets assigned to the CME remain under the Medical Examiner's direction and may be used in any way to supplement the Medical Examiner's operations including liaison with the Incident Commander.

Guiding principles for a proactive State mass fatalities incident response include the following:

- Commencing assessment activities to determine critical support requirements that cannot be met by local government and non-government resources or through mutual aid and that will require support and augmentation from the Federal Government and/or EMAC.
- Providing supplemental and/or temporary communications both for responders and the general public.
- Immediate notification and full coordination with political subdivisions and tribal jurisdictions occur, but the coordination process should not delay or impede the rapid mobilization and deployment of critical State or Federal resources.
- Immediate commencement those hazard-specific activities established under the appropriate and applicable SERRP Incident Annex(s), including the SERRP- CAT and appropriate Appendices.
- Assist impacted county(s) in the location, procurement and establishment of reception and cold storage sites for human remains.
- Assist impacted county(s) in the establishment and operation of deceased victim family reception center(s) during identification and death certification processes.
- Expedite death certification and vital records processing.
- Secure human remains retrieval (search and recovery) staffing from US&R Teams, National Guard, ARC, and available volunteers from participating NGOs supporting various State resources.
- Identify transportation coordination and development unit(s) to address logistical issues and transportation requirements of human remains to and from local hospitals, reception sites, medical examiner/coroner offices, funeral homes and/or incident morgues.
- Provide, with support from NGOs, mental health and counseling services for families of victims.
- Coordinate and deploy personnel qualified in critical incident stress management and crisis intervention strategies to sustain first responders engaged in fatality management operations.
- Secure refrigerated trucks to both transport and (if necessary) store human remains. Utilizing trucks for storage creates additional potentially problematic logistics requirements (fuel, parking, maintenance personnel) and should be activated as a last resort.
- Health Departments and Emergency Operations Centers operate at the county level in each of the 15 political subdivisions.
- Medical Examiners operate under a system whereby they exercise authority for a single county: or, under pre-determined agreement(s), multiple counties.

Concept of Operations - Continued

Organization

- Department of Health Services (ADHS) is designated as the lead agency for providing health and medical services under Emergency Support Function (ESF) # 8. In addition to the ADHS Office of Vital Records, various state agencies and organizations may be contacted for coordination of services including:
  - Department of Public Safety (ADPS)
  - Office of the Attorney General (AGA)
  - Department of Transportation (ADOT)
  - Arizona National Guard (AZNG)

Notification

- Disaster notification to the Medical Examiner will normally come through routine law enforcement, emergency operations center channels, or news media broadcasts in advance of a request to respond to transport human remains.
- In rare cases, it is possible that the Medical Examiner would be the first to recognize a cause of death indicating a potential WMD release. In such an event, the Medical Examiner would be the one to initiate notification of appropriate authorities.
- Medical Examiner notification to the impacted County Emergency Operations Center (CEOC) is the first step in obtaining supplemental resources.
- Notification to the State Emergency Operations Center (SEOC) will occur as a result of the CEOC activation.
- During an activation of the SEOC, the primary and support agencies of ESF # 8 respond directly to the Health & Medical Services Branch Director who reports to the Operations Section Chief.
- Management of fatality related operations under the direction of the Medical Examiner or designee is coordinated with the field Incident Commander. Federal DMORT assets (if requested) assigned to the Medical Examiner remain under the Medical Examiner's direction and may be used in any way to supplement the Medical Examiner's operations including liaison with the Incident Commander.
- Under ARS '26-310 voluntary groups and individuals may also offer services to assist the Medical Examiner. Traditionally, this includes forensic pathologists from other jurisdictions and members of various funeral associations and dental societies statewide.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination • Maintaining ongoing contact with Appendix primary and support agencies • Conducting periodic Appendix meetings and conference calls • Coordinating efforts with corresponding private-sector organizations • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions
Chief Medical Examiner (CME)	• Make appropriate notifications and report to incident scene as soon as possible to provide advice and assistance to IC while survivors are rescued. • Responsible for managing several operations that target the ultimate goals of: o Identifying the dead o Determining the forensic issues related to the cause and manner of death o Returning human remains to families, if possible. • May assume Command of the incident once all life saving activities have been accomplished, survivors removed, and hazards on-site stabilized. • More likely, the CME will request that Command; o Be maintained by the initial IC, or o Be transferred to a more appropriate agency or jurisdiction. o CME's functions on scene will be accomplished through designation as a Branch or Group Leader. • Maintains an accurate and reliable numbering system, crucial to an effective mission for all human remains. The system must conform to the needs of the CME as well as be sufficient for proper evidence tracking. • Direct and manage the staging and subsequent transport of deceased victims to morgue or interim holding facilities upon completion of all on-scene investigative actions pertinent to victims. • Complete identification protocols as outlined in "State of Arizona - Chief Medical Examiner Mass Fatality Incident Plan"
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Activate the State Emergency Operations Center (SEOC) upon notification of mass fatality incident. • Provide logistics coordination, as required. • Recommend declaration of emergency. • Request additional resources from state and/or federal agencies. • Coordinate with ARC to meet the emergency human service needs of survivors and families of the victims.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Arizona Board of Funeral Directors & Embalmers (ABFD)	• Maintain a list of reputable funeral and morgue facilities to be accessed in event of mass fatality incident. • Provide guidance or direction on disputes, discrepancies, etc. issues with morticians, funeral homes, and morgues assisting in disaster.
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Activate appropriate members of the Arizona National Guard (AZNG) per directive of the Governor of Arizona. The following types of Guard missions may be assigned: o Military Police o Heavy Equipment and Operators for mass burials if necessary. o Transportation of decedents to temporary morgues. o Decontamination of deceased victims and equipment • May be required to assist CME, local law enforcement and ADPS in: o Staffing of roadblocks o Preparation of burial sites • Rapid transport of response members to an incident area, and other missions which may be deemed essential.
Department of Health Services (ADHS) - Bureau of Vital Statistics (BVS)	• Segregation of disaster records from the normal office records is recommended. • Records management personnel must be able to account for all received information/records, whether they are in the direct possession of the records management section or checked out to an authorized individual. • Court Issued Presumptive Death Certificates and related documents (if applicable) and if subsequently identified, an amended death certificate may be issued and all this material is moved to the Identified Remains file.
- Division of Behavioral Health Services (DBHS)	• Provide critical incident stress management.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Health Services (ADHS)	• Immediately assess whether there is any potential human health impact from the FAD. • Consult with U.S. Center for Disease Control and Prevention if appropriate. • Determine and recommend appropriate measures to prevent human disease. • Assist ADA in determining appropriate personal protective gear for response personnel. • Supports operations by providing information about health issues such as immunizations, food safety and water purification, and hygiene
Department of Public Safety (DPS)	• Be prepared to provide roadblocks on state and federal highways for restricted and quarantined areas outlined by the State Core Decision Team and/or the U.S. Department of Agriculture. • Assist local and county law enforcement in access control of restricted or quarantined areas. • Perform other functions as requested by the State Emergency Operations Center. • Personal Protective Equipment and decontamination requirements will be identified by ADA in consultation with ADHS and provided to assigned personnel.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Game and Fish Department (AZGFD)	• Support ADA, ADPS, and ADEM (SEOC) in the enforcement of quarantines. • Conduct an assessment of wildlife populations in the vicinity of an outbreak. If the foreign animal disease is one that has a history of affecting wild animals, the AZGFD will implement a testing program to determine if the disease is present in wildlife. AZGFD and ADA will then determine and implement the appropriate response. • Work in close coordination with ADA as a member of the Core Decision Group and as a responding agency if required. • In the event that a foreign animal disease is first detected among wildlife, fish or bees, the AZGFD will immediately notify the ADA who will activate the Core Decision Team, if deemed appropriate.
Attorney General's Office (AGA)	• Provide legal assistance as required to accomplish the overall mission of dealing with a foreign animal disease within or without the boundaries of the State of Arizona.
Arizona Veterinary Diagnostic Laboratory, University of Arizona:	• Immediately report suspect cases of Foreign Animal Disease to the ADA. • Assist the ADA in investigating outbreaks of animal disease. • Personal Protective Equipment and decontamination requirements will be identified by ADA in consultation with ADHS and provided to assigned personnel.

LOCAL/TRIBAL	
County Emergency Management (CEM)	• Coordinate with state and local agencies to affect an efficient program to detect, identify, and eradicate foreign animal disease.
County Public Health (CPH)	• Monitor Health Alert Network for public health bulletins. • Support FAD operations as tasked, and as capabilities and assets permit.
Public Works/Highways	• Support FAD operations as tasked, and as capabilities and assets permit.
County Sheriff's Office (CSO) Tribal Police (TP)	• Support ADPS and other law enforcement agencies. • Providing security and traffic management to FAD operations.

Roles and Responsibilities - Continued

Support Agencies	Functions
PRIVATE SECTOR	
American Veterinary Medical Association (AVMA)	• Release Veterinary Medical Assistance Team(s) deployed at the request of federal or state authorities per existing memoranda of understanding (MOU).
Local Veterinarians	• Maintains the responsibility to immediately report suspected foreign animal diseases to the State Veterinarian or USDA Area Veterinarian-In-Charge (AVIC).

FEDERAL	
U. S. Department of Agriculture (USDA): USDA National Veterinary Services Laboratory, Plum Island, NY	• Provide assistance to state emergency response activities through activation of Early Response Teams and/or a regional READEO. • Provide diagnostic services to confirm the presence of a Foreign Animal Disease. **It is the only laboratory approved to conduct FAD testing.**
U.S. Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA)	• Provide support to both state and U.S. Department of Agriculture response activities.

In accordance with A.R.S. § 26-303(E.2) - *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Plan Development and Maintenance

ADEM, in coordination with Primary Agencies will review and revise this Mass Fatalities Coordination Appendix to the Catastrophic Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this appendix.

Attachments

None

State of Arizona

Emergency Response and Recovery Plan
Catastrophic Incident Annex
Mass Casualty Coordination Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Health Services (ADHS)

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Support Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

Department of Public Safety (DPS)

Department of Transportation (ADOT)

Arizona Statewide Independent Living Council (SILC)

LOCAL/TRIBAL

County Emergency Management (CEM)

County Public Health Department (CPH)

VOLUNTARY

American Red Cross (ARC)

Arizona Voluntary Organization Active in Disasters (AzVOAD)

The Salvation Army (TSA)

FEDERAL

Department of Health & Human Services (DHHS)

Department of Homeland Security (DHS)

Federal Emergency Management Agency (FEMA)

Disaster Medical Assistance Team (DMAT)

Department of Defense (DoD)
- U.S. Air Force (USAF)
- U.S. Marine Corps (USMC)

Introduction

Purpose

The Mass Casualty Coordination (MCI) Appendix to the Catastrophic Incident Annex of the State Emergency Response and Recovery Plan (SERRP) establishes the context and overarching strategy for implementing and coordinating an accelerated, proactive State response to any incident involving casualties that overwhelm a jurisdiction.

Scope

A mass casualty incident, as defined by the SERRP, is any natural or human-caused incident, including acts of terrorism resulting in extraordinary levels of personal trauma and/or illness, actual or perceived, that immediately or rapidly exhausts medical response efforts of the impacted area.

The casualty population may include victims of an impacted area(s) or an influx of such individuals from another area(s) that has/have been impacted by such an event.

Scope - Continued

A mass casualty incident could:

- Result in sustained State impacts over a prolonged period of time.
- Exceed the resources normally available to the local, tribal and private sector authorities in the impacted area(s).
- Require medical/ambulatory transportation to other intra-state and/or interstate care centers

Policy

- Local, county and tribal governments have an inherent responsibility to develop plans and responses to anticipated emergencies and/or disasters that will have an impact on their citizens and/or responders who develop or display medical needs as a result of an incident within their jurisdiction(s).
- State emergency response support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- Supporting medical needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Appendix activities and providing services will be in accordance with existing State and Federal statutes, rules, and regulations.
- Assigning State personnel to support SERRP medical needs functions will be in accordance with the rules and regulations of their respective parent agencies.
- The National Incident Management System – Incident Command Structure (NIMS-ICS) will be used at all levels of emergency response and recovery activities in Arizona
- State response and replenishment operations will be carried out on a 24/7 basis as needed for the duration appropriate to the event.

Planning Assumptions

- Hospital surge capacity and capability is the defining point in a mass casualty incident.
- Under the Department of Health Services Hospital Surge Capacity and Capability Planning Guide there are six tiers that define the level of this type of incident within the State.
- The Arizona Department of Health Services as a coordinating agency for the State for this type of incident has the responsibility to determine the level of the incident and make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency.
- Mass casualty coordination may be complicated by the need to:
    - Decontaminate injured victims.
    - Evacuate, shelter-in-place, and/or quarantine some or all of the affected casualties including those who may have been exposed but not immediately affected but must be confined for observation.
    - Transfer injured to other facilities statewide.
- The incident creating a mass casualty scenario, may originate outside State borders creating a medical reception point for the State.
- A mass casualty incident requiring State coordination would typically be catastrophic in nature, which could have either a positive or negative impact on the potential response by Federal and/or other national assets from outside of the State. These impacts could be but are not limited to:
    - That the occurrence or threat of multiple mass casualty incidents may significantly reduce the size, speed and depth of a Federal response.
    - The State shall also recognize that the Federal government may reduce the availability or allocation of finite resources when multiple venues are competing for the same resources, or hold certain resources in reserve in case of additional incidents.
- An incident with mass casualties occurring in the State and is designated to be catastrophic will immediately trigger a Presidential disaster declaration with or without the State requesting one.
- A mass casualty incident can result in large numbers of casualties possibly in the tens of thousands.
- The response capabilities and resources of the local jurisdiction/area (to include mutual aid from surrounding jurisdiction(s) and region(s) response support) may be insufficient and quickly overwhelmed. Local emergency personnel may be among those affected and unable to perform their duties.

Concept of Operations

General

Upon notification, ADHS as the coordinating agency for the State for this type of incident has the responsibility to determine the level of the incident, coordinate immediate medically related response and make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency should the incident so dictate.

With the declaration of a State of Emergency for an MCI, the SERRP and SERRP-MCI will be activated. ADHS will coordinate the State's response and recovery activities with ADEM through the SERRP and SERRP-MCI and the SEOC.

During the incident, ADHS has primary responsibility for the evaluation, analysis, and planning of the response and recovery activities of public health, medical assistance, quarantine, medical transportation and/or evacuation issues, and develops and updates assessments of medical and public health status.

Actions

Activation

Upon notification ADHS will determine if an event is either or has the potential to become a mass casualty incident. If the event requires a mass casualty status, a State of Emergency Declaration will be requested and ADHS will notify ADEM to activate the State Emergency Operations Center (SEOC) (if it is not already activated and functioning).

Response and Recovery Activities

State resources and assets need to be but not limited to preparing to:

- Provide additional surge capacity/capability to the affected / impacted area(s). This capacity/capability can be enhanced by mobilization and deployment of resources and assets to the impacted area(s) to increase the capacity/capability to meet the demand and/or by providing resources and assets to reduce (through evacuation) the numbers of casualties within the impacted area(s) to that which is manageable.
- Provide resources as requested to ensure the ability of those remaining in the impacted area(s) to sustain life and social order.
- Provide sufficient law enforcement resources to invoke and maintain quarantine, if one is ordered and sustain the quarantine for an undetermined length of time.
- Provide resources to provide mass decontamination of individuals that might be affected by the incident.
- Provide and sustain large-scale evacuations, organized or self-directed as a result of a mass casualty incident. More people initially are likely to flee and seek shelter for attacks involving chemical, biological, radiological, or nuclear agents than from natural events. The health-related implications of a mass casualty incident may aggravate attempts to implement a coordinated evacuation management strategy for both those affected as well as those who have not yet been affected.
- Provide for large numbers of people that may be left temporarily or permanently homeless and may require prolonged medical intervention in this type of incident.

Roles and Responsibilities

Appendix Coordinator	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with ESF #8 - Health & Medical Annex and SNS Appendix primary and support agencies. • Conducting periodic Health & Medical Annex and Appendices meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Appendix activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
Department of Health Services (ADHS)	• Evaluate potential events and determine if they are mass casualty incidents. If so identified they will recommend to the Governor or the Governor's Authorized Representative that a declaration of a State of Emergency is needed. • Administer and coordinate the emergency response and recovery from a mass casualty incident, assist essential service providers and collect and disseminate information to health/medical service providers. • Coordinate with the SEOC to ensure smooth and rapid mobilization and deployment of other Emergency Support Functions (ESFs) assets to support the response and recovery operation. • Coordinate with the ADHS Public Information Officer to arrange for the dissemination of important health information to the Public through the Joint Information Center concept as part of NIMS. • Coordinate local, regional and out of state medical assets required for response and recovery. • Coordinate the request for Federal assets (e.g. SNS, NDMS, etc.) required for a specific incident.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Coordinate with ADHS/EPR when preparing the Presidential Declaration request for a Mass Casualty incident. • Coordinate with ADHS/EPR to ensure a smooth and rapid mobilization and response to the incident by other resources in support of ADHS/EPR response and recovery operations.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Emergency & Military Affairs (DEMA) - National Guard (AZNG)	• Supports state and local agencies by providing transportation (trucks and helicopters), personnel for medical professionals and victims. • Deploys the 91st Civil Support Team to provide medical trauma assistance as requested and as available. • Provide technical assistance and advice to responders regarding chemical agent identification and decontamination. • Provide air-ambulance or ground assets for transportation and evacuation. • Provide security of fixed/mobile treatment/quarantine facilities and/or escort services for the movement of medical equipment and supplies. • Provide assistance in casualty care and treatment.
Department of Public Safety (DPS)	• Coordinate security of medical personnel, equipment and materiel to facilitate transportation and delivery to the impacted area(s). • Coordinate and provide security for required controlled substances while enroute to impacted area(s) • Assist in providing traffic, crowd and access control at the incident site(s) or resources to manage necessary control as requested and as available. • Request necessary augmentation from federal, state, and local law enforcement organizations and AZNG through the SEOC. • Provide teams to support state field, SEOC and DFO staff as needed. • Provide air-ambulance assets for transportation and evacuation.
Department of Transportation (ADOT)	• Support operations by providing personnel equipment and traffic management to effect expedient and efficient transportation and delivery of medical professionals and traumatized victims. • Tasks may include designation of transportation routes, multi-personnel carriers and operators, barriers and signs, trucks, drivers, maintenance, repairs and fuel.
Arizona Independent Living Council (SILC)	• May be requested to provide personnel for Mass Casualty operations through ESF #6 – Mass Care, Housing, & Human Services and/or ESF#8 – Health & Medical.
Other State agencies	• Provide assistance as requested within their available resources and expertise.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM)	• Coordinate local assets for response and recovery operations. • Coordinate with county health department on the arrival of requested medical professionals and equipment. • Establish and staff the county EOC. • Establish contact with supporting levels of county, state and federal government. • Establish liaison with private and public health and medical organizations. • Locate resources as required and/or requested.
County Public Health (CPH) Tribal Public Health (TPH)	• Provide health and medical services and resources to their local population. • Request assistance, services and other resources from state agencies through the County Emergency Operations Center
Metropolitan Medical Response System (MMRS) Rapid Response Team (RRT)	• Provide emergency mass casualty health and medical response services to assist either respective local incidents, or statewide emergencies through activation by SEOC

VOLUNTARY	
American Red Cross (ARC) Arizona Voluntary Organizations Active In Disasters (AZVOAD) Citizens Corp Council (AZCCC) The Salvation Army (TSA)	• May be requested to provide personnel for Mass Casualty operations through ESF #6 – Mass Care, Housing, & Human Services and/or ESF#8 – Health & Medical.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL	
Department of Health & Human Services (DHHS) Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA) Disaster Medical Assistance Team (DMAT) Department of Defense (DoD) - US Air Force (USAF) - US Marine Corps (USMC)	• Assessment of Public Health/ Medical needs which will include: o The assessment of the public health care system/facility infrastructure. o Health Surveillance: in coordination with the State health agencies, it will enhance existing systems to monitor the health of the general population and special high-risk populations. • Medical care personnel: provide immediate medical response capabilities and assets both internal and from other ESF#8 organizations. • USDOD assets to provide support in casualty clearing/staging and other missions as needed, and individual clinical health and medical care from the VA. • Health/medical equipment and supplies, in addition to deploying assets such as the Strategic National Stockpile (SNS) may also request that USDHS, or USDOD, provide medical equipment and supplies for both response and restocking health care facilities in the area(s) affected. • Patient evacuation/relocation request to USDOD to coordinate with ESF#5 – Emergency Management and ESF#6 - Mass Care to provide for the evacuation of seriously ill or injured patients to locations where hospital or outpatient services are available. • VA, USDOD and USDHS to provide available personnel to provide inpatient hospital care and outpatient services to victims who become seriously ill or injured regardless of location (this may include mass care shelters).

In accordance with A.R.S. § 26-303(E.2.) *"The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area."*

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex/Appendix. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Administration and Logistics

- The ADHS, ADEM, along with a number of other state agencies as the incident requires, serve as members of the SEOC staff.
- Reimbursement of expenses will be in accordance with guidelines established by the Arizona Revised Statutes.
- All participating local/county/state agencies will be responsible for maintaining a log of events and expenses in accordance with procedures established byADEM. This log and a record of expenses will be made available to ADEM upon termination of the event.
- Each responding organization will also maintain a Daily Situation Report (SITREP) that will be forwarded to the State Emergency Operations Center (Planning Section) on a daily basis during the incident. Period of report should be from 12 noon of one day to 12 noon of the next day and the report forwarded to the SEOC NLT 1700 hours daily.

Plan Development and Maintenance

ADEM in coordination with ADHS is responsible for the development and maintenance of this Mass Casualty Coordination Appendix. Other State support agencies will review this Appendix on an annual basis or as necessary following the activation of this Appendix.

Any changes recommended by the Appendix stakeholders, will be forwarded to ADHS or ADEM – Preparedness Section.

Attachments

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan

Cyber Incident Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agencies

Department of Homeland Security (AZDOHS)

Government Information Technology Agency (GITA)

- Statewide Information Security and Privacy Office (SISPO)
- Statewide Incident Response Reporting (AZPTIR) system
- State Web Portal (NIC)

Support Agencies

STATE

Department of Administration (ADOA)

Department of Public Safety (DPS)

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Attorney General's Office (AGA)

- Computer Crime Unit

Office of the Governor (GOV)

State Universities and colleges

Other Department/Agencies as required

FEDERAL

Department of Homeland Security (DHS)

Department of Defense (DOD)

Department of Justice (DOJ)

Federal Bureau of Investigation (FBI)

- InfraGard – Critical Infrastructure Protection
- Multi-State ISAC
- US-CERT

Other Departments/Agencies as required

Introduction

Purpose

- This annex discusses policies, organization, actions, and responsibilities for a coordinated, multidisciplinary, broad-based approach to prepare for, respond to, and recover from cyber-related incidents of statewide and/or national significance impacting critical State processes and economy.
- This annex also describes the framework for State cyber incident response coordination among State departments and agencies and, upon request, county, local, tribal, and private-sector entities.
- The purpose of this incident annex is to:
  - Establish a concept of operations to protect critical information systems from cyber incidents.
  - Establish a concept of operations during the response and recovery of a cyber incident involving essential State infrastructure.
  - Maintain standard information system security preemptive measures for the State.
  - Protect vital information against unauthorized use, access, or manipulation and ensure vital information systems are available for mobilization of emergency service providers in the event of an emergency/ disaster.
  - Implement and identify the State's cyber security advisory system.
  - Promote (in partnership with GITA/SISPO) prevention and awareness with public and private sector businesses.

Scope

- This framework may be utilized in any incident with cyber-related issues, including significant cyber threats and disruptions; crippling cyber attacks against the Internet or critical infrastructure information systems; technological emergencies; State-declared or Presidential-declared disasters.
- An act of cyber terrorism is defined as person(s) or organization(s) that unlawfully access data systems, networks, computers or telecommunications without the consent of another. A cyber terrorist may exploit personal information of another and use personal information of another on the Internet and e-mail with the intent to threaten, harass, annoy, a person or organization. Acts of cyber terrorism may infiltrate, illegally modify and/or corrupt data systems and networks to prevent proper performance of these systems. Thus inhibiting organizational business processes to continue.
- This annex describes the specialized application of the State Emergency Response and Recovery Plan (SERRP) and the National Response Framework (NRF) to cyber-related incidents of statewide and/or national significance. Cyber-related incidents may result in activation of both ESF #2 – Communications and the Cyber Incident Annex.
- A cyber incident can involve a single entity, multiple entities, statewide, regionally, nationwide or globally. It can be in conjunction with or as a precursor to other acts of terrorism or a stand alone incident designed to either maliciously or criminally cause economic harm, disrupt government operations or in some other way threaten the health and welfare of the State. It can also be the result of a natural or manmade emergency/disaster.
- Contractually need to be able to piggyback (use/access) on state and vendor supplied communications capabilities and infrastructure (Accenture, Calence, Qwest, Cox, NIC – States web portal vendor, etc.) during mitigation, planning, response and recovery phases of any cyber incident or event.

Policies

Unauthorized access to servers, networks and computer systems for obtaining or destroying information, gaining control of trusted hosts or otherwise performing unlawful or unethical acts will be subject to the following State statutes and policies:

- **Arizona Revised Statutes -** A.R.S.§13-2316 Computer fraud, unauthorized release of propriety or confidential computer information and knowingly altering, damaging, deleting or destroying computer programs or data can be prosecuted.
- **Arizona Revised Statues –** A.R.S.§41-3504(A(1)) The Government Information Technology Agency (GITA) shall develop, implement and maintain a coordinated statewide plan for information technology (IT) including the formulations of policies to effectuate the purposes of the agency A.R.S.§41-3504(A(13)). Under this authority GITA has developed Policy P800 which addresses IT security standards and the IT Enterprise Architecture that are applicable to all State departments, agencies and commissions, etc. that maintain budgetary authorization or that can obligate the State.
- The procedures discussed in this annex are governed also by Federal Government cyber security principles.
- This annex complements the National Plan for Telecommunications Support in Non-Wartime Emergencies, hereafter referred to as the National Telecommunications Support Plan (NTSP).
- This annex is implemented within the framework and operating principles of the SERRP and the NRF and pursuant to the following Federal authorities:
    - The Enhancement of Non-Federal Cyber Security, The Homeland Security Act (Section 223 of P.L. 107-276)
    - Homeland Security Presidential Directive-5 (HSPD-5)
    - Homeland Security Presidential Directive-7 (HSPD-7)
    - Federal Information Security Management Act (FISMA)
    - Section 706, Communications Act of 1934, as amended (47 U.S.C. 606)
    - The Defense Production Act of 1950, as amended.
    - National Security Act of 1947, as amended.
    - National Security Directive 42: National Policy for the Security of National Security Telecommunications and Information Systems.
    - National Strategy to Secure Cyberspace
    - Executive Order 12472: The Assignment of National Security Emergency Preparedness Responsibilities for Telecommunication.
    - Executive Order 2008-10, Executive Order Mitigating Cyber Security Threats
    - Executive Order 12333: United States Intelligence Activities, as amended.
    - A.R.S. § 41-3507 Statewide information security and privacy office; duties; suspension of budget unit's information infrastructure
    - A.R.S. § 44-7501, Breach Notifications
    - Other applicable state statutes and Executive Orders:

Planning Assumptions

- A cyber-related incident may take many forms:
  - An organized cyber attack.
  - An uncontrolled exploit such as a virus or worm.
  - A natural disaster with significant cyber consequences.
  - Other incidents (especially “insider threat” that has the highest probability of occurrence: 80%+) capable of causing extensive damage to critical infrastructure or key assets.
  - Inadequate or improper IT infrastructure maintenance and/or design can foster cyber related incidents.
- Cyber terrorists look for vulnerabilities in systems and exploit these to commit their crimes.
- Cyber terrorists enter data systems or networks for a specific objective.
- The objective of cyber terrorists is to commit overt intrusions that cause chaos and financial harm throughout networks statewide, nationally and even worldwide.
- For purposes of this Annex a cyber incident in the State may:
  - Not be immediately recognized as a cyber incident.
  - Be unable to mitigate the situation until the appropriate anti-software is developed and distributed to general public.
  - Cause Critical Infrastructure (CI) to be adversely affected impacting the ability to maintain the health and welfare of citizens.

Concept of Operations

General

Large-scale cyber incidents may overwhelm government and private-sector resources by disrupting the Internet and/or taxing critical infrastructure information systems. Complications from disruptions of this magnitude may threaten lives, property, the economy, and national security. Rapid identification, information exchange, investigation, and coordinated response and remediation often can mitigate the damage caused by this type of malicious cyberspace activity.

State and Federal government play a significant role in managing intergovernmental (Federal, State, county, local, and tribal) and, where appropriate, public-private coordination in response to cyber incidents. State and Federal Government responsibilities include:

- Providing indications and warning of potential threats, incidents, and attacks.
- Information-sharing both inside and outside the government, including best practices, investigative information, coordination of incident response, and incident mitigation.
- Analyzing cyber vulnerabilities, exploits, and attack methodologies.
- Providing technical assistance.
- Conducting investigations, forensics analysis, and prosecution attributing the source of cyber attacks.
- Defending against the attack.
- Leading state-level recovery efforts.

These activities are the product of, and require, a concerted effort by Federal, State, local, and tribal governments, and nongovernmental entities such as private industry and academia.

The State in an effort to communicate potential or actual threats will adopt the Security Advisory System below based on the Multi-State Information Sharing and Analysis Center (ISAC) Cyber Alert Indicator and National Information Analysis & Infrastructure Protection Center (NIPC) Standards as depicted in the following table:

Concept of Operations - Continued

Table 1 - Cyber Security Advisory System

THREAT LEVEL	DESCRIPTION	ACTION
Green – Low	Probing of the network and servers is minimal and low risk viruses are contained thus not interfering with daily operations	• Continue routine preventative measures including application of vendor security patches and updates to anti-virus software signature files on a regular basis. • Continue routine security monitoring. • Ensure personnel receive proper training on Cyber Security policies.
Blue - Guarded	Increased hacking and virus activity is detected. Potential malicious cyber activities and exploits may be identified but pose no significant impact on network and business functions.	• Continue recommended actions from previous level. • Identify vulnerable systems. • Implement appropriate counter-measures to protect vulnerable systems. • When available, test and implement patches, install anti-virus updates, etc. in next regular cycle.
Yellow – Elevated	Increased hacking, viruses and malicious activity are detected and pose the potential to compromise or diminish systems. Vulnerabilities are being exploited with moderate level damage or disruption, which in turn may lead to potential significant high level damage to systems.	• Continue recommended actions from previous levels. • Identify vulnerable systems. • Increase monitoring of critical systems. • Immediately implement appropriate counter-measures to protect vulnerable critical systems. • When available, test and implement patches, install anti-virus updates, etc. as soon as possible
Orange – High	Indications of core critical infrastructure intrusions and malicious cyber activity are detected. Hacking, viruses, and other significant malicious activity intrusions result in service outages, system compromises, and critical infrastructure system failures. Vulnerabilities are being exploited with the potential for high-level damage, system degradation and disruption.	• Continue recommended actions from previous levels. • Closely monitor security mechanisms including firewalls, web log files, anti-virus gateways, system log files, etc. for unusual activity. • Consider limiting or shutting down less critical connections to external networks such as the Internet. • Consider isolating less mission critical internal networks to contain or limit the potential of an incident. • Consider use of alternative methods of communication such as phone, fax or radio in lieu of e-mail and other forms of electronic communication. • When available, test and implement patches, anti-virus updates, etc. immediately.
Red – Severe	Widespread outages and/or significant destructive compromises to critical infrastructure debilitate systems. Vulnerabilities are exploited at a severe level and critical infrastructure assets become significantly compromised and major damage occurs	• Continue recommended actions from previous levels. • Shutdown connections to the Internet and external business partners until appropriate corrective actions are taken. • Isolate internal networks to contain or limit the damage or disruption. • Use alternative methods of communication such as phone, fax or radio as necessary in lieu of e-mail and other forms of electronic communication.

Concept of Operations - Continued

Organization

Information Technology Security Advisory Committee (ITSAC)

GITA in its role as lead agency for the State in information technology /cyber issues has created the ITSAC to ensure that availability, confidentiality, and integrity of the State's IT infrastructure/information is secure.

Actions

State Emergency Response

- Upon notification, ADEM, acting as a supporting agency for the coordination of the State's emergency response efforts has the responsibility to:
  - Determine the level of the incident in collaboration with other pertinent agencies;
  - Make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency/Disaster and the activation of this Cyber Incident Annex.; and, Commence coordination of immediate response.
- Upon the determination of a Cyber Incident with statewide implications, the SERRP, SERRP-CYB Annex and required Support Annexes will be activated and through activation of the State Emergency Operations Center (SEOC) will coordinate all State response actions.
- This annex addresses the proactive State response to be taken in anticipation of or following a cyber incident(s) within the State in order to rapidly provide critical resources to assist and augment any impacted county, local, tribal and/or State unit(s) response efforts no matter how limited. In accordance with SERRP provisions for proactive State response to cyber incidents, the SERRP-CYB Annex employs an expedited approach to the provision of State resources to save lives, protect property and critical infrastructure, and contain the incident.
- Due to the nature of this type of incident, it is conceivable that the State's response to such an event will be dramatically different than normal. The State's response priorities however; will remain that of protecting lives, property (physical and technological) and the environment. An additional key priority may be the protection, restoration, and continuity of the State's business operations.
- The State will use it's standard ESF program to meet any of the requirements generated by incident(s) of this nature and will support local and tribal jurisdictions in meeting the same priorities, if they are overwhelmed and request assistance.
- During the recovery phase of a cyber terrorism attack, ADEM may maintain activation of the SEOC to continue support operations and coordination of state/federal agencies response assets and resources. This includes technical operations providing agent monitoring, and long-term restoration.

Concept of Operations – Continued

Actions – Continued

Local Emergency Response

- Cyber Incidents unlike most other incidents may not have an impact that will require a local government/tribal response. However; depending on the nature of the incident it could create issues within the local response arena which would impact the local/tribal jurisdiction(s), in that case the responsibility for immediate response to an incident rests with local/tribal authorities and first responders, as augmented by inter-jurisdictional mutual aid and, when requested, the county then the State as described in the SERRP.

Federal Response

- Cyber incidents that are of such a nature or magnitude that they require the State to declare an emergency/disaster and/or that involves larger geographic areas (multiple states, regions, nationwide, international, or globally) may/or will require the Federal government to declare a Presidential Declared Emergency/Disaster.
- Upon such a declaration the Federal government will activate appropriate Annexes of the National Response Framework (NRF) including the Cyber Incident Annex.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM) - Arizona Emergency Information Network (AZEIN) website	• Establishes that a cyber incident has occurred and requests activation of the SERRP-CYIA from the Governor. • Notify all stakeholders of the activation of the SERRP-CYB. • Coordinate with Primary Agency (GITA) to develop a rapid assessment of the incident and determine appropriate recommended protective actions, if applicable. • Coordinate with county and/or tribal jurisdiction(s) to provide technical assistance and potential recommended protective actions to them. • Coordinate State assistance to County and/or tribal jurisdictions, as requested, using the normal ESF system or the Catastrophic Incident Annex (CIA) (if the situation dictates). • Coordinate Joint Information System (JIS) between county, local, tribal, volunteer agencies, private sector, and Federal government to ensure timely, accurate and consistent public information is being disseminated. • Coordinate the State and Federal (if required) response and recovery efforts and request for Presidential Declaration if applicable. • Coordinate short and/or long term recovery efforts with county, local, and/or tribal jurisdictions to ensure appropriate federal reimbursement (when applicable).

Roles and Responsibilities - Continued

Primary Agencies	Functions
STATE	
Government Information Technology Agency (GITA) - Statewide Information Security and Privacy Office (SISPO) - Statewide Incident Response Reporting (AzPTIR) system (SISPO) - State Web Portal (NIC)	• Serve as a computer support agency and security consultant, providing general and technical guidance on matters in the protection of information and resources possessed by agencies. • Identify performance measures for the operation of secure information systems. • Develop, implement and maintain a coordinated statewide plan for information technology to include adopting statewide technical coordination of security polices for the protection if information technology assets and resources. • Ensure state security architecture technology meets industry standards to enable secure and efficient transaction of business, delivery of services and communications among citizens, the federal government, cities, counties, and local governments.
Department of Homeland Security (AZDOHS) – In Terrorism Related Incidents	• Provide representative/liaison to SEOC as requested. • Liaison with Federal Departments and Agencies identified in the NRF for terrorism related cyber incidents.

Support Agencies	Functions
STATE	
Government Information Technology Agency (GITA) - Statewide Information Security and Privacy Office (SISPO)	• Administer the state's Incident Response Reporting system that is to be utilized for reporting all real or potential cyber and privacy incidents. • Develops and maintains Statewide IT Enterprise Architecture and IT Policies, Standards and Best Practices
Attorney General's Office (AGA) - Computer Crimes Unit	• Represent and provide legal guidance to state agencies, enforce consumer protection laws and criminal laws, brings and defends lawsuits on behalf of the state. • Focus on combating cyber crimes against essential infrastructure systems. • Investigates and pursues legal action against cyber terrorists that effect businesses and state infrastructure through theft of trade secrets, credit card fraud, forgery, espionage, tampering, denial of services, software piracy, cyber stalking, hacking and unauthorized access to systems.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Administration (ADOA) - Statewide Security Manager	• Plans, directs, coordinates and implements protective monitoring measures for state information systems and office buildings, to include processing of information, security alarms and video monitoring. • Plans and assists in the collection of electronic and video evidence, investigation of computer criminal activity, computer fraud and abuse activities, and provides oversight to the statewide security assessment process.
Department of Public Safety (DPS)	• Lead State Law Enforcement Agency to coordinate and respond to terrorist events. • Will investigate all types of fraud, forgeries, identity theft, high tech crimes and embezzlements. In the event of a cyber terrorism attack, DPS has specialized computer forensic teams that can help identify evidence, examine computers and components.
Other State Departments/Agencies	• As requested
FEDERAL	
Department of Homeland Security (DHS) - Security/Information Analysis and Infrastructure (IAIP) - National Cyber Security Division (NCSD) - US-CERT - Multi-State Information Sharing Analysis Center (MSISAC)	• Will work with other elements of DHS, the Intelligence Community, FBI, Department of Defense (DOD), and other Government agencies in the National Cyber Response Coordination Group (NCRCG) and individually to coordinate Federal response during a cyber incident or attack, identify those responsible, and otherwise respond appropriately. • During a cyber Incident of National Significance the DHS/IAIP/NCSD will coordinate the National Communications System (NCS) and supports the Joint Telecommunications Resources Board (JTRB).
Department of Defense (DOD)	• Entities responsible for computer security and computer network defense may exercise those duties in support of the national response effort in four primary roles: • Defense Support of Civil Authorities • Intelligence and information sharing • Law Enforcement investigations • Military operations to defend the homeland

Roles and Responsibilities - Continued

Support Agencies	Functions
Federal	
Department of Justice (DOJ) - Federal Bureau of Investigation (FBI) - InfraGard-Critical Infrastructure Protection	• Will work with other law enforcement agencies and lead the national effort to investigate and prosecute cyber crime. • Will work with other law enforcement community to detect, prevent, preempt, and disrupt terrorist attacks against the United States. • Will work with Infraguard to manage/facilitate state's role in critical infrastructure protection action.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Each support agency maintains its authority and is responsible, when appropriate and according to resource availability, for providing appropriate personnel, equipment, facilities, technical assistance, and other support as required.

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in the above "Roles and Responsibilities".

Plan Development and Maintenance

ADEM, in coordination with supporting agencies will review and revise this Cyber Incident Annex as required. Each primary and support agency will review and update their respective incident emergency operating plans (EOPs) in support of this Annex.

Attachments

Attachments

None

State of Arizona

Emergency Response and Recovery Plan

Drought Incident Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

Corporation Commission (ACC)
Department of Agriculture (ADA)
Department of Water Resources (ADWR)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Governor's Drought Task Force
State Land Department (ASLD)

Support Agencies

STATE

Department of Commerce (ADOC)
Department of Environmental Quality (DEQ)
Department of Health Services (ADHS)
Game and Fish Department (AZGFD)
Water Infrastructure Finance Authority (WIFA)

LOCAL/TRIBAL

Board of Supervisors
Tribal Leaders
County Emergency Management (CEM)
County Public Health (CPH)
Tribal Public Health (TPH)

FEDERAL

Department of Agriculture (USDA)
- Farm Service Agency (FSA)
- Natural Resources Conservation Service (NRCS)

Department of Commerce (USDC)
Department of Interior (DOI)
- Bureau of Reclamation (BOR)

National Weather Service (NWS)
U.S. Army Corps of Engineers (USACE)

Introduction

Purpose

The purpose of the Drought Incident Annex is to identify State organizations responsible for drought assessment, response, and recovery.

Scope

This incident annex is applicable to state agencies with drought response and recovery roles. Certain state agencies that are not identified here may also be called upon to provide support. This Annex does not address mitigation measures or policies, programs or procedures (i.e., water conservation or moratorium programs) that may be implemented prior to a State of Emergency Declaration or an ADEM coordinated response.

Policies

- The State of Arizona, by necessity, has formulated a efficient intrinsic water management program. Eighty-five per cent of the state's population lives in Active Water Management areas that have water conservation programs in place.
- Water management has been institutionalized in Arizona by statutes, codes, or ordinances. Applicable state laws can be found in ARS Titles 11, 17, 41, 43, 45, and 48.
- The Governor's Water Commission, formed in July 2000, is tasked with reviewing and recommending updates to all water related statutes within eighteen months.
- The Governor's Drought Task Force establishes a coalition of state agencies to monitor indices and advise the Governor and the public of climate trends, their impact, and conservation and mitigation measures.
- Historically, the lack of rainfall or runoff has not had an immediate impact on potable water supplies. The few areas that do experience shortages to potable water supplies are outside active water management areas. Mitigation measures, including, but not limit to, enacting conservation measures, hauling and well-drilling, are ongoing. Potable water has not historically been affected by lack of rainfall or runoff. The areas that do experience potable water shortages are outside active water management areas. Mitigation measures, including hauling and well-drilling, are ongoing.

Planning Assumptions

- A drought in Arizona occurs when the state experiences exaggerated periods of little or no precipitation. Even during the driest periods, demand tends to remain constant or even increases. As supplies are depleted the demand upon surface water supplies are the first and most obvious sources to be exhausted. This may not be the only accurate indicator of ground water conditions.

Planning Assumptions - Continued

Most of Arizona is desert with only about 25% of the state existing as woodlands, forest or grasslands.

- A monsoon season from late July through mid October accounts for the majority of the year's rainfall in the lower desert, while winter snows in higher elevations provides the balance of the state's moisture.
- Residential consumers, industrial, farming and live stock industries are primarily supported by ground water sources with augmentation from surface water.
- Economically, drought will first impact cattle and other livestock producers and hydropower and tourist industries.
- In central and southern Arizona, agriculture depends heavily on the Central Arizona Project and Salt River Project irrigation systems, thus resulting in minimal impact from drought conditions.

Surface Water

- Arizona enjoys a large system of reservoirs that supports recreation, hydroelectric production, wildlife, and livestock. These reservoirs are replenished by run-off from streams. The majority of these reservoirs are fed by melting snow pack and springs in the higher elevations.
- In order to make the best use of the surface water when and where it is needed, storage reservoirs and delivery systems have been constructed throughout the state. Most notable are the major storage systems located on the Colorado, Salt, Verde, Gila, and Agua Fria rivers.
- Almost all-natural surface water in Arizona has been developed.
- Arizona, California, Nevada, New Mexico, Utah, Colorado, Wyoming, and Mexico share the river's resources.
- Rights to use Colorado River water are quantified by a string of legal authorities known as the "Law of the River."
- Based on this body of law, Arizona has the right to use 2.8 million acre feet annually of Colorado River water. Mohave, La Paz and Yuma county water users rely on Colorado River water as their principle water supply.
- When fully utilized, the Central Arizona Project will deliver on average 1.5 million-acre feet of Colorado River water to Maricopa, Pinal, and Pima Counties.

Ground Water

- The Groundwater Code promotes water conservation and long-range planning of our water resources.
- About 40 percent of the state's water use comes from ground water sources or reservoirs. In most cases the water stored in these reservoirs has been in place for tens of thousands of years.
- I many areas of the state, groundwater remains stored in Arizona's aquifers, its availability is limited by location, depth and quality.
- Groundwater has been pumped out more rapidly than it is being replenished, creating a condition called overdraft.
- By continuing to overdraft the state's groundwater supplies, we challenge our ability to ensure a secure water supply for the future. In recognition of this threat, Arizona implemented the Groundwater Management Code in 1980.
- The Department of Water Resources is the primary agency for estimating ground water supplies.

Planning Assumptions - Continued

Reclaimed (Effluent) Water

Effluent water represents the one increasing water source in our state. As our population , and subsequent water use, increases, more treated wastewater will be available. Reclaimed water is treated to various qualities that then can be used for purposes such as aquifer recharge, agriculture golf courses, parks, industrial cooling, or maintenance of wildlife areas.

Concept of Operations

General

The primary indices used for determining drought conditions are the Palmer Drought Severity Index (PDSI) and the Standardized Precipitation Index (SPI).

- The **Palmer Drought Severity Index** is a "meteorological" drought index that responds to weather conditions that have been abnormally dry or abnormally wet. The PDSI is calculated based on precipitation, temperature and Available Water content (AWC) of the soil. The Palmer Index varies from +6.0 to -6.0 with a classification scale indicating relative meteorological and hydrological development cycles. Table 1 reflects the range and extent of the PDSI classification system:

Table 1: PSDI Classification System

+4.00 or more	Extremely wet
+3.00 to +3.99	Very wet
+2.00 to +2.99	Moderately wet
+1.00 to +1.99	Slightly wet
+0.50 to +0.99	Incipient wet spell
+0.49 to -0.49	Near normal
-0.50 to -0.99	Incipient dry spell
-1.00 to -1.99	Mild drought
-2.00 to -2.99	Moderate drought
-3.00 to -3.99	Severe drought
-4.00 or lower	Extreme drought

Concept of Operations - continued

General - Continued

- The **Standard Precipitation Index (SPI)** is designed to quantify the precipitation deficit for multiple time scales. These time scales reflect the impact of drought on the availability of different water resources. The SPI is calculated by taking the difference of the precipitation from the mean for a particular time scale, and then dividing it by the standard deviation. A drought event is defined as any time the SPI is continuously negative and reaches an intensity where the SPI is -1.0 or lower. The drought event ends when the SPI becomes positive.

Table 2: Standardized Precipitation Index

SPI Values	Drought Category	Time Category
0 to -.99	Mild Drought	
-1.0 to -1.49	Moderate Drought	
-1.5 to -1.99	Severe Drought	
-2.00 or less	Extreme Drought	

- Table 2 also shows the percent of time (Time Category) that the SPI is in each of the categories based on an analysis of the available station data. Because the SPI is standardized, these percentages are usually expected from a “normal distribution” of the SPI.

Actions

- The Governor directed the formation of the Governor’s Drought Task Force consisting of representatives from the ADA, ADEM, ADEQ, ADWR, ADHS, ACC, and ADRE. This Task Force is delegated policy and planning authority and is responsible for implementing response policies and advising the Governor.
- The lead state agency for drought response is the Arizona Division of Emergency Management (ADEM). Upon determining that conditions warrant that a State Declaration of Emergency is appropriate, the Governor’s Drought Task force will recommend to the Governor, through the Director of ADEM, that a Proclamation be issued.
- When the Governor has proclaimed a State of Emergency the Director, ADEM will activate the SEOC and the Directors of primary agencies, or appointed representatives, may respond to the SEOC and provide technical support.
- The Arizona Department of Water Resources maintains a site on the World Wide Web that expands in detail on Arizona Water and Active Management Areas. The address is:

  http://www.adwr.state.az.us/waterinfo.htm

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintaining ongoing contact with Annex primary and support agencies. • Conducting periodic Annex meetings and conference calls. • Coordinating efforts with corresponding private-sector organizations. • Coordinating Annex activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies	Functions
STATE	•
Corporation Commission (ACC)	• Regulate and certify privately owned (public service) water companies and coordinate with companies to ensure adequate quality and quantities. • Assist the Governor's Drought Task Force and ADEM in the development of emergency policy.
Department of Agriculture (ADA)	• Coordinate state and federal drought relief programs, such as feed and water distribution for livestock and crop producers. • Plan and guide the distribution of statewide drought relief programs by utilizing personnel stationed throughout the state and especially in rural areas. • Coordinate the regional advocacy for drought/disaster relief through NFACT1 • Devise a multi-media campaign to inform citizens, urban and rural, of the existing drought conditions and available assistance programs.
Department of Water Resources (ADWR)	• Project drought impacts and assist in developing contingency plans. • Develop procedures for tracking drought indices and informing appropriate agencies (ADEM, ADA, AZGFD, ASFD, ADEQ, ADHS, etc).

Roles and Responsibilities - Continued

Primary Agencies	Functions
STATE - continued	
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Monitor the development of weather and climate conditions affecting the state. • Maintain liaison with appropriate state and federal agencies charged with collecting, analyzing and disseminating information related to weather and water supply. • Analyze available information to assess the likelihood of intensification or lessening of drought conditions and the potential impact on the state. • Provide periodic drought situation reports and provide spot situation reports as needed. • Develop drought specific Incident Action Plans. • Monitor community-level potable water status state-wide. • Establish procedures and a checklist for tracking potable water shortages • Maintain Situation Status Maps. • Include community potable water status reports in Drought Status Reports.
Governor's Drought Task Force	• Receive, collate, and analyze weather, precipitation, and supply data to effectively forecast drought conditions. • Advise the Governor, recommend state policy and develop contingency plans and measured responses to conditions. • Assume responsibilities as the Policy Section for the SEOC and provide direction and oversight to response operations.
State Forestry Division (ASFD) State Land Department (ASLD)	• Develop plans and procedures for collecting and analyzing drought data for state lands • Establish and maintain liaison with the Governor's Drought Task Force and provide the Task Force with data analysis • When requested participate as a member of the SEOC Operations Section.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE	
Department of Commerce (ADOC)	• Provide representation to the Governor's Drought Task Force • Provide economic analysis of drought impact on business, industry and growth for the State.
Department of Environmental Quality (DEQ)	• Maintain responsibility for ensuring water quality and enforcing codes pertaining to location and maintenance of wells, cisterns, and other water storage facilities. • Provide a representative to the SEOC for both Policy and Operational Sections for advice and recommendations.
Department of Health Services (ADHS)	• Ensure the health and safety of Arizona residents by enforcing health codes and regulations pertaining to potable water. • Provide a representative to the SEOC Operations Section to provide technical expertise and advice.
Game and Fish Department (AZGFD)	• Monitor surface water conditions and impact on wild life and advise the Policy group regarding ecological and economic impact. • Provide a representative to the SEOC Operations Section to provide technical expertise and advise.
Water Infrastructure Finance Authority (WIFA)	• Provide financing for water, wastewater, and reclamation infrastructure. • Provide a representative of the Governing Board to provide advice and make recommendations to the SEOC Policy Section.

LOCAL/TRIBAL	
County/Local Jurisdictions	• Local government is the principal level at which response activities are applied. • Local government will assess its capabilities and needs and request necessary assistance through the county EOCs to the SEOC. • Local government will coordinate the application of response endeavors.
Tribal Nations	• Tribal governments will be afforded all State response activities as other jurisdictions upon request for support from tribal authorities. • See Tribal Relations Support Annex and the Basic Plan this SERRP for additional information.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL	
Department of Agriculture (USDA) - Farm Service Agency (FSA)	• Provides emergency programs during periods of drought to eligible producers suffering losses from drought. • Provides guaranteed and insured loans to assist family farmers, ranchers, and aquiculture operators in recovering from losses resulting from droughts. • Various government mitigation and response programs can be researched through the internet at www.usda.gov\services.html.
Department of Agriculture (USDA) - Continued - Natural Resources Conservation Service (NRCS)	• Responsible for the Emergency Watershed Protection (EWP) program, which provides technical and financial cost-share assistance to relieve imminent hazards to life and property created by drought, floods, wildfires, windstorms, earthquakes, or other natural disasters. T o Eligible sponsors must have the ability and legal authority to enter into contracts and obtain any needed land rights, water rights, and permits for the lands they are sponsoring. o Potential sponsors can be any city, county, or State government, American Indian Tribal Nation, and other watershed authority. • Provides technical assistance to the agricultural community on matters related to soil and water conservation through its normal conservation programs.
Department of Interior (DOI)	• Measures and reads stream flow data for most of the major rivers and streams of the state. • Compares current stream flow data with historical data to evaluate current conditions. • Conducts surface water investigations, in conjunction with state and local agencies on water supply projects and for determining water supply quality and hazardous conditions evaluations. • Maintains a database of stream flow data on a real-time basis at the local level and conducts research on hydro logic processes and the effects of climate change.
Bureau of Reclamation (BOR)	• Manages, develops, and protects water and related resources in an environmentally and economically sound manner in the interest of the American public. • Operates and maintains major water storage reservoirs in the state. • Fish and wildlife protection is also provided by the reclamation projects. • In concert with states, tribes, water users, and others, develops staged drought management contingency plans and implements effective drought management measures and activities.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL - Continued	
Department of Interior (DOI) - Bureau of Reclamation (BOR) - Continued	• Other drought related activities BOR is involved are: o Works with other federal, state, and local agencies to enhance data collection and water supply forecasting capability to improve both water supply prediction and operational effectiveness. o Reviews operating criteria, strategies, and plans for Reclamation projects to determine if changes would make projects more effective in mitigating drought impacts. o Modifies project operations to minimize drought-related impact. This includes operations that enhance water delivery to contractors but may also include actions to protect fish, wildlife, recreation, and other values. o Offers programs that assist irrigation districts in securing adequate supplies of water and installing facilities for water delivery and distribution. o Monitors and reports water supply conditions of Bureau of Reclamation projects, and projects future water supplies. o Coordinates project operations with the Bureau of Indian Affairs (BIA) irrigation districts, and other operators of diversion facilities. o Assesses the need for changes in policy to better accommodate drought problems and solutions. o Provides the public with informational and educational materials regarding water conservation. This includes water supply and forecast information for use by state and other federal agencies for drought assessment and management decision-making. o Provides information and technical assistance on drought conditions and management programs and techniques to other federal and state agencies, tribes, water users.
National Weather Service (NWS)	• Produce hydrologic forecasts, including water supply forecasts for the state. • Coordinates with the NRCS in the determination and production of water supply forecasts. • Produces short-term weather forecasts for state, collects and maintains meteorological records for weather stations around the state, including precipitation and temperature data, and produces reports that summarize state meteorological data. • Conducts climate analyses and produces weekly Palmer Drought Severity Index values and Crop Moisture Index values for states.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL - Continued	
US Army Corps of Engineers (USACE)	• Addresses drought as a part of the hydrologic spectrum in its design of projects, including environmental restoration projects. • Operates federal reservoirs controlling releases of stored water for project purposes in periods of surplus run off. • Administer the "404 Permit" section of the Federal Clean Water Act, and the Federal Rivers and Harbors Act. • Conducts regional meetings to gather public comment and respond to local concerns and problems related to USACE projects, such as flat water recreation during periods of droughts. • Responsible for constructing wells and transporting water to farmers, ranchers, and political subdivisions within areas determined to be drought-stressed by the Chief of Engineers. • Requires other applicable federal assistance authorities to be evaluated before Corps assistance is considered. • The authority for these actions is the USACE responsibility under Public law 84-99.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in the above "Roles and Responsibilities".

Administration and Logistics

As coordinating and support agency ADEM shall develop Incident Action Plans for drought response Coordinate development and implementation of drought mitigation plans.

Plan Development and Maintenance

ADEM, in collaboration with primary and supporting agencies, is responsible for the development and maintenance of this Incident Annex.

Attachments

Attachments

None

State of Arizona

Emergency Response and Recovery Plan

Nuclear/Radiological Incident Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Arizona Radiation Regulatory Agency (ARRA)
Department of Agriculture (ADA)
Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Department of Health Services (ADHS)

Support Agencies

STATE

Department of Economic Security (DES)
Department of Emergency and Military Affairs (DEMA)
- National Guard (AZNG)

Department of Environmental Quality (DEQ)
Department of Housing (ADOH)
Department of Public Safety (DPS)
Department of Transportation (ADOT)
State Land Department (ASLD)

LOCAL/TRIBAL

County Emergency Management (CEM)
Tribal Emergency Management (TEM)

PRIVATE SECTOR

Arizona Public Service (APS)
- Palo Verde Nuclear Generating Station (PVNGS)

FEDERAL

Federal Emergency Management Agency (FEMA)
U.S. Department of Defense (DoD)
U.S. Department of Energy (DOE)
Environmental Protection Agency (EPA)
Nuclear Regulatory Agency (NRC)

Introduction

Purpose

The Nuclear/Radiological Incident Annex (NRI) to the State of Arizona Emergency Response and Recovery Plan (SERRP) provides an organized and integrated capability for a timely, coordinated response by State agencies to terrorist incidents, or accidents involving nuclear or radioactive materials that may or may not rise to the level of an incident of statewide or national significance.

The U.S. Department of Homeland Security (USDHS) is responsible for overall coordination of all actual and potential Incidents of National Significance, including terrorist incidents involving nuclear materials.

This annex describes how the coordinating agencies and cooperating agencies support the State's overall coordination of the response to a nuclear/ radiological incident. In addition, this annex describes how the coordinating agencies lead the response to incidents of lesser severity.

- Nuclear/radiological incidents of "lesser severity" are considered below the threshold of a Federal Incident of National Significance; and, as determined by the U.S. Department of Homeland Security (DHS) to be below the classification of "General Emergency" as defined by the participating regulatory agency (e.g., Department of Energy (DOE) or Nuclear Regulatory Agency Commission (NRC).

Incidents that this annex addresses include acts of terrorism involving nuclear or radioactive materials such as a Radiological Dispersion Device (RRD) (a.k.a. Dirty Bomb), Nuclear Weapon Device (NWD) or against the Palo Verde Nuclear Generating Station (PVNGS) which will immediately cause a declaration of a Federal Incident of National Significance.

Scope

A nuclear/radiological incident, as defined in the SERRP, applies to incidents including sabotage and terrorist that involves the release or potential release of radioactive materials. These incidents can present an actual or perceived hazard to public health, safety, and/or the environment. In situations where threat analysis includes indications that a terrorist incident involving radiological materials could occur, actions are coordinated in accordance with the pre-incident prevention protocols set forth in the National Response Framework (NRF) Base Plan.

This includes:

- Terrorist use of Radiological Dispersion Device (RDD) or Nuclear Weapon Device (NWD).
- Commercial reactor plant accidents.
- Lost radioactive material sources.
- Transportation accidents involving nuclear/radioactive material.

The level of State response to a specific incident is based on numerous factors, including the:

- Ability of local, county and tribal officials to respond.
- Type and/or amount of radioactive material involved.
- Extent of the impact on the public and the environment.
- Size of the affected area

Introduction - Continued

Scope - Continued

This Annex:

- Provides planning guidance and outlines the operational concepts for the State response to any nuclear/radiological incident that has actual, potential, or perceived radiological consequences within the State and that requires a State response.
- Acknowledges several specific incidents that have been identified as potential risks to the State and may require a State response. (See incident specific Appendices attached)
- Describes State policies and planning considerations on which this annex and State agency-specific nuclear/radiological plans are based.
- Specifies the roles and responsibilities of State agencies for preventing, preparing for, responding to and recovering from nuclear/radiological incidents.
- Includes guidelines for notification, coordination, and leadership of State activities, and coordination of public information, and elected official relations at all levels within and/or representing the State.
- Provides protocols for coordinating State and Federal government capabilities to respond to radiological incidents including but not limited to:
  - The Arizona Radiation Regulatory Agency (ARRA), Department of Agriculture (ADA), Department of Health Services (ADHS), Arizona Counter Terrorism Information Center (ACTIC), and the Department of Public Safety (ADPS).
  - The Federal Radiological Monitoring and Assessment Center (FRMAC), Interagency Modeling and Atmospheric Assessment Center (IMAAC), and Advisory Team for Environment, Food, and Health (a.k.a. “the Advisory Team”).

Policies

- The Arizona Division of Emergency Management (ADEM) coordinates via the State Emergency Operations Center (SEOC) the overall State response to radiological incidents of statewide or national significance in accordance with ARS §26-303 and the SERRP. In the SERRP Basic Plan, Figures 1-4, Structure for SERRP Coordination, illustrates the organizational framework that the State utilizes to respond to incidents.
- The NRI Annex strategy is consistent with the SERRP, the NRF and the National Incident Management System (NIMS) protocols and Incident Command System (ICS) conventions.
- As a direct result of NRI Annex activation, standard procedures outlined in the SERRP regarding requests for assistance may be expedited or, under extreme circumstances, temporarily suspended in the immediate aftermath of an incident of catastrophic magnitude, pursuant to existing law;
- The concept of operations described in this annex recognizes and addresses the unique challenges associated with and the need for specialized technical expertise/actions when responding to RDD/IND incidents with potentially catastrophic consequences.

Policies - Continued

- The Arizona Radiological Radiation Agency (ARRA), as the overall primary agency for nuclear or radiological incidents statewide is supported by coordinating (governmental) agencies and cooperating (private sector/non-governmental organizations) agencies.
  - Coordinating agencies (State, Federal and private-sector) have specific nuclear/radiological technical expertise and assets for responding to the unique characteristics of these types of incidents.
  - Coordinating agencies facilitate the nuclear/ radiological aspects of the response in support of ARRA. For any given incident, the coordinating agency is the agency that owns, has custody of, authorizes, regulates, or is otherwise designated responsibility for the nuclear/ radioactive material, facility, or activity involved in the incident.
  - The coordinating agency may be represented in the SEOC Technical Operations Center (TOC) and other response centers and entities, as appropriate for the specific incident.
  - Coordinating and cooperating agencies may use the structure of the SERRP to carry out their response duties, or any other structure consistent with the NIMS capable of providing the required support to the affected county, local, or tribal government.
- All Federal nuclear/radiological assistance capabilities outlined in this annex are available to support the State response to a terrorist threat, whether or not the threat develops into an actual incident.
- The U.S. Attorney General, generally acting through the Federal Bureau of Investigation (FBI), has lead responsibility for criminal investigations of terrorist acts or terrorist threats and for coordinating activities of other members of the law enforcement community to detect, prevent, preempt, investigate, and disrupt terrorist attacks against the United States, including incidents involving nuclear/radioactive materials, in accordance with the following:
  - The Atomic Energy Act directs the FBI to investigate all alleged or suspected criminal violations of the act.
  - The FBI legally is responsible for locating any illegally diverted nuclear weapon, device, or material and for restoring nuclear facilities to their rightful custodians.
  - In all cases, the FBI manages and directs the law enforcement and intelligence aspects of the response, while coordinating its activities with appropriate Federal, State, county, local, and tribal governments within the framework of this annex, and/or as provided for in established interagency agreements or plans. Further details regarding the FBI response are outlined in the Terrorism Incident Law Enforcement and Investigation Annex.
- Typically, for nuclear facilities and materials in transit, the designated coordinating agency and cooperating agencies perform the functions delineated in this annex and provide technical support and assistance to the FBI in the performance of its law enforcement and criminal investigative mission. Those agencies supporting the FBI additionally coordinate and manage the technical portion of the response and activate/request assistance under this annex for measures to protect the public health and safety.
- County, local, and tribal governments primarily are responsible for determining and implementing measures to protect life, property, and the environment in those areas outside the facility boundary or incident location. This does not, however, relieve nuclear/radiological facility or material owners/operators from any applicable legal obligations.

Policies - Continued

- The owner/operator of a nuclear/radiological facility primarily is responsible for:
  - Mitigating the consequences of an incident.
  - Providing notification and appropriate protective action recommendations to State, county, local, and/or tribal government officials.
  - Minimizing the radiological hazard to the public.
  - Actions within the facility boundary.
  - May also have responsibilities for response and recovery activities outside the facility boundary under applicable legal obligations (e.g., contractual; licensee; Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA)).
- County, local, and tribal governments, State departments/agencies and owners/operators of nuclear/radiological facilities or activities may request assistance directly from USDHS, other Federal agencies, and/or intra-state governments with which they have preexisting arrangements or relationships.
- Response to nuclear/radiological incidents affecting land owned by the Federal Government is coordinated with the agency responsible for managing that land to ensure that incident management activities are consistent with Federal statutes governing use and occupancy.
- In the case of tribal lands, tribal governments have a special relationship with the U.S. Government, and State, county, and local governments may have limited or no authority on specific tribal reservations. Further guidance is provided in the Tribal Relations Support Annex.
- Participating agencies may take appropriate independent emergency actions within the limits of their own statutory authority to protect the public, mitigate immediate hazards, and gather information concerning the emergency to avoid delay.
- County, local, and tribal governments and State departments/agencies are encouraged to coordinate their efforts with the Federal (if functional) effort, but maintain their own logistical support, consistent with applicable authorities, requirements, and SEOC coordination.
- State, county and local departments and agencies are not reimbursed for activities conducted under their own authorities unless other agreements or reimbursement mechanisms exist (e.g., Stafford Act, gubernatorial or Presidential-declared emergency/disaster).
- For radiological incidents involving a nuclear weapon, special nuclear material, and/or classified components, the agency with custody of the material (the U.S. Department of Defense (DOD), the U.S. Department of Energy (USDOE), or the National Aeronautics and Space Administration (NASA)) may establish a National Defense Area (NDA) or National Security Area (NSA).
  - NDAs and NSAs are established to safeguard classified information and/or restricted data, or equipment and material.
  - Place non-Federal lands under Federal control for the duration of the incident.
  - In the event radioactive contamination occurs, Federal officials coordinate with State and local officials to ensure appropriate public health and safety actions are taken outside the NDA or NSA.
- Nothing in this annex alters or impedes the ability of State departments and agencies to carry out their specific authorities and perform their responsibilities under State law.

Planning Assumptions

- Radiological incidents may not be immediately recognized as such until the radioactive material is detected or the effects of radiation exposure are manifested in the population.
- An act of radiological terrorism, particularly an act directed against a large population center within the State, will have major consequences that can overwhelm the capabilities of county, local, and/or tribal governments to respond and may seriously challenge existing State response capabilities.
- A radiological incident may include chemical or biological contaminants, which may require concurrent implementation of the HazMat – LEPC, ADHS, DEQ, ADC-Energy Office and other response plans and procedures.
- An incident involving the potential release of radioactivity may require immediate implementation of protective measures.
- An expeditious State response is required to mitigate the consequences of the nuclear/radiological incident. that result in significant impacts likely to trigger implementation of the SERRP Catastrophic Incident Annex.
- The State response to radiological terrorist threats/incidents also includes the following assumptions:
  - If appropriate personal protective equipment and capabilities are not available and the area is contaminated by radioactive material, response actions in a contaminated area may be delayed until the material has dissipated to a safe level for emergency response personnel or until appropriate personal protective equipment and capabilities arrive, whichever is sooner.
  - The response to a radiological threat or actual incident requires an integrated State and possible Federal government response.
  - In the case of a radiological terrorist attack, the effect may be temporarily and geographically dispersed, requiring response operations to be conducted over a multi-jurisdictional region.
  - A radiological terrorist incident may affect a single location, or multiple locations, each of which may require an incident response and a crime scene investigation simultaneously
- Some nuclear/radiological incidents:
  - Will be Incidents of National Significance. These factors drive the urgency for coordinated statewide planning to ensure accelerated Federal/national assistance.
  - May occur with little or no warning (terrorist incident, transportation accident); or, it can be a developing event (i.e. an evolving incident at nuclear power generating station, etc.)
  - Have long-term impacts within the incident area as well as, to a lesser extent, on the State.
  - Call for extraordinary initiatives, which may include the formal response and/or incident command responsibilities being assumed by other than the State, at least initially (See State of Arizona Continuity of Government Plan). Should such extraordinary initiatives be implemented they would remain in effect until either the State, county and/or local jurisdiction is capable of reassuming these responsibilities.
  - Result in large numbers of casualties and/or displaced persons, possibly in the hundreds of thousands.
  - May cause significant disruption of the area's critical infrastructure, such as energy, transportation, telecommunications, public health and medical systems, and water and waste water.

Planning Assumptions - Continued

- Some nuclear/radiological incidents: - Continued
  - May likely cause large numbers of people to be left temporarily or permanently homeless and require prolonged temporary housing.
  - Produce environmental impacts (e.g. radiological contamination) that severely challenge the ability and capacity of governments and communities to achieve a timely recovery.
  - Have unique dimensions/characteristics requiring that response plans/strategies be flexible enough to effectively address rapidly emerging needs and requirements.
  - Require Federal resources and/or national mutual aid (e.g., EMAC) to augment the overwhelmed State response efforts, the SERRP-NRI Annex recognizes the protocols to rapidly request the required Federal actions and resources essential to saving lives and containing incidents.
  - Require mobilizing and deploying assets before they are requested via normal SERRP protocols.
  - Cause a detailed and credible common operating picture to not be achievable for 24 to 48 hours (or longer) after the incident.
  - Cause large-scale evacuations, organized and/or self-directed, to occur (More people initially are likely to flee and seek shelter for attacks involving radiological or nuclear agents than for natural events).
- The health-related implications of a radiological/nuclear incident aggravate attempts to implement a coordinated evacuation management strategy.
- If the incident is the result of terrorism, the Homeland Security Advisory System (HSAS) level likely may be raised. Elevation of the HSAS level carries additional security enhancements that may affect the availability of certain response resources.

Concept of Operations

General

This concept of operations is applicable to potential and actual radiological incidents of statewide or national significance and other radiological incidents of lesser severity, requiring ADEM coordination utilizing the protocols delineated in this annex.

In the case of nuclear/radiological incident, it is expected that the State government and/or other ESF/Incident Annex stakeholders may be expected to provide expedited assistance in one or more of the following areas

Emergency Management (ESF #5)

- The ability of local and/or state responders to initiate and/or sustain incident command may be a realistic issue depending on the nature of the incident.
- The next higher level of government capable of initiating and sustaining command and control must be able to do so as quickly as possible to address specific life-saving and protection services until incident management can be returned to the lowest level possible.

Concept of Operations - Continued

General

Mass Care, Housing, and Human Care (ESF #6).

- The ability to provide mass care (food, clothing, temporary shelter and water,) to a large, displaced, and potentially contaminated victim and evacuee population numbering in the tens of thousands.
- Evacuee and refugee points and shelters.

Urban Search and Rescue. (ESF #9)

- If the incident involves collapsed structures search and rescue resources are likely to be extremely limited.
- If operations are required in areas of contamination, the availability of properly trained and equipped resources will be further reduced.

Decontamination (ESF #8 and #10)

- A radiological/nuclear incident may involve contamination, and will require first responders and reception center receivers to:
  - Organize,
  - Support,
  - Conduct mass decontamination of casualties (including animals), evacuees, vehicles, and facilities, and
  - Monitor both air quality and for contamination among members of the public.
- Given the potentially immense numbers of casualties, evacuees, vehicles, and facilities resulting from such an incident, decontamination requirements will immediately overwhelm county capabilities.

Health and Medical Support (ESF #8)

- There may be significant issues relating to:
  - Environmental health needs,
  - Public health needs, including
    - Mental health services
    - Contaminated food products in stores and homes may pose increased risk for the public.
    - Depending upon the type event, (i.e., Nuclear detonation versus RDD) it may be a mass fatality incident.
  - Extenuating medical support may be required, including:
    - Additional medical surge facilities.
    - Victim collection and evacuation points.
    - Support for field operations and emergency responders.
    - Any contamination dimension will increase the requirement for additional technical assistance.
    - External monitoring and decontamination of possibly affected victims are accomplished locally and are the responsibility of County, local, and tribal governments.

Concept of Operations - Continued

General - Continued

Health and Medical Support (ESF #8)-Continued

- The situation will quickly tax the county public health and medical infrastructure, including:
  - Organically available supplies of preventive and therapeutic pharmaceuticals and treatments.
  - There may be insufficient numbers of qualified medical personnel to administer available treatment to both the affected and adjacent populations.
- Timely provision of treatment may be able to:
  - Prevent patients from increased risk of acute radiation sickness through the use of proper radiation dosage diagnosis and treatment.
  - Reduce the impact of disease among those already exposed.
- The number of dead, injured, and exposed may number in the thousands and immediately overwhelm county:
  - Transportation capabilities and infrastructure.
  - The bed capacity of healthcare facilities.

Communications (ESF #2)

- The ability to communicate is essential to providing efficient and timely response.
- The ability to re-establish lost communications within the impacted area as quickly as possible.

Public Safety and Security (ESF #13)

- The ability to provide for public order and security for an incident of this nature is essential.
- It is recognized that local and/or state responders will need supplemental assets that can assist in restoring public order as well as providing security for a multitude of issues.

Emergency Public Information (Appendix to External Affairs (ESF #15))

- A catastrophic mass victim/mass evacuation incident resulting from an act of terrorism may terrify the population, both in the incident area and statewide.
- County government(s) may be:
  - Overwhelmed by the scope and dimensions of the event;
  - Unable to provide quick, positive, continuous, consistent, clear public information and guidance to the affected and other populations;
- State government must be prepared to immediately provide timely, clear and coherent messages of guidance and direction.

Concept of Operations - Continued

Preparedness

Palo Verde Nuclear Generating Station

ADEM under A.R.S. §26-305.01 is designated the lead agency and has the overall and primary responsibility for development of the Arizona Offsite Emergency Response Plan for Palo Verde Nuclear Generation Station to define off-site State response to an emergency caused by an incident at a commercial nuclear generating station.

Other State Departments and Agencies having possible planning, preparedness or statutory authority over different aspects of these types of materials include but may not be limited to:

- Arizona Radiation Regulatory Agency (ARRA)
- Department of Agriculture (DAG)
- Department of Health Services (DHS)
- Department of Public Safety (DPS)
- Department of Transportation (DOT)
- Department of Emergency and Military Affairs (DEMA)
- Department of Commerce (DOC)
- Arizona Corporation Commission (ACC)
- Department of Environmental Quality (DEQ)

The development of site-specific nuclear/radiological incident response plans that include the pre-identification of projected casualty and mass care support requirements and potentially available facilities to expand the response architecture and accelerate the availability of such resources;

Actions

Local Emergency Response

- Responsibility for immediate response to an incident typically rests with local/tribal authorities and first responders, as augmented by inter-jurisdictional mutual aid and, when requested, the county then the State as described in the SERRP.

Concept of Operations - Continued

Actions - Continued

State Emergency Response

Due to the nature of this incident annex, it is conceivable that an event(s) could be of such a magnitude that it requires activation of the State's Catastrophic Incident Annex (SERRP-CAT). The SERRP-CAT shall collaborate with this annex until such time as the incident(s) response activities dictate a resumption of non-catastrophic response.

Upon notification, ADEM, acting as the coordinating agency for the State's response efforts via the SEOC maintains the responsibility to:

- Determine the level of the incident in collaboration with ARRA and other pertinent agencies.
- Make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency/Disaster and the activation of this Nuclear/Radiological Incident Annex.
- Commence coordination of immediate response as dictated by the incident and outstanding requests for support.

In accordance with SERRP provisions for proactive State response to nuclear/radiological incidents, the SERRP-NRI Annex employs an expedited approach to the provision of State resources to save lives, protect property and critical infrastructure, and contain the incident.

SERRP-NRI actions that State Government takes in response to a nuclear/radiological incident include:

- All State departments, agencies, non-impacted political subdivisions, and other SERRP stakeholders initiate actions to mobilize resources for potential immediate deployment as planned for in the SERRP-NRI.
- All State departments, agencies, and organizations (e.g., the American Red Cross) assigned primary or supporting ESF and/or Incident Annex responsibilities immediately begin implementation of those responsibilities, as appropriate or when directed by the Governor.
- Incident-specific resources and capabilities (e.g., medical teams, search and rescue teams, equipment, transportable shelters, preventive and therapeutic pharmaceutical caches, etc.) are activated and prepare for deployment to a State/Federal mobilization center or staging area near the incident site.
- The development of site-specific nuclear/radiological incident response strategies that include the pre-identification of incident-specific critical resource requirements and corresponding deployment/employment strategies to accelerate the timely provision of critically skilled resources and capabilities;
- State, county and private-sector (e.g., hospitals) facilities are activated and prepared to receive and treat casualties from the incident area.
- State facilities are directed to reprioritize services (in some cases reducing or postponing certain customary services) until life-saving activities are concluded.
- Supplementary and prudent support agreements with the private sector are activated.
- Given the potentially projected high demand for State/Federal augmentation support, as well as the potential national security implications of a nuclear/radiological incident, State departments and agencies may be requested to redirect efforts from their day-to-day responsibilities to support the response effort.

Roles and Responsibilities

Coordination Agency	Functions
Department of Emergency and Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Establishes that a nuclear/radiological incident has occurred and requests activation of the SERRP-NRIA from the Governor. • Notify all stakeholders of the activation of the SERRP-NRIA. • Coordinate with Primary Agency (ARRA) to develop a rapid assessment of the incident and determine appropriate recommended protective actions, if applicable. • Coordinate with county and/or tribal jurisdiction(s) to provide technical assistance and potential recommended protective actions to them. • Coordinate State assistance to County and/or tribal jurisdictions, as requested, using the normal ESF system or the Catastrophic Incident Annex (CIA) (if the situation dictates). • Coordinate Joint Information System (JIS) between county, local, tribal, volunteer agencies, private sector, and Federal government to ensure timely, accurate and consistent public information is being disseminated. • Coordinate the State and Federal (if required) response and recovery efforts and request for Presidential Declaration if applicable. • Coordinate short and/or long term recovery efforts with county, local, and/or tribal jurisdictions to ensure appropriate federal reimbursement (when applicable).

Primary Agency	Functions
STATE	
Arizona Radiation and Regulatory Agency (ARRA)	• Provide representative/liaison to SEOC as requested. • Provide initial and ongoing monitoring/assessment of radiation issues and recommend potential protective actions. • Interface as the State's nuclear/radiological technical liaison with responding Federal Departments and Agencies. • Provide input into State's short and long term recovery plans.

Roles and Responsibilities – Continued

Support Agencies	Functions
STATE	
Department of Public Safety (DPS)	• Provides staffing to the SEOC to support Nuclear/Radiological Incident Annex function when requested in accordance with ESF#5. • Coordinates for road blocks on state and federal highways. • Provides traffic control assistance. • Provides supplementary departmental transportation assets (e.g., fixed-wing, rotary aircraft and all-terrain vehicles). • Provides transportation support resources (e.g., mechanics, pilots). • Coordinate and disseminate pre-incident intelligence (through the ACTIC) to appropriate stakeholders as to potential threats and targets as protocol and information requirements allow. • Interface as the State's liaison with Federal law enforcement departments and agencies in relationship to intentional nuclear/radiological incident(s) and threat(s). • Provide technical assistance to the county and/or tribal jurisdictions through the deployment of DPS HazMat unit and Terrorism Liaison Officer Program (if requested).
Department of Emergency and Military Affairs (DEMA) - National Guard (AZNG)	• Provide representative/liaison to SEOC as requested. • Provide technical and medical assistance through the deployment of Civil Support Team(s) (if requested). • Interface as the State's liaison with Federal Department of Defense (DOD) in response to an incident of this type (if required).
Other State Departments/Agencies	• Provide representative/liaison to SEOC as requested. • Provide assistance as requested within their available resources and expertise.

LOCAL/TRIBAL	
County Emergency Management (CEM) Tribal Emergency Management (TEM)	• If possible, activate EOC and establish communication links with the SEOC. • Coordinate requests for State and/or Federal technical and resource assistance to the SEOC. • Participate in the Joint Information System (JIS) with the State and Federal Government. • Coordinate with State and Federal government on recovery issues.

Roles and Responsibilities - Continued

Federal Government

Because the Federal government has an intimate role in the rules, regulations and laws involving many of the aspects of the materials, facilities and devices involving nuclear or radiation, it will have a role in almost any incident of this nature.

Incidents involving nuclear or radiological materials, facilities, or devices will either receive a classification of an Incident of National Significance or of lesser severity. In cases of an Incident of National Significance, the Federal Department of Homeland Security (DHS) will have overall responsibility for the Federal response and recovery. In cases of Incidents of National Significance the coordinating agency listed in the table below will support DHS with technical expertise and in the response for those with a classification of lesser severity; the coordinating agency will hold overall responsibility for Federal response and recovery efforts.

Type of Incident	Coordinating Agency
Radiological terrorism incidents (e.g. RRD/NWD) or radiological exposure device):	
Material or facilities owned or operated by DOD or DOE	(1) DOD or DOE
Material or facilities licensed by NRC or Agreement State	(2) NRC
All others	(3) DOE
Nuclear facilities:	
Owned or operated by DOD or DOE	(1) DOD or DOE
Licensed by NRC or Agreement State	(2) NRC
Not licensed, owned, or operated by a Federal agency or an Agreement State, or currently or formerly licensed facilities for which the owner/operator is not financially viable or is otherwise unable to respond.	(3) EPA
Transportation of radioactive materials:	
Materials shipped by or for DOD or DOE	(1) DOD or DOE
Shipment by NRC or Agreement State-licensed materials	(2) NRC
Shipment of materials in certain areas of the coastal zone that are not licensed or owned by a Federal agency or Agreement State	(3) DHS/USCG
All others	(4) EPA
Space vehicles containing radioactive materials:	
Managed by NASA or DOD	(1) NASA or DOD
Not managed by DOD or NASA impacting certain areas of costal zone	(2) DHS.USCG
All others	(3) EPA
Foreign, unknown or unlicensed material:	
Incidents involving foreign or unknown sources of radioactive material in certain areas of the coastal zone	(1) DHS.USCG
All others	(2) EPA
Nuclear Weapons accident/incident (based on custody at time of event)	DOD or DOE
Other types of incidents not otherwise addressed above	DHS designates

Roles and Responsibilities - Continued

Federal Government - Continued

The agencies in the chart on the previous page will also provide technical support to the FBI which has lead responsibility for criminal investigations of terrorist acts or threats. The FBI also is responsible for coordinating activities of other members of the law enforcement community to detect, prevent, preempt, investigate and disrupt terrorist attacks against the United States.

In the case of radiological terrorism incidents in the chart on the previous page, incidents involving # (3) All other incidents of this type, DOE will be the coordinating agency but will transition that role to the Environmental Protection Agency (EPA) for environmental cleanup and site restoration at a mutually agreeable time, and after consultation with State, county/local, and/or tribal governments, the cooperating Federal agencies and the Joint Field Office (JFO) Coordination Group.

The Federal Response Functions for nuclear/radiological incidents will include and be coordinate by the coordinating agency designation by the classification of the incident.

- Coordinate actions of Federal agencies related to overall response.
- Coordinate Federal activities related to response and recovery of the radiological aspects of the incident.
- Coordinate incident security.
- Ensure coordination of technical data (collection, analysis, storage, and dissemination).
- Ensure Federal protective action recommendations are developed and provide advice and assistance to State, county/local, and Tribal governments.
- Coordinate release of Federal information to the public.
- Coordinate release of Federal information to Congress.
- Keep the White House informed on all aspects of an incident.
- Ensure coordination of demobilization of Federal assets.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in the above "Roles and Responsibilities".

Plan Development and Maintenance

ADEM, in coordination with ARRA and other primary departments/agencies will review and revise this Nuclear/Radiological Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Annex and its associated Appendices.

Attachments and Appendices

Attachments

None

Appendices

Radiological Dispersal Device (RDD) Appendix

Nuclear Weapon Device (NWD) Appendix

Palo Verde Nuclear Generating Station (PVNGS) Appendix

State of Arizona

Emergency Response and Recovery Plan

Nuclear/Radiological Incident Annex

Radiological Dispersal Device (RDD) Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Department of Health Services (ADHS)

Department of Public Safety (DPS)
- Arizona Counter-Terrorism Intelligence Center (ACTIC)

FEDERAL

Federal Bureau of Investigation (FBI)

Support Agencies

STATE

Department of Environmental Quality (DEQ)

Department of Homeland Security (ADOHS)

Arizona Radiation Regulatory Agency (ARRA)

Arizona Emergency Response Commission (AZSERC)

Other Federal, State, Local, Tribal, Voluntary and Private Sector as required.

Introduction

Purpose

The purpose of this Radiological Dispersal Device (RDD) Appendix (a.k.a. Dirty Bomb) to the Nuclear / Radiological Incident Annex is to describe the State's assessment of the hazard, risk and vulnerability of such a device. Although it is conceivable that this type of device could be used and/or accidentally detonated anywhere in the State, the mostly likely target area(s) would be Phoenix and Tucson. In addition, this appendix identifies the possible consequences of such an event, as well as the anticipated State response should such an event of this nature take place. It is important to understand that an incident of this nature could involve more then one such device (either exploded or unexploded) or the possibility of additional explosive devices (not necessarily containing radiological material) but designed to terrorize the general population into a mass panic and potential self directed evacuation of either/or the metropolitan Phoenix and/or Tucson areas or as a secondary device(s) to diminish the responder capabilities of the impacted area(s).

Introduction - Continued

Description of Hazard

This type of device is designed more as a fear invoking type device, with limited physical damage capabilities. However; it is projected that due to the nature of this type of device it could easily surpass the estimated $11 billion recovery costs associated with the 9/11 attacks. In addition, it depending on the area of detonation it could disrupt the operation of many key elements of society extending it impact on the population of the impacted area, the State and possibly nationwide.

Many often confuse this type of device with its more potent cousin the Nuclear Weapon Device (NWD). Although both have a radiological component, the RDD is really a typical explosive type device that has been enhanced with some type of radiological material. The main damage from this type of device is primarily from the explosion itself. The radiological portion is normally designed to add a potential additional element through the contamination of the surrounding area and the possible contamination of living creatures through direct exposure (inhalation, ingestion, or through open wounds) and/or the spread of potential contamination by the wind or those who have it on their person.

Although this device can be delivered in a variety of ways, one of the most anticipated scenarios would be inside a vehicle of some type (i.e. car, truck, bus, train, aircraft, etc.). Because of this, the device will be limited in its damage capabilities by the size of the vehicle, placement of the vehicle, explosive power of the explosive material used, and the specific radiological material(s) used with the device. A potentially more contaminating delivery option would be to explode the device in the air, possibly within an aircraft of some type. In this type of incident unless the device was used as guided missile into a structure the probability of casualties from the explosion itself would be substantially reduced, however there would be a much wider dispersion of the radiological material.

Casualties will be the highest closest to the source of the explosion and diminish as the distance increases from ground zero. Those injured and uninjured within the immediate vicinity and not protected in some type of structure or vehicle, stand the chance of being exposed to contamination from the radiological portion of the device. It is imperative that first responders have the capability to quickly identify the presence of the potential radiological contamination to ensure that they can appropriately respond and mitigate further casualties due to the secondary effects of this type of device exposure to not only the victims in the area but themselves.

Risk and Vulnerability

Risk: High

Of the Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) types of Weapons of Mass Destruction, this type of device is considered to be one of the easiest to obtain and deliver. Because this device can use readily available and common explosive materials, the most difficult part of constructing such a device is the ability to obtain a sufficient quantity of radiological material.

Unfortunately, due to the nature of this device it can use just about any type of radiological material. Much of this material is available in our everyday environment; however the vast majority of this type of material is of a low grade and thus can dramatically reduce the potential effective radiation/contamination factor.

Vulnerability: Moderate

The State's vulnerability is considered to be moderate, in that its major metropolitan areas have a relatively low population density compared to such potential targets as New York, Los Angles and Chicago. In addition, these areas lack many of the characteristics that terrorists seek. However; due to the fact that the State is the site of some significant potential special events from time to time (i.e. heavy concentration of baseball spring training teams, the Super Bowl as well as several college bowl games), its international border issues, a number of military bases, and a robust defense manufacturing capability elevates the vulnerability level.

Introduction - Continued

Risk and Vulnerability - Continued

In addition, because of the State's large mining and construction industries it may have a larger potential to secure the necessary explosives need for such a device. This device can use readily available and common explosive materials; the most difficult part of constructing such a device is the ability to obtain a sufficient quantity of radiological material.

Unfortunately, due to the nature of this device it can use just about any type of radiological material. Much of this material is available in our everyday environment; however the vast majority of this type of material is of a low grade and thus can dramatically reduce the potential effective radiation contamination factor.

Although one of the easier methods of terrorism, it still requires the acquisition of a relatively highly regulated component which is the radiological portion. Since, 9/11 law enforcement and other governmental units charged with the control of such material have been on a high state of alert.

Potential Impact

Population: High

The impact on the population could be potentially high. Not because of the direct effect of the device itself but because of the potential for panic by the general population. This could include a large percentage of the population who either seeks medical or non-contamination confirmation, as well as those who will immediately start to self evacuate from the area in response to the fear of further attacks are possible or in response to the fear of the radiological element of the attack.

Responders: High

The impact on the initial first responders could be potentially high, should they not recognize the possibility of contamination quickly. However; if they approach the scene wearing standard level "C" PPE or fire fighter turnout gear and have the appropriate respiratory protection on, they can substantially diminish their risk of becoming a victim. However; they should also have some type of device that can give them rapid identification of a potential radiological exposure device and that provide exposure assessment, to reduce their risk of adverse effects. The key here will be the rapid recognition of the hazard and appropriate actions regarding exposure and decontamination.

Infrastructure: Moderate

The impact on infrastructure will depend mainly on the placement of the device and the power of the explosive material used. Impact to structures and other key infrastructure (i.e. utilities, roads, etc.) from the blast itself maybe minimal or could be severe in the immediate area around ground zero. In addition, collateral damage such as broken windows could extend for some distance from ground zero. This would create a potential contamination hazard to substantially more buildings and/or their occupants. In addition, contamination to infrastructure could require a long term recovery effort as infrastructure may have to decontaminated and/or removed and rebuilt.

Policies

Being a Terrorism act would immediately elevate this incident to one of Federal concern. As such the State would anticipate immediate Federal Response even if the incident does not generate a need for State resources or declaration of a State emergency/disaster. (See the Terrorism Incident Annex for further description of the response to this type of Incident.)

Planning Assumptions

Assumptions

- An incident of this nature will require an immediate Federal Response.
- The need for immediate coordinated Joint Public Information operations is essential.
- The need for immediate behavioral health assets will be high.
- If the Emergency Alert System or media are used to disseminate warning information, care must be given to ensure that the warning message is worded in such a way that the public takes the action requested but does not panic.
- Public officials and responders may not have the expertise necessary to prepare and release accurate warning information for many unplanned incidents.
- Accurate dissemination of warning information, including personal protection information, may mean the difference between life and death. Experts must have a hand in developing warning information.
- Critical State departments/agencies will ensure that important information about agents or self-protection is not inadvertently left out of a warning statement through preparing Emergency Alert System (EAS) warnings, public service announcements (PSAs), and other such statements in advance.

Concept of Operations

Potential State Resource Requests

An incident of this type could cause the potential of need for State resources in support of local, county and/or tribal resources in the following but not limited to these areas. The resource requests would be responded to by the normal SERRP Emergency Support Functions process.

- A large surge in the demand for emergency medical assistance on scene or in a hospital setting. (Demands could be huge as individuals surge to hospital emergency departments to confirm they have not been exposed to the radiation contamination) (see ESF #8)
- A surge in the need for Behavioral Health response (see ESF #8)
- The need for urban search and rescue assets (See ESF #9)
- Depending on the circumstances (i.e. location, time and day of week, size of explosion, amount and type of radiological material) could create a huge surge for decontamination capabilities on scene, as well as, at medical facilities as individuals self deploy to hospitals. (see ESF #10)
- The possibility of large scale evacuation (either self directed or ordered) (see Mass Evacuation Incident Appendix to Catastrophic Incident Annex if incident occurs in Phoenix or Tucson metropolitan area)
- Law enforcement resources to secure impacted area, direct traffic, enhance security at other sites that might be potential targets, and support the investigation. (see ESF #13)
- Possible surge in fatalities that will overwhelm the medical examiner's office in the impacted area(s). This may not be just to determine cause but possibly for forensic identification. (see Mass Fatalities Incident Appendix to Catastrophic Incident Annex)

Concept of Operation - Continued

Potential State Resource Requests - Continued

- The need for coordinated Emergency Public Information operation. This to include all levels of government and potential public education as to the nature of the incident, and potential protective actions that individuals might need to implement. (See ESF #15 Emergency Public Information Appendix)
- The need to request a Presidential Declaration (Stafford Act) emergency/disaster, to assist in the cost of the response and recovery. (See SERRP Basic Plan)
- Possible technical assistance to first responders/recovery personnel on response, personal protective actions and recovery. (See ESF #10)

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State department, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will review and revise this Radiological Dispersal Device (RDD) Appendix to the Nuclear / Radiological Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

Attachments

Attachments

None

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State of Arizona

Emergency Response and Recovery Plan
Nuclear/Radiological Incident Annex
Nuclear Weapon Device (NWD) Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Arizona Counter-Terrorism Intelligence Center (ACTIC)

Department of Health Services (ADHS)

Department of Public Safety (DPS)

FEDERAL

Federal Bureau of Investigation (FBI)

Support Agencies

STATE

Department of Environmental Quality (DEQ)

Department of Homeland Security (ADOHS)

Arizona Radiation Regulatory Agency (ARRA)

Arizona Emergency Response Commission (AZSERC)

Other Federal, State, County, Tribal, Voluntary and Private Sector as required

Introduction

Purpose

The purpose of this Nuclear Weapon Device (NWD) Appendix (a.k.a. A-bomb or improvised nuclear device (IND)) to the Nuclear / Radiological Incident Annex is to describe the State's assessment of the hazard, risk and vulnerability of such a device. Although it is conceivable that this type of device could be used and/or accidentally detonated anywhere in the State, the mostly likely target area(s) would be Phoenix and Tucson. In addition, this appendix identifies the possible consequences of such an event, as well as the anticipated State response should such an event of this nature take place. It is important to understand that an incident of this nature could involve more then one such device (either exploded or unexploded) or the possibility of additional explosive devices (not necessarily containing nuclear material) but designed to terrorize the general population into a mass panic and potential self directed evacuation of either/or the metropolitan Phoenix and/or Tucson areas or as a secondary device(s) to diminish the responder capabilities of the impacted area(s).

Introduction - Continued

Description of Hazard

This type of device is designed for large scale destruction with extensive physical damage capabilities. It may be confused with its less potent cousin the Radiological Dispersion Device (RRD) (a.k.a. Dirty Bomb) by some. Although both have a radiological component, the NWD is substantially different in that it requires a nuclear chain reaction for both its explosive power and its contamination factor. Because of this chain reaction requirement, the NWD is and/or can be exponentially more destructive. For example, most RDD devices have the equivalent explosive power often in the range of 1 – 100 kilotons of TNT (with 1 -10 Kilotons most often anticipated in a terrorist attack); the NWD of the suitcase variety can easily have a 1 or more kiloton capability, with smaller nuclear missile warheads of at least 15+ kiloton capability and nuclear ballistic missiles being potentially rated in megatons.

In addition to the risk of fallout (particles contaminated with radiation), this type of device emits lethal energy rays, and creates a fire/heat storm that adds to its destructive powers. Some estimates of the heat generated from even a small device explosion could be in the millions of degrees Celsius. To put that in prospective, it is estimated that the heat produced in the World Trade Center attack of 9/11 generated only around 5,000 degrees Celsius and yet that was sufficient to bring those buildings down in less then an hour. Unlike the RRD, the NWD is anticipated to create a mass casualty/fatalities, as well as severe infrastructure destruction that will immediately overwhelm any local, county or tribal jurisdiction. In addition, it is likely to overwhelm the State as well; especially should the point of detonation be within the Phoenix metropolitan area

Oklahoma City bombing consisted of ammonium nitrate fertilizer bomb, equivalent to 2.5-5 tons of TNT. The bomb dropped on Hiroshima produced a yield of approximately 15 kilotons of TNT (estimates vary), while the Nagasaki bomb had a yield of about 20 kilotons. The casualties sustained by the inhabitants of both cities were due to:

• "Flash" burns, caused directly by the almost instantaneous radiation of heat and light at the moment of the explosion.

• Burns resulting from the fires caused by the explosion.

• Mechanical injuries (blunt trauma) caused by collapse of buildings, flying debris, and forcible hurling about of persons struck by the blast pressure waves.

• Radiation injuries caused by the instantaneous penetrating radiation (in many respects similar to excessive X-ray exposure) from the nuclear explosion; all of these effective radiations occurred during the first minute after initiation of the explosion, and nearly all occurred during the first second of the explosion.

No casualties were suffered as a result of any persistent radioactivity of fission products of the bomb (commonly called radioactive fallout), or any induced radioactivity of objects near the explosion. Burns attributed to 60% of the casualties in both cities.

The most effective life-saving opportunities for response officials in the first 60 minutes following a nuclear explosion will be the decision to safely shelter people in possible fallout areas. Because of the unique nature of radiation dangers associated with a nuclear explosion, the most lives will be saved in the first 60 minutes through sheltering in place.

The four largest communities in the Phoenix Metropolitan area have a population density average of approximately 3,500 per square mile. (Phoenix, Mesa, Tempe and Glendale) (2005 population projection)

The City of Tucson has a population density of approximately 2,700 per square mile. (2005 population projection)

Risk and Vulnerability

Risk: Low to Moderate

Because this type of device contains weapons grade nuclear material, it is difficult to obtain, and the risk from this type of device is much lower then its cousin the RDD. Due to reports of the possibility devices of the suitcase size are already available on the black market or in the hands of terrorist organizations, elevate the risk significantly. In addition, with several countries already suspected of supporting terrorism and racing to develop their own nuclear weapons, one must

anticipate that the risk has the potential to continue to rise in the future.

Introduction - Continued

Risk and Vulnerability - Continued

Vulnerability: Low

This type of device is very difficult to obtain, most of the materials and devices for these types of weapons are closely monitored and heavily guarded. In addition, the high level of radiation a device of this nature contains makes it not only easier to detect but much more difficult to handle and hide.

Potential Impact

Population: High

The impact on the population will be high. Not only because of the direct effect of the device itself but because of the potential for panic by the general population. This could include a large percentage of the population who either seeks medical or non-contamination confirmation, as well as those who will immediately start to self evacuate from the area in response to the fear of further attacks are possible or in response to the fear of the radiological element of the attack.

Responders: High

The impact on the initial first responders will be high. Unlike an RDD, this type of explosion should not be mistaken for any other type of device. Because of the level of destruction to the infrastructure in the blast and heat zones there is a good possibility that many of the closest first responders will be victims of the incident. Those outside of this area may not find it possible to gain initial immediate entry to the blast zone nor should that probably be considered. The mostly likely scenario will involve the first responders establishing a perimeter around the blast zone and providing assistance and decontamination to those who are able to make their way out of the blast zone. Personal protective radiation monitoring of any individuals within the hot zone as well around the perimeter will be essential. Standard PPE will be minimally effective, if at all.

Infrastructure: High

Impact to structures and other key infrastructure (i.e. utilities, roads, etc.) from the blast itself will be severe within the blast and heat zones. In addition, with this type of device there is a very likely loss of most or all electronic devices within a substantial area of the blast due to the generation of electro magnetic pulse such a blast causes. This will severely restrict communication capabilities initially after the blast. Initial command and control will be a significant issue in the early stages of such an incident.

Planning Assumptions

Policies

Being a Terrorism act would immediately elevate this incident to one of Federal concern. As such the State would anticipate immediate Federal Response even if the incident does not generate a need for State resources or declaration of a State emergency/disaster. (See the Terrorism Incident Annex for further description of the response to this type of Incident.)

Planning Assumptions - Continued

Assumptions

- An incident of this nature will require an immediate Federal Response.
- The need for immediate coordinated Joint Public Information operations is essential.
- The need for immediate behavioral health assets will be high.
- If the Emergency Alert System or media are used to disseminate warning information, care must be given to ensure that the warning message is worded in such a way that the public takes the action requested but does not panic.
- Public officials and responders may not have the expertise necessary to prepare and release accurate warning information for many unplanned incidents.
- Accurate dissemination of warning information, including personal protection information, may mean the difference between life and death. Experts must have a hand in developing warning information.
- Critical State departments/agencies will ensure that important information about agents or self-protection is not inadvertently left out of a warning statement through preparing Emergency Alert System (EAS) warnings, public service announcements (PSAs), and other such statements in advance.

Concept of Operations

Potential State Resource Requests

An incident of this type will cause the potential of need for State resources in support of local, county and/or tribal resources in the following but not limited to these areas. The resource requests would be responded to by the normal SERRP Emergency Support Functions process.

- A large surge in the demand for emergency medical assistance on scene or in a hospital setting. (Demands could be huge as individuals surge to hospital emergency departments to confirm they have not been exposed to the radiation contamination) (see ESF #8)
- A surge in the need for Behavioral Health response (see ESF #8)
- The need for urban search and rescue assets (See ESF #9)
- Depending on the circumstances (i.e. location, time and day of week, size of explosion, amount and type of radiological material) will create a huge surge for decontamination capabilities on scene, as well as, at medical facilities as individuals self deploy to hospitals. (see ESF #10)
- The possibility of large scale evacuation (either self directed or ordered) (see Mass Evacuation Incident Appendix to Catastrophic Incident Annex if incident occurs in Phoenix or Tucson metropolitan area)
- Law enforcement resources to secure impacted area, direct traffic, enhance security at other sites that might be potential targets, and support the investigation. (see ESF #13)
- Possible surge in fatalities that will overwhelm the medical examiner's office in the impacted area(s). This may not be just to determine cause but possibly for forensic identification. (see Mass Fatalities Incident Appendix to Catastrophic Incident Annex)

Concept of Operations - Continued

Potential State Resource Requests - Continued

- The need for coordinated Emergency Public Information operation. This to include all levels of government and potential public education as to the nature of the incident, and potential protective actions that individuals might need to implement. (See ESF #15 Emergency Public Information Appendix)
- The need to request a Presidential Declaration (Stafford Act) emergency/disaster, to assist in the cost of the response and recovery. (See SERRP Basic Plan)
- Possible technical assistance to first responders/recovery personnel on response, personal protective actions and recovery. (See ESF #10)

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will review and revise this Nuclear Weapon Device Appendix to the Nuclear / Radiological Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

Attachments

Attachments

Nuclear/Radiological Incident Annex Roles and Responsibilities - Attachment A

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State of Arizona

Emergency Response and Recovery Plan
Nuclear/Radiological Incident Annex
Palo Verde Nuclear Generating Station (PVNGS) Appendix

Appendix Coordinator

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Primary Agencies

STATE

Department of Emergency and Military Affairs (DEMA)
- Division of Emergency Management (ADEM)

Arizona Radiation Regulatory Agency (ARRA)

Department of Health Services (ADHS)

Department of Public Safety (DPS)

COUNTY

Maricopa County Department of Emergency Management (MCDEM)

PRIVATE SECTOR

Arizona Public Service (APS)
- Palo Verde Nuclear Generating Station (PVNGS)

FEDERAL

Federal Bureau of Investigation (FBI)

Support Agencies

STATE

Arizona Counter-Terrorism Intelligence Center (ACTIC)

Department of Environmental Quality (DEQ)

Department of Homeland Security (ADOHS)

Arizona Emergency Response Commission (AZSERC)

Department of Agriculture (DAG)

Other Federal, State, Local, Tribal, Voluntary and Private Sector as required.

Introduction

Purpose

The purpose of this Palo Verde Nuclear Generating Station (PVNGS) Appendix to the Nuclear / Radiological Incident Annex is to describe the State's responsibility and actions to an incident at this facility. Due to Federal and State laws/regulations this appendix is supplemented by a completely separate plan (*Offsite Emergency Response Plan for Palo Verde Nuclear Generating Station*). Unlike other incidents, this is the only one where State law gives the Governor direct responsibility for offsite response. This is accomplished through a Unified Command between the State Emergency Management Division and Maricopa County Department of Emergency Management. This separate plan addresses both an accidental or intentional incident that creates the threat of/or an actual release that may or does extend pass the perimeter of the plant.

Introduction - Continued

Description of Hazard

The Palo Verde Nuclear Generating Station is currently the largest plant of its type in the United States. It is located approximately 60 mile due West of downtown Phoenix. Nearly 40% of the Phoenix Metropolitan area lives within its 50 mile ingestion path way and that is increasing rapidly as the West area is one of the fastest growing in the country. With its three nuclear reactors, this plant has the potential for a radiological release either due to accidental or intentional means.

Risk and Vulnerability

Risk: Low

Because of the extensive regulations and laws involving a facility of this type it is highly unlikely that it will suffer an incident of a serious nature. As a result of 9/11 security at the plant has been elevated and the plant has been evaluated for its susceptibility to potential intentional acts. The risks for a nuclear explosion have been described as virtually non-existent and the most likely scenario would be a release of contaminated material outside the confines of the facility.

Vulnerability: Low

Although there have been some incidents within the confines of the facility, there has been only one incident that provided a threat of contamination moving offsite during its 20+ years of operation.

Potential Impact

Population: Low

The potential impact on the population is considered to be low. The 10 mile radius around the plant currently has a very limited population, although that area is targeted for some substantial growth over the next decade. In addition, due to the high level of safety systems within the plant, it is anticipated that most any event would allow ample time to evacuate those in harms way. In addition, those living within the 10 mile zone have been extensively informed about the threats and potential protective actions that might be required.

Responders: Low to Moderate

The onsite personnel who would be the first responders are well equipped, extensively trained and exercised on an ongoing basis. In addition, those first responders from local, county and the State level have also been trained and exercised on a regular basis for a potential incident.

Infrastructure: High

An incident of any nature, that would substantial reduce or eliminate the power generation capabilities could have a high impact on the entire metropolitan area as well as intra and interstate issues. This plant provides a significant amount of the electrical generation capacity for the metropolitan area, the State and other states in the southwest. In addition, Interstate 10 runs through the 10 mile zone and is a vital link to central and southern California and the rest of the country.

Planning Assumptions

Policies

An incident at this facility may require a Federal Incident of National Significance. As such the State would anticipate immediate Federal Response even if the incident does not generate a need for State resources or declaration of a State emergency/disaster. (See the NRF for further description of the response to this type of Incident.)

Assumptions

- An incident of this nature may require Federal Response.
- The need for immediate coordinated Joint Public Information operations is essential.
- The need for immediate behavioral health assets may be high.
- If the Emergency Alert System or media are used to disseminate warning information, care must be given to ensure that the warning message is worded in such a way that the public takes the action requested but does not panic.
- Accurate dissemination of warning information, including personal protection information, may mean the difference between life and death. Experts must have a hand in developing warning information.
- Critical State departments/agencies will ensure that important information about agents or self-protection is not inadvertently left out of a warning statement through preparing Emergency Alert System (EAS) warnings, public service announcements (PSAs), and other such statements in advance.

Concept of Operations

Potential State Resource Requests

An incident of this type will cause the potential need for State resources in support of local, county and/or tribal resources in the following but not limited to these areas. The resource requests would be responded to as described in the *Offsite Emergency Response Plan for Palo Verde Nuclear Generating Station*.

- A large surge in the demand for emergency medical assistance offsite or in a hospital setting. (Demands could be huge as individuals surge to hospital emergency departments to confirm they have not been exposed to the radiation contamination))
- A surge in the need for Behavioral Health response
- Depending on the circumstances may create a surge for decontamination capabilities offsite, as well as, at medical facilities as individuals self deploy to hospitals.
- The possibility of evacuation (either self directed or ordered)
- Law enforcement resources to secure impacted area and direct traffic.
- The need for coordinated Emergency Public Information operation. This to include all levels of government and potential public education as to the nature of the incident, and potential protective actions that individuals might need to implement.
- Possible technical assistance to first responders/recovery personnel on response, personal protective actions and recovery.
- Should a substantial release be experienced it may activate the 50 mile ingestion pathway part of the plan.

Roles and Responsibilities

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed in Attachment A – "Roles and Responsibilities".

Plan Development and Maintenance

ADEM will review and revise this Palo Verde Nuclear Generating Station (PVNGS) Appendix to the Nuclear / Radiological Incident Annex as required. Each primary and support agency will review and update respective incident emergency operating plans (EOPs) in support of this Appendix.

Attachments

Attachments

There are no attachments to this Appendix. Refer to the separate "Offsite Emergency Response Plan for Palo Verde Nuclear Generation Station" for detailed roles and responsibilities

State of Arizona

Emergency Response and Recovery Plan

Terrorism and Law Enforcement Investigation Incident Annex

Annex Coordinator

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Primary Agencies

Department of Public Safety (DPS)

- Arizona Counter-Terrorism Intelligence Center (ACTIC)

Support Agencies

STATE

Department of Health Services (ADHS)

Arizona Radiation Regulatory Agency (ARRA)

Department of Emergency and Military Affairs (DEMA)

- Division of Emergency Management (ADEM)

Department of Homeland Security (AZDOHS)

FEDERAL

Department of Homeland Security (DHS)

Department of Justice (DOJ)

- Federal Bureau of Investigation (FBI)

LOCAL/TRIBAL

County Emergency Management (CEM)

County Sheriff's Office (CSO)

Local Police

Tribal Police (TP)

Introduction

Purpose

The Terrorism Incident Law Enforcement and Investigation (TRI) Annex to the State of Arizona Emergency Response and Recovery Plan (SERRP) establishes the context and overarching strategy for implementing and coordinating the State's law enforcement and investigative response to all threats or acts of terrorism statewide, whether they are deemed credible and/or whether they escalate into an incident of national significance.

To accomplish this, the annex establishes the structure for a systematic, coordinated, unified, timely and effective national law enforcement and investigative response to threats or acts of terrorism within the State.

Introduction - Continued

Scope

This annex is a strategic document that:

- Provides planning guidance and outlines operational concepts for the State law enforcement in providing assistance to Federal Bureau of Investigation (FBI) investigative response to a threatened or actual terrorist incident within the State.
- Acknowledges and outlines the:
  - Unique nature of each threat or incident.
  - Capabilities and responsibilities of the local jurisdictions.
  - Law enforcement and investigative activities necessary to prevent or mitigate a specific threat or incident.

State response to a terrorist incident includes three major components, which may operate concurrently or consecutively:

- Law enforcement response activities will be coordinated by the Department of Public Safety (DPS) as the designated primary agency (PA) for threats or acts of terrorism within Arizona. DPS will coordinate and assist the criminal investigation and evidence preservation activities of the FBI on-scene commander (OSC) and the local law enforcement incident command.
- As the Lead Support Agency (LSA) for consequence management and recovery operations, DEMA - ADEM will coordinate required assistance to impacted county(s) and local jurisdictions and request assistance as needed to alleviate the damage, loss, hardship or suffering caused by acts of terrorism. Response activities coordinated by the Division of Emergency Management (ADEM) through the State Emergency Operations Center (SEOC).and directed toward:
  - Protecting public health and safety.
  - Restoring essential government services.
  - Providing emergency relief to affected state agencies and political subdivisions.
- Technical operations constitute an important support component to any response involving a WMD incident that involves measures to:
  - Identify the WMD agent and/or device.
  - Assess the threat posed.
  - Maximize containment wherever possible.
  - Provide consultation to decision makers.
  - Render safe transfer/disposal of WMD agent(s).
  - Decontaminate responders/victims/environment:

This annex will specifically address the law enforcement and investigative function of a terrorism threat or incident.

Policies

Federal

The United States regards terrorism as a potential threat to national security, as well as a violent criminal act, and applies all appropriate means to combat this danger. In doing so, the United States vigorously pursues efforts to deter and preempt these crimes and to apprehend and prosecute directly, or assist other governments in prosecuting, individuals who perpetrate or plan terrorist attacks.

Introduction - Continued

Policies - Continued

Federal - Continued

To ensure the policies established in applicable Presidential and Department of Homeland Security directives are implemented in a coordinated manner, this annex provides overall guidance to State, local, and tribal agencies concerning the Federal Government's law enforcement and investigative response to potential or actual terrorist threats or incidents that occur within the State, particularly those involving weapons of mass destruction (WMD), such as chemical, biological, radiological, nuclear, or high-explosive (CBRNE) material.

The Secretary of Homeland Security is the principle Federal official for domestic incident management. Pursuant to the homeland Security Act of 2002, the Secretary for Homeland Security is responsible for coordinating Federal Operations within the United States to prepare for, respond to, and recover from terrorist attacks.

- Federal policy on counter-terrorism establishes the framework for the roles, responsibilities and coordination of responding agencies.
- All Federal agencies responding to a credible or actual terrorist incident involving WMD agent(s) will coordinate with State and local jurisdictions and act within the terrorism articles established under the following Federal authorities and plans:
  - National Response Framework, including Terrorism Incident Annex
  - Presidential Decision Directives (PDD) #39 and #62
  - Homeland Security Presidential Directive (HSPD) #5
  - Robert T. Stafford Disaster Relief and Emergency Assistance Act
  - National Oil and Hazardous Substances Pollution Contingency Plan
  - HHS Health and Medical Services Support Plan for the Federal
  - Response to Assets of Chemical/Biological Terrorism
  - Chairman of the Joint Chiefs of Staff CONPLAN 0300/0400
  - DODD 3025.15 Military Assistance to Civil Authorities

The decision to transition between the Lead Agency (LA) roles will be assigned when the federal responsibility to contain the risk of further escalation has been overshadowed by the state/local responsibility to provide safety and relief to disaster victims.

State

Arizona Revised Statutes (ARS) establishes the roles, responsibilities and coordination of state responding agencies.

- DPS will be the Primary Agency (PA) for all criminal response activities.

ARS Title 26 establishes the concept of a single focal point, ADEM, for emergency/ disaster response.

- During the terrorism criminal investigation, other State agencies provide guidance/assistance/support to the FBI as indicated in the FBI Incident Contingency Plan.
- ADEM will coordinate the response of all state agencies, to support the federal law enforcement investigation and supporting law enforcement agencies.

Introduction - Continued

Policies - Continued

State - Continued

ADEM has established the following policies in a terrorist incident response:

- ADEM preparedness activities prior to responding to a terrorist incident will be in concert with the FBI's response and establishment of a Joint Operations Center (JOC).
- ADEM will assign a liaison and support staff to the JOC Command Group.
- Staffing of the ADEM liaison within the JOC will be determined by the Director or designee, ADEM.
- In terrorist incidents involving nuclear material, the Arizona Radiation Regulatory Agency (ARRA) is the PA. The PA will request implementation of the NRF to coordinate radiological response, and will assess the situation, develop protective action recommendations, and serve as the primary state source of technical information regarding on-site conditions and off-site radiological effects.
- The lead support agency for chemical/biological terrorism incidents will be the Department of Health Services (ADHS).

Planning Assumptions

- A terrorist incident may involve threats against one or more targets within the State. These may or may not be unrelated incidents.
- The FBI will establish coordination relationships between FBI field offices, ADEM and local authorities.
- In a terrorist incident, the area of operations:
  - Will be a federal crime scene.
  - Federal, State, and local responders will define working perimeters that may overlap.
  - May be a hazardous materials site and/or a disaster area that may span the borders of neighboring nations and states.
  - Control of these perimeters may be enforced by different authorities, which may impede the overall response if adequate coordination is not established.
  - The crime scene boundary defines the law enforcement crime scene area. Access to the crime scene may be restricted on authority of the FBI, DPS and local law enforcement.
- Access to this area may be restricted to qualified personnel wearing personal protective clothing and observing anti-contamination safety procedures.
- An act of terrorism, particularly an act directed against a large population center within the State involving WMD, may produce immediate major consequences that would overwhelm the capabilities of many county and local governments.
- The FBI and the U.S. Department of Homeland Security will establish coordination relationships in multi-state incidents as appropriate, based on the geographic areas involved.
- Operations may involve geographic areas that spread across U.S. boundaries. The Department of State is responsible for coordination with foreign governments.
- Operations may involve geographic areas that spread across tribal nation boundaries. The Federal Bureau of Indian Affairs (BIA), FEMA and ADEM are responsible for coordination with tribal governments.

Concept of Operations

General

Arizona Counter Terrorism Information Center (ACTIC)

As a result of 9-11, the State created the ACTIC which is a 24/7 fusion center. DPS is the lead agency for this center which is a collaborative effort of State, Federal, county, local and tribal law enforcement and support agencies. This center provides:

- Continuous monitoring and analysis of information from all sources on threats to the State.
- Functions as the State's primary dissemination point of important information regarding potential and/or actual terrorism threats to the State, local and tribal government.
- Maintains the Terrorism Liaison Officer (TLO) program which uses State, local/tribal law enforcement officers and other first responders, who have special training and capabilities to expedite information exchange and who can request resources to assist local/tribal law enforcement in rapid response to potential or credible threats and/or incidents of terrorism.

Command and Control

The FBI is the lead agency for criminal investigations of terrorist acts or terrorist threats and intelligence collection activities within the United States. Investigative and intelligence activities are managed by the FBI from a FBI field command post or, if activated, a Joint Operations Center (JOC).

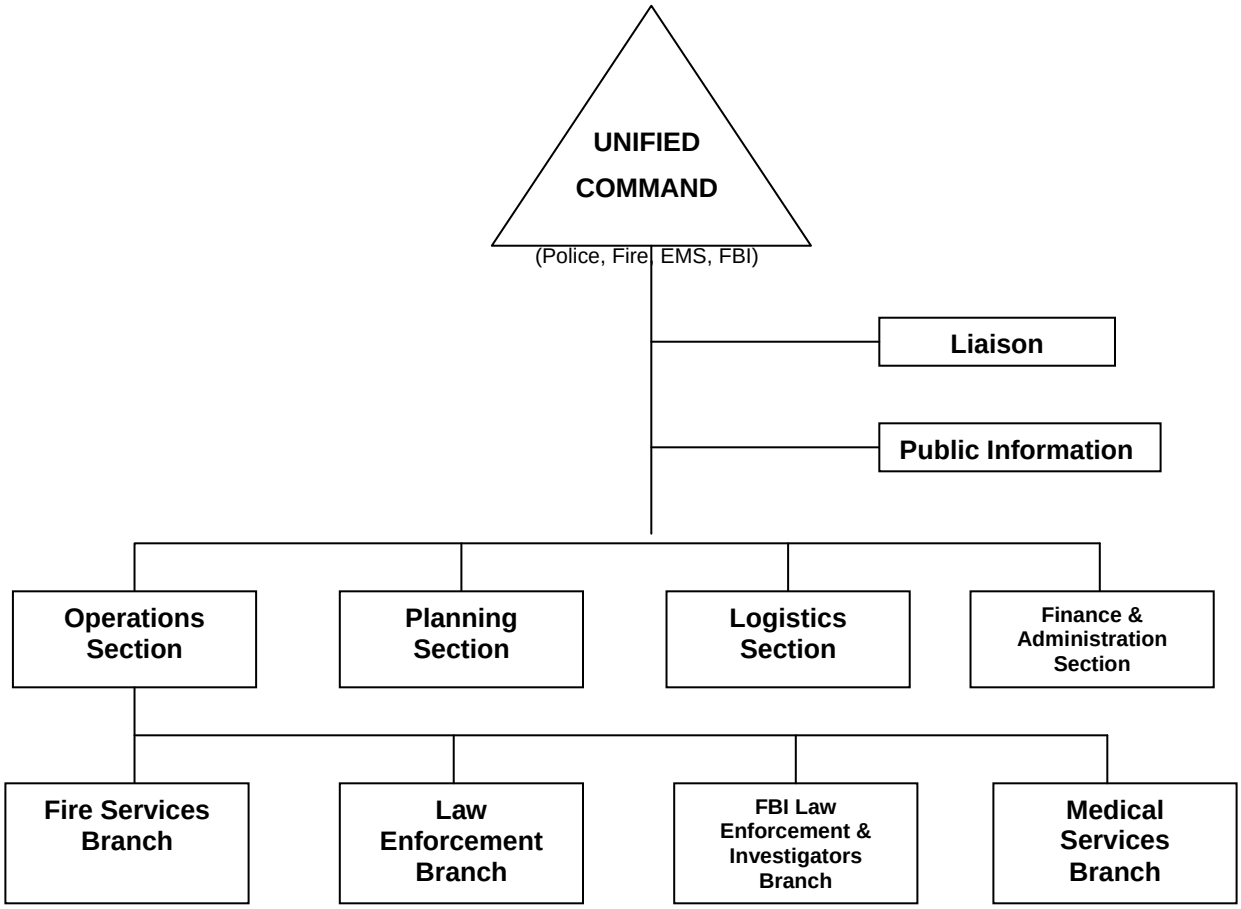
- The JOC coordinates the necessary Federal law enforcement assets required to respond to and resolve the threat or incident with State, county, local, and tribal law enforcement agencies.
- The FBI Special Agent in Charge (SAC) of the nearest Field Office establishes a JOC to manage the threat based upon a graduated and flexible response. This center's structure generally consists of three functional groups: Command, Operations, and Operations Support, and is designed to accommodate participation of other agencies, as appropriate (see Figure 1).

When the threat or incident exceeds the capabilities and resources of the local FBI Field Office, the SAC can request additional assistance from State, regional and national assets to augment existing capabilities. In a terrorist threat or incident that may involve WMD material, the traditional FBI command post will transition to a JOC, which may temporarily incorporate a fourth functional entity, the Consequence Management Group (see Figure 2), in the absence of an activated JFO.

- In the determination of the Secretary of Homeland Security, and in coordination with the U.S. Attorney General, the incident becomes an Incident of National Significance a Primary Federal Official is appointed, and a JFO is established. The JOC then becomes a section of the JFO (See Figure 2).

Concept of Operations - Continued

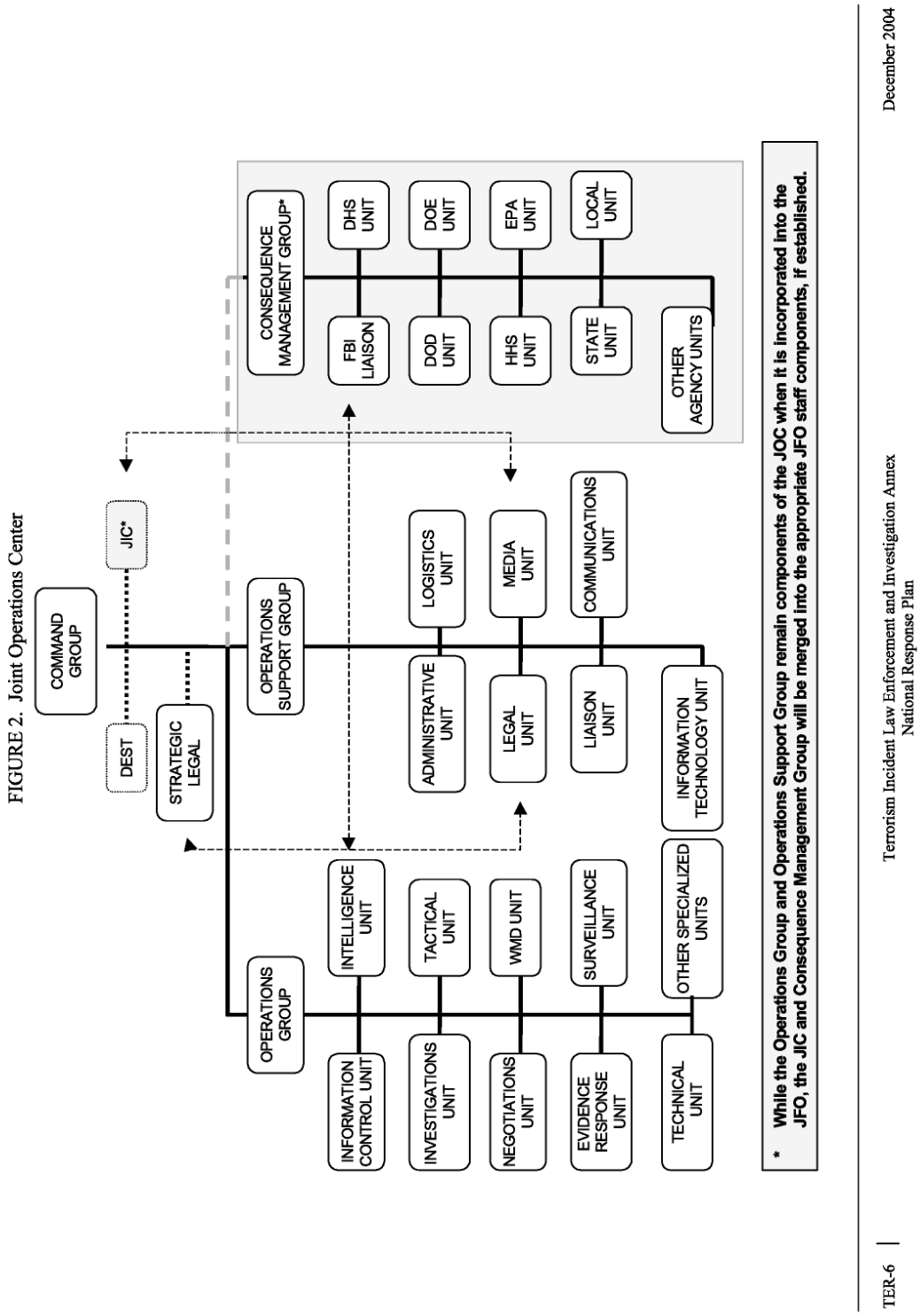
Figure 1 – On-Scene Coordination



Note:
Operational control of assets at the scene is retained by the designated officials representing the agency (State, county, local tribal, Federal) providing the assets.

Concept of Operations - Continued

Figure 2 – Typical JOC Organization



Concept of Operations - Continued

Actions

Local Response

Initial emergency response (first responder) activities will be performed by local jurisdictional emergency organization(s) utilizing their respective Emergency Operations Plan (EOP) in effect. After initial assessment of the scene and the determination of a potential WMD incident or possible terrorist involvement the Incident Commander must request notification of or provide notification to the appropriate FBI Field Office, DPS and the impacted county EOC.

State Emergency Response

Upon notification from DPS, ADEM, acting as the coordinating agency for the State's non-law enforcement emergency response efforts has the responsibility to:

- Determine the level of the incident in collaboration with other pertinent agencies;
- Make the recommendation to the Governor or the Governor's Authorized Representative for a declaration of a State of Emergency/Disaster if necessary.
- Activate the State Emergency Operations Center (SEOC, this Terrorism Incident Law Enforcement and Investigation Annex, and appropriate Emergency Support Functions (ESF), Incident and other Support Annexes to initiate the coordination of immediate State response.
- DPS will assume the lead law enforcement agency role and represent the State at the Joint Operations Center (JOC) in coordinating with other local and federal law enforcement agencies toward obtaining required resources to ensure that public safety, criminal investigation and evidence preservation needs are met. DPS may also deploy Terrorism Liaison assets to assist local law enforcement. DPS will also ensure that ADEM has been advised of the incident and request that the state initiate emergency management response activities be initiated if not already done. The Director or Designee of ADEM will then assign State EM representation in the JOC.

Federal Emergency Response

- Upon notification, the FBI Special Agent in Charge (SAC) of the local field office will assess scene information and support local law enforcement.
- Upon determination a terrorist WMD incident has occurred, a JOC (See Figure 2) will be activated transitioning ICS to a Unified Command System (UCS). The SAC will act as federal on-scene manager and coordinate all local, State, and federal law enforcement criminal investigation activities for the FBI.
- If the incident becomes an Incident of National Significance, a PFO may be designated by the Secretary of Homeland Security. While individual federal officials retain their authorities pertaining to specific aspects of incident management, the PFO works in conjunction with these officials to coordinate overall federal incident management efforts.
- A Joint Field Office (JFO) may be established by the Federal government, and the the JOC will become a section of the JFO. The FBI SAC becomes the Senior Federal Law Enforcement Official (SFLEO) in the JFO Coordination Group.

Roles and Responsibilities

Coordinating Agency	Functions
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Pre-incident planning and coordination. • Maintains ongoing contact with Annex primary and support agencies. • Conducts periodic Annex meetings and conference calls. • Coordinates efforts with corresponding private-sector organizations. • Coordinates Annex activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agency	Functions
Department of Public Safety (DPS)	• Assume the primary (lead) state law enforcement agency in all acts or suspected acts of terrorism utilizing weapons of mass destruction. • Assign representatives to participate with the FBI and local authorities in all decision-making activities performed in the JOC involving law enforcement and crime-scene responses to a WMD incident. • Provide technical, equipment and manpower resources as requested and as available in support of Federal, county, local and tribal law enforcement agencies.

Support Agencies	Functions
STATE	
Arizona Radiological Regulatory Agency (ARRA)	• Act as non-law enforcement Lead State Agency (LSA) for nuclear/radiological terrorism incidents.
Department of Emergency & Military Affairs (DEMA) - Division of Emergency Management (ADEM)	• Maintain constant communications links with the Office of the Governor. • Establish liaison with JOC. • Notify all stakeholders of the activation of the State Emergency Response and Recovery Plan - Terrorism Incident Annex. • Cooperate with law enforcement to resolve operational conflicts; • Coordinate priority/action plans with law enforcement for incident response; • Prepare briefings/reports with law enforcement; and • Participate in a Joint Information Center to coordinate public information of the responding federal, state and local agencies with the media and the public. • Coordinate development and maintenance of this Terrorism Incident Law Enforcement and Investigation Annex plan with appropriate stakeholders

	as required.

Roles and Responsibilities - Continued

Support Agencies	Functions
STATE - Continued	
Department of Health Services (ADHS)	• Act as non-law enforcement Lead State Agency (LSA) for chemical/biological terrorism incidents. • Provide technical assistance, equipment and personnel to impacted local jurisdiction(s) and honor County and State requests for additional support as required and as available

Department of Homeland Security (AZDOHS)	• Serve as a supportive agency and assign a liaison/support staff to the Joint Operations Center (JOC)
	  • Staffing of the AZDOHS liaison within the JOC will be determined by the AZDOHS Director or designee.
	  • The AZDOHS liaison within the JOC will maintain and provide information to the AZDOHS Director and the Office of the Governor regarding the Federal, State, County, Local and Tribal law enforcement activities related to the incident
	  • The AZDOHS liaison will participate in the JOC to help support and maintain a constant flow of information to the AZDOHS Director and the Office of the Governor
	• Serve as a support agency and assign a liaison/support staff to the Joint Information Center (JIC)
	  • Staffing of the AZDOHS liaison within the JIC will be determined by the AZDOHS Director or designee.
	  • The AZDOHS liaison within the JIC will function as an information conduit to the AZDOHS Director and the Office of the Governor to maintain a constant flow of information.
	• Provide personnel assistance to the State Emergency Operations Center (SEOC) as required and as available in support efforts.
	• Assist in the interface between the Federal Government and the State during terrorist threats or events.
	• Relay reports of terrorist or suspected terrorist activities to the FBI, ACTIC, DPS and the Office of the Governor, pursuant to the level of clearance required based on the classification of the intelligence.

Roles and Responsibilities - Continued

Support Agencies	Functions
LOCAL/TRIBAL	
County Emergency Management (CEM)	• Liaison with the State Emergency Operations Center (SEOC) • Cooperate with law enforcement authorities and coordinate all requests for support from local jurisdictions.
County Sheriff's Office (CSO) Local Police Tribal Police (TP)	• Notify FBI Regional Office and County EM immediately of known or suspected act of terrorism utilizing WMD agent(s). • Establish and control incident management via an assigned Incident Commander utilizing the ICS structure. • After initial assessment of the scene and the determination of a potential WMD incident and possible terrorist involvement the Incident Commander must request notification of the FBI Field Office, DPS and County EOC. • Cooperate with and assist DPS and FBI law enforcement authorities in ensuring JOC decisions are enforced. • Ensure law enforcement activities/requests are coordinated with County EOC. • Provide technical, equipment and personnel assistance to local jurisdictions as required and as available in support of ensuring public safety and crime-scene evidence preservation. • Develop and maintain a viable community Emergency Operations Plan that includes measures to prevent, response to, and recovery from a WMD incident.

Roles and Responsibilities - Continued

Support Agencies	Functions
FEDERAL	
Department of Home Land Security (DHS)	• Determine if incident is an Incident of National Significance. • If it is Incident of National Significance, determine if a Joint Field Office is necessary and implement if so. • If Incident is not of National Significance, coordinate the Consequence Management Group within the Joint Operations Center (JOC) if activated.
Department of Justice (DOJ) - Federal Bureau of Investigation (FBI)	• Will be the lead Federal agency for the criminal investigations of terrorist acts or threats and intelligence collection activities within the United States. • Upon notification of a terrorist incident the local FBI Special Agent in Charge (SAC) will establish a Joint Operations Center (JOC) which will provide a Unified Command environment for all local, tribal, county and State law enforcement activities related the incident. • When the threat or incident exceeds the capabilities of the local FBI Field Office, The SAC can request additional assistance from regional and national assets. • If the terrorist threat or incident involves a WMD or CBRNE material, the JOC may temporarily incorporate a fourth functional entity, the Consequence Management Group, in the absence of a DHS Joint Field Office (JFO). • If a JFO is established the JOC will then become a section within the JFO structure.

In accordance with A.R.S. § 26-303(E.2.): "*The governor may direct all agencies of the state government to utilize and employ state personnel, equipment and facilities for the performance of any and all activities designed to prevent or alleviate actual and threatened damage due to the emergency. The governor may direct such agencies to provide supplemental services and equipment to political subdivisions to restore any services in order to provide for the health and safety of the citizens of the affected area.*"

Certain State departments, agencies, county, and non-governmental organizations are expected to provide specific services in response to an emergency as outlined in this Annex. These support activities have been identified by the responding organization and listed above in "Roles and Responsibilities".

Plan Development and Maintenance

ADEM, in coordination with the DPS will review and revise this Terrorism Incident Law Enforcement and Investigation Annex as required. Each support agency will review and update respective incident emergency operating plans (EOPs) in support of this Annex.

Attachments

Attachments

None

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Glossary of Acronyms and Definitions

Acronyms

A		
AAC	.....	Arizona Administrative Code
AAFB	.....	Arizona Association of Food Banks
ACC	.....	Arizona Corporation Commission
ACDHH	.....	Arizona Commission for the Deaf and Hard of Hearing
ACEP	.....	American College of Emergency Physicians
ACISMN	.....	Arizona Critical Incident Stress Management Network
ACOS	.....	American College of Surgeons
ACTIC	.....	Arizona Counter Terrorism Information Center
ADA	.....	Arizona Department of Agriculture
ADA	.....	Arizona Dental Association
ADOC	.....	Arizona Department of Commerce
ADE	.....	Arizona Department of Education
ADEM	.....	Arizona Division of Emergency Management
ADHS	.....	Arizona Department of Health Services
ADOA	.....	Arizona Department of Administration
ADOE	.....	Arizona Department of Energy
ADOH	.....	Arizona Department of Housing
ADOI	.....	Arizona Department of Insurance
ADOR	.....	Arizona Department of Revenue
ADOT	.....	Arizona Department of Transportation
ADRE	.....	Arizona Department of Real Estate
ADWR	.....	Arizona Department of Water Resources
AEOC	.....	Alternate Emergency Operations Center
AFCA	.....	Arizona Fire Chiefs' Association
AFDA	.....	Arizona Funeral Directors Association
AFRCC	.....	Air Force Rescue Coordination Center

Glossary of Acronyms and Definitions

A		
AGA	.....	Attorney General's Office
AGCA	.....	Associated General Contractors of America
AHHCA	.....	Arizona Hospital and health Care Association
AoA	.....	Administration on Aging
AOAD	.....	Arizona Office of Americans with Disabilities
AP	.....	Assembly Point
APA	.....	Arizona Pharmaceutical Association
APS	.....	Arizona Public Service
APDIC	.....	Arizona Poison and Drug Information Center
ARC	.....	American Red Cross
ARRA	.....	Arizona Radiation Regulatory Agency
ARRL	.....	Amateur Radio Relay League
ARS	.....	Arizona Revised Statutes
ASBP	.....	Arizona State Board of Pharmacy
ASD	.....	Animal Services Division
ASLD	.....	Arizona State Land Department
ASMI	.....	Arizona State Mine Inspector
ASP	.....	Arizona State Parks
ATF	.....	Bureau of Alcohol, Tobacco, Firearms and Explosives
AZCCC	.....	Arizona Citizens Corp Council
AZDOHS	.....	Arizona Department of Homeland Security
AZEIN	.....	Arizona Emergency Information Network
AZFD	.....	Arizona State Forestry Division
AZGFD	.....	Arizona Game and Fish Department
AZHS	.....	Arizona Humane Society
AZNG	.....	Arizona National Guard
AZPA	.....	Arizona Pharmacist Association
AZSERC	.....	Arizona State Emergency Response Commission
AZSPCA	.....	Arizona Society for the Prevention of Cruelty to Animals

Glossary of Acronyms and Definitions

A

AZVMA ..... Arizona Veterinary Medical Association

AzVOAD ..... Arizona Voluntary Organizations Active in Disasters

B

BOR ..... Bureau of Reclamation

BC ..... Base Camp

C

CAP ..... Civil Air Patrol

CAS ..... Chemical Abstract System

CBR ..... Chemical, Biological, Radiological

CCC ..... Citizens Corps Council

CCP ..... Citizen Corps Program

CDC ..... Centers for Disease Control

CEM ..... County Emergency Management

CERCLA ..... Comprehensive Environmental Response Compensation & Liability Act

CEO ..... Chief Executive Officer/Elected Official

CES ..... Cooperative Extension Services

CFR ..... Code of Federal Regulations

CH ..... County Hospitals

CHEMTREC ..... Chemical Transportation Emergency Center

CHRIS ..... Chemical Hazards Response Information System

CIA ..... Central Intelligence Agency

CISD ..... Critical Incident Stress Debriefing

CISM ..... Critical Incident Stress Management

CME ..... County Medical Examiner

CoBRA ..... Chemical Biological Response Aide

CPH ..... County Public Health

C		
CPW	.....	County Public Works
CRG	.....	Chemical Referral Guide
CSO	.....	County Sheriff's Office
CST	.....	Civil Support Team
CWA	.....	Clean Water Act (a.k.a. FWPCA)

D		
DBHS	.....	Division of Behavioral Health
DDF	.....	Disaster Donations Fund
DEMA	.....	Department of Emergency and Military Affairs
DEQ	.....	Department of Environmental Quality
DES	.....	Department of Economic Security
DFBLS	.....	Department of Fire, Building and Life Safety
DFO	.....	Disaster Field Office
DHHS	.....	Department of Health and Human Services
DHS	.....	Department of Homeland Security
DIA	.....	Defense Intelligence Agency
DOC	.....	Department of Corrections
DOD	.....	Department of Defense
DOE	.....	Department of Energy
DOI	.....	Department of Interior
DOL	.....	Department of Labor
DOS	.....	Department of State
DPS	.....	Department of Public Safety
DRC	.....	Disaster Recovery Center
DRC	.....	Donations Reception Center
DSNS	.....	Division of Strategic National Stockpile
DST	.....	Damage Survey Team
DWI	.....	Disaster Welfare Information

E		
EAS	.....	Emergency Alert System
EDNA	.....	Emergency Department Nurses Association
EDUD	.....	Emergency Development and Utilization Division
EHTR	.....	Emergency Highway Traffic Regulation
EMS	.....	Emergency Medical Services
EO	.....	Energy Office
EOC	.....	Emergency Operations Center
EOCC	.....	Emergency Operations Communications Center
EOP	.....	Emergency Operations Plan
EPA	.....	Environmental Protection Agency
EPCRA	.....	Emergency Planning and Community Right–to-Know Act
EPI	.....	Emergency Public Information
EPIS	.....	Emergency Public Information System
ERT	.....	Emergency Response Team
ESF	.....	Emergency Support Function

F		
F-AS	.....	Federal-Aid System
FAA	.....	Federal Aviation Administration
FBI	.....	Federal Bureau of Investigation
FCID	.....	Foreign Counter Intelligence Division (FBI)
FCO	.....	Federal Coordinating Officer
FCT	.....	Food Coordination Team
FDA	.....	Food and Drug Administration
FEMA	.....	Federal Emergency Management Agency
FHA	.....	Farmers Home Administration
FHWA	.....	Federal Highway Administration

F		
FOSC	.....	Federal On-Scene Coordinator
FRERP	.....	Federal Radiological Emergency Response Plan
FSA	.....	Farm Service Agency
FWPCA	.....	Federal Water Pollution Control Act (a.k.a. Clean Water Act)

G		
GAR	.....	Governor's Authorized Representative
GEF	.....	Governor's Emergency Fund
GITA	.....	Government Information Technology Agency
GITA - SISPO		GITA – Statewide Information Security and Privacy Office

H		
HEW	.....	Health, Education and Welfare, Department of
HPB	.....	Highway Patrol Bureau
HUD	.....	Housing and Urban Development

I		
IAP	.....	Incident Action Plan
IC	.....	Incident Commander
ICP	.....	Incident command Post
ICS	.....	Incident Command System
IFG	.....	Individual Family Grant
IHS	.....	Indian Health Services
INS	.....	Incident of National Significance
IOP	.....	Internal Operating Procedure

J		
JIC	.....	Joint Information Center
JLBC	.....	Joint Legislative Budget Committee
JOC	.....	Joint Operations Center

K

L

LEPC	.....	Local Emergency Planning Committee
LFA	.....	Lead Federal Agency
LSA	.....	Lead State Agency
LSPIO	.....	Lead State Public Information Officer

M

MAC	.....	Mutual Aid Compact (CA, AZ, NM, CO, NV)
MACS	.....	Multi-Agency Coordination System (NIMS)
MARS	.....	Military Amateur Radio System
MC	.....	Mobilization Center
MERS	.....	Mobile Emergency Response Support
MHAAZ	.....	Mental Health Association of Arizona
MMC	.....	Mobile Mortuary Container
MMRS	.....	Metropolitan Medical Response System
MSDS	.....	Material Safety Data Sheet
MVD	.....	Motor Vehicle Division

N

NAWAS	.....	National Warning and Alert System
NCP	.....	National Contingency Plan
NDMOSC	.....	National Disaster Medical Operations Support Center
NDMS	.....	National Disaster Medical System
NECC	.....	National Emergency Coordination Center
NFDA	.....	National Funeral Directors Association
NFPA	.....	National Fire Protection Association
NIIMS	.....	National Interagency Incident Management System
NOAA	.....	National Oceanic and Atmospheric Administration
NPS	.....	National Pharmaceutical Stockpile
NOI	.....	Notice of Interest

N		
NRC	.....	National Response Center
NRC	.....	Nuclear Regulatory Commission
NRCS	.....	Natural Resources Conservation Service
NRF	.....	National Response Framework
NRP	.....	National Response Plan
NRT	.....	National Response Team
NWS	.....	National Weather Service
NWWS	.....	National Weather Wire Service

O		
OSFM	.....	Office of the State Fire Marshall
OSC	.....	On-Scene Coordinator
OSHA	.....	Occupational Safety and Health Act
OSPB	.....	Office of Strategic Planning and Budgeting

P		
PA	.....	Project Application
PA	.....	Public Assistance
PAG	.....	Protective Action Guidelines
PDA	.....	Preliminary Damage Assessment
PDD	.....	Presidential Decision Directive
PIO	.....	Public Information Officer
PL	.....	Public Law
POA	.....	Point of Arrival
PPE	.....	Personal Protective Equipment
PSP	.....	Pipeline Safety Personnel
PVNGS	.....	Palo Verde Nuclear Generating Station

Q

R		
RACES	.....	Radio Amateur Civil Emergency Services
RAP	.....	Radiological Assistance Plan
RCRA	.....	Resource Conservation and Recovery Act
RM	.....	Resource Manager
RMS	.....	Risk Management Section
ROC	.....	Registrar of Contractors
RP	.....	Responsible Party
RRT	.....	Regional Response Team

S		
SA	.....	Staging Area
SB	.....	State Bar of Arizona
SAFA	.....	School Assistance Federal Affected Areas
SAR	.....	Search and Rescue
SARA	.....	Superfund Amendments and Reauthorization Act
SBA	.....	Small Business Administration
SC	.....	State Clearinghouse
SCO	.....	State Coordinating Officer
SEAoA	.....	Structural Engineers Association of Arizona
SEC	.....	State Emergency Council
SECC	.....	State of Arizona Emergency Communications Center
SEOC	.....	State Emergency Operations Center
SERO	.....	State Emergency Response Organization
SERRP	.....	State Emergency Response and Recovery Plan
SFSC	.....	State Fire Safety Committee
SILC	.....	Statewide Independent Living Council
SITREP	.....	Situation Report
SOG	.....	Standard Operating Guide
SOP	.....	Standard Operating Procedures

S		
SOSC	.....	State On-Scene Coordinator
SNS	.....	Strategic National Stockpile
SPCC	.....	Structural Pest Control Commission
SVDP	.....	Society of St. Vincent de Paul
SWP	.....	State Warning Point

T		
TARU	.....	Technical Assistance Response Unit (CDC, NPS)
TEM	.....	Tribal Emergency Management
TP	.....	Tribal Police
TPH	.....	Tribal Public Health
TRAC	.....	Terrorist Research Analytical Center (FBI)
TSA	.....	The Salvation Army
TSI-ASB	.....	Transportation Safety Institute - Anti-Terrorism Branch

U		
UA-COA	.....	University of Arizona-College of Agriculture
USACE	.....	U.S. Corps of Engineers
USDHHS	.....	U.S. Department of Health and Human Services
USDA	.....	U.S. Department of Agriculture
USFDA	.....	U.S. Food and Drug Administration

V		
VA	.....	Veterans Administration
VMI	.....	Vender Managed Inventory (CDC, NPS)
VOAD	.....	Voluntary Organizations Active In Disasters

W		
WIFA	.....	Water Infrastructure Finance Authority
WMD	.....	Weapons of Mass Destruction
WQARF	.....	Water Quality Assurance Revolving Fund

Glossary of Acronyms and Definitions

Definitions

A

ACTION PLAN - A verbal or written plan reflecting FCO/State Coordinating Officer (SCO) priorities with tactical objectives for the next operational period.

ACTIVATION - The initiation of COG/COOP activities as stated in the COG and COOP plans. Activation may be ordered during any situation in which the Governor deems it prudent to take action to assure continuity of the three branches of Arizona government and the capability to perform essential functions.

ADVANCE ELEMENT - In COOP and COG Planning, this is a sub-element of the *Branch COOP Team.* These groups of technical support staff from each branch deploy to a designated alternate location immediately upon being notified of the decision to activate the COG Plan. At the designated alternate work location, the Advance Elements will establish an initial operating support capability and prepare for the arrival of the remaining branch COOP team members, or *Operational Element*.

AFTER ACTION REPORT - Following Federal or State response to a disaster under the FRP or SERRP, ADEM will coordinate an after-action report documenting the Federal and/or State response effort. Each State agency involved in the response will keep records of its activity to assist in preparing the after-action report.

ALTERNATE WORK LOCATION - COOP and COG Planning, it is an area or facility chosen to house *Branch COOP Team* members and supporting staff for the purpose of maintaining the *Essential Functions* of each branch of Arizona government. The designated alternate work location will be chosen after analysis of the *Initiating Condition* for which the COG/COOP plans were activated.

ARIZONA STATE EMERGENCY RESPONSE COMMISSION (AZSERC) - A commission formed by the Governor and Title 26, Chapter 2 of Arizona Revised Statutes, Article 3 to implement the requirements of the Superfund Amendments and Reauthorization Act of 1986, Title III - Emergency Planning and Community Right-to-Know Act in the State of Arizona.

ARIZONA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (AzVOAD) - AzVOAD is a coalition of voluntary organizations organized at state and local levels. In non-disaster periods, it meets to discuss emergency management issues and encourage cooperation, communication, coordination, and collaboration among voluntary organizations. In the response period, each individual organization functions independently, yet cooperatively.

B

BASE CAMP - The designated location under State or local control within the disaster area that is equipped and staffed to provide sleeping facilities, food, water, and sanitary services to response personnel.

BIOLOGICAL AGENTS - The FBI WMD Incident Contingency Plan defines biological agents as microorganisms or toxins from living organisms that have infectious or noninfectious properties that produce lethal or serious effects in plants and animals.

BRANCH - One of the three entities that make up the highest level of state government; Executive, Legislative and Judicial.

Branch COOP (PLAN) - A high-level document that identifies the *Essential Functions* of a *Branch* of Arizona government and describes the structures, planning and activation requirements necessary for *Continuity of Operations* by that *branch*. The Branch COOP is subordinate to the COG Plan. When paired with the COG Plan it will facilitate the continued operation of identified essential functions under emergency/threat conditions within 12 hours for a period of at least 30 days.

BRANCH COOP COORDINATOR - In COOP and COG Planning, it is staff members appointed by the senior leadership of each *branch* whose responsibilities include all matters related to COOP planning and execution by that *branch* as well as coordinating with the COG Program Manager and the COOP Coordinators from other *branches* to help maintain a cohesive and viable COG/COOP capability.

BRANCH COOP TEAM - In COOP Planning, it is staff responsible for preparing the designated alternate work location and carrying out the essential functions identified in their Branch COOP.

C

CAS NUMBER - A standardized reference number for all regulated hazardous materials.

CHEMICAL AGENTS - The FBI WMD Incident Contingency Plan defines chemical agents as solids, liquids, or gases that have chemical properties that produce lethal or serious effects in plants and animals.

CHEMICAL TRANSPORTATION EMERGENCY CENTER (CHEMTREC) - A facility of the Chemical Manufacturers Association located in Washington, D.C. which provides information on dealing with chemical transportation accidents 24 hours per day.

COG PLAN - The highest-level state document providing the structure and concepts of operation for state *Continuity of Government*. This plan will identify essential high-level governmental functions and will cover delegations of authority and orders of succession within the three Branches. The COG plan also promulgates the necessity of and provides the minimum requirements for *Branch COOP plans*. When paired with the Branch COOP Plans it will facilitate the continued operation of identified essential functions under emergency/threat conditions within 12 hours for a period of at least 30 days.

C

COMMERCIAL NUCLEAR GENERATING STATION - Means an electrical power generating facility owned by a public service corporation, a municipal corporation or a consortium of public service corporations that produce electricity by means of a nuclear reactor.

COMMUNITY EMERGENCY COORDINATOR - A person appointed for the Local Emergency Planning Committee (pursuant to SARA) who makes determinations necessary to implement plans, and who receives official emergency notification of releases.

COMMUNITY RIGHT-TO-KNOW - Legislation requiring the communicating of chemical information to local agencies or the public.

COMPREHENSIVE ENVIRONMENTAL RESPONSE COMPENSATION AND LIABILITY ACT of 1980 (CERCLA) - More popularly known as "Superfund," CERCLA was passed to provide the needed general authority for Federal and State governments to respond directly to hazardous substances incidents.

CONTINUITY OF GOVERNMENT (COG) - A coordinated effort within each branch of the Government to ensure the capability to fulfill minimum mission essential functions.

CONTINUITY OF OPERATIONS (COOP) - The activities of individual departments and agencies to ensure that their mission essential functions are performed.

COUNCIL - Means the Arizona Emergency Council.

CREDIBLE THREAT - The FBI conducts an interagency threat assessment that indicates the threat is credible and confirms the involvement of a WMD in the developing terrorist incident.

CRISIS EVENT - An event, which produces a temporary state of psychological disequilibria and a subsequent state of emotional turmoil.

CRITICAL INCIDENT - A turning point event. Often called a crisis event. A critical incident is any event that has a stressful impact sufficient enough to overwhelm the usually effective coping skills of either an individual or a group. Critical incidents are typically sudden, powerful events that are outside of the range of ordinary human experiences. Because they are so sudden and unusual, they can have a strong emotional effect even on well-trained, experienced people.

CRITICAL INCIDENT STRESS - The reaction a person or group has to a critical incident. Critical Incident Stress is characterized by a wide range of cognitive, physical, emotional and behavioral signs and symptoms. Most people recover from critical incident stress within a few weeks.

C

CRITICAL INCIDENT STRESS DEBRIEFING (CISD) - A group meeting or discussion about a distressing critical incident. Designed to mitigate the impact of a critical incident and to assist and educate the personnel in recovering as quickly as possible from the stress associated with the event. The CISD is run by a specially trained team which includes peer support personnel and a mental health professional.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM) - A wide range of programs and intervention strategies which have been designed to prevent stress in emergency personnel and to assist them in managing and recovering from significant stress should they encounter it in their work. It includes pre incident education, significant-other support programs, defusing, demobilizations, debriefings, on-scene support services, individual consultations, peer counseling, initial discussions, crisis intervention training, disaster preparedness, and other disaster assistance programs.

CRITICAL INCIDENT STRESS TEAM - A team of professional and peer personnel who have received special training to intervene in stress reactions.

D

DEBRIEFING - Generic term for the Critical Incident Stress Debriefing (CISD) process.

DEFUSING - The defusing is a shortened version of the Critical Incident Stress debriefing. Defusing always take place immediately or relatively soon after the critical incident is finished, and lasts between twenty and forty-five minutes. It is designed to eliminate the need to provide a formal debriefing.

DEMOBILIZATION - DE-ESCALATION - DECOMPRESSION - All three words are used as synonyms to mean a brief intervention that is reserved for use immediately after a disaster or other large scale incident. The intervention is designed to provide a transition period from the world of the traumatic event back to the world of the routine. As personnel are relieved from their shift, they are sent as a unit to a demobilization center. Here they are given a ten minute talk on critical incident stress, the symptoms they might encounter and some suggestions which will be immediately helpful to them during the next twenty-four to seventy-two hours or until a debriefing can be arranged to discuss the incident. After the ten-minute talk, the emergency workers are sent to another room in which food and non-alcoholic beverages are served. After a twenty-minute rest, the units are released to go home.

DESIGNATED AREA - The geographic area designated under a Presidential major disaster declaration that is eligible to receive disaster assistance in accordance with the provisions of the Stafford Act.

D

DIRECT FEDERAL ASSISTANCE - Is provided to the affected State and local jurisdictions when they lack the resources to provide specific types of disaster assistance either because of the specialized nature of the assistance, or because of resource shortfalls (e.g., providing debris removal, potable water, emergency medical services, urban search and rescue).

DIRECTOR - Means the director of the Division of Emergency Management.

DISASTER MEDICAL ASSISTANCE TEAM - The basic deployable unit of the NDMS, which is administered by the DHS. Staffed with physicians, nurses, other healthcare professionals, and support staff, DMAT capabilities include triage and stabilization of patients at a disaster site and provision of austere medical services at transfer points during transport to definitive medical care locations.

DIVISION - Means the Division of Emergency Management within the Department of Emergency and Military Affairs.

DOMESTIC EMERGENCY SUPPORT TEAM - PDD-39 defines the DEST as a rapidly deployable interagency support team established to ensure the full range of necessary expertise and capabilities are available to the on-scene coordinator. DHS is responsible for the DEST in domestic incidents.

DONATIONS COORDINATION CENTER (DCC) - The Donations Coordination Center is where the DCT operates.

DONATIONS COORDINATION TEAM (DCT) - A Donations Coordination Team comprises representatives of voluntary organizations and State and local governments who have a vested interest in the effective management of unsolicited donated goods and voluntary services. The team is managed by the SEOC. Its mission is to implement the Donations Management Annex, with the goal of keeping unneeded goods and services out of the disaster area.

DONATIONS STAGING AREA (DSA) - A facility away from the disaster area but close enough to serve as a site where goods and/or volunteers are mobilized and prepared for immediate deployment to either a local distribution site in the disaster area or a volunteer work station.

DUTY OFFICER - A 24-hour position within the Department of Public Safety - Communications Center. The duty officer is the statewide point of contact for alerting state agencies of emergencies/disasters.

E

EMERGENCY FUNCTIONS - Includes warning and communications services, relocation of persons from stricken areas, radiological preparedness, temporary restoration of utilities, plant protection, transportation, welfare, engineering, search, rescue, health, law enforcement, fire fighting and other activities.

EMERGENCY MANAGEMENT - A comprehensive government response to man-caused, technological and natural hazards. Emergency management includes the preparation for, response to, recovery from and mitigation against any disaster.

EMERGENCY PLANNING AND COMMUNITY RIGHT-TO-KNOW ACT OF 1986 - Also referred to as Superfund Amendments and Reauthorization Act of 1986 (SARA) - Title III.

EMERGENCY RESPONSE SPECIALIST - Acts as ADOT's SOSC to assist in preparation for hazardous materials clean-up operations on state highways, state roads or ADOT maintenance/construction sites. Assists On-Scene Commander and coordinates resources needed in absence of or on behalf of ADOT Maintenance Engineer. Is ADOT - Safety Section representative.

EMERGENCY RESPONSE UNIT - DEPARTMENT OF ENVIRONMENTAL QUALITY - A group of occupational specialists who act as the SOSC for non-transportation hazardous materials incidents to provide scientific support and technical response activities.

EXTREMELY HAZARDOUS SUBSTANCES - A substance on the list described in Section 302(a)(2) of PL 99-499, Emergency Planning and Community Right-To-Know Act of 1986.

F

FACILITY - All buildings, equipment, structures, and other stationary items which are located on a single site or on contiguous or adjacent sites and which are owned or operated by the same person.

FACILITY EMERGENCY COORDINATOR - Facility representative for each facility with an extremely hazardous substance in a quantity exceeding its threshold planning quantity, who participates in the emergency planning process.

FEDERAL COORDINATING OFFICER – Appointed by the Secretary of DHS, on behalf of the President, and who is responsible for coordinating the timely delivery of Federal disaster assistance to the affected State, local governments, and disaster victims.

FEDERAL ON-SCENE COORDINATOR (FOSC) - The designated on-scene coordinator of federal agencies at a hazardous materials incident.

FEDERAL-STATE AGREEMENT - Once the President has declared an Emergency or a Major

F

Disaster, the Federal Coordinating Officer and the State Coordinating Officer establish the Federal-State Agreement, which delineates the responsibilities of each party to the recovery from the disaster/emergency.

FEMA VOLAG COORDINATOR - Each FEMA Region has a Voluntary Agency Coordinator. In a disaster, the VOLAG Coordinator shares information about federal/state activities with voluntary agencies and assembles a report on voluntary agency activities.

G

GOVERNOR'S AUTHORIZED REPRESENTATIVE (GAR) - Empowered by the Governor to execute all necessary documents for disaster assistance on behalf of the State.

H

HAZARDOUS CHEMICAL - Has the meaning given such term by Section 311(e) of EPCRA.

HAZARDOUS MATERIAL - A term used in this plan to generically define any chemical, substance, material or waste which may pose an unreasonable risk to health, safety, property and/or the environment.

HAZARDOUS MATERIAL (USDOT) - Any substance which has been determined by the U. S. Department of Transportation under Title 49 CFR to be capable of posing an unreasonable risk to health, safety and property if transported in commerce.

HAZARDOUS MATERIALS UNIT - DEPARTMENT OF PUBLIC SAFETY - A group of hazardous materials technicians and specialists who act as the SOSC for hazardous materials highway and rail transportation incidents.

HAZARDOUS SUBSTANCE -A substance designated as hazardous under the Comprehensive Environmental Response Compensation and Liability Act of 1980 (CERCLA) Public Law 96-510 as amended by SARA.

HAZARDOUS WASTE - Has the meaning as defined in PL 94-580, Resource Conservation and Recovery Act of 1976 as amended.

I

INCIDENT COMMAND SYSTEM (ICS) - An on-site incident management system applicable to

all types of emergencies. Includes standard organizational structure, agency qualifications, training requirements, procedures, and terminology enabling participating agencies to function together effectively and efficiently.

INCIDENT COMMANDER (IC) - The lead agency representative in overall command of an emergency incident.

IN-KIND DONATIONS - A donation for disaster survivors other than a cash donation, i.e., a material donation or professional service.

INVENTORY FORMS - Tier II, emergency and hazardous chemical inventory forms used for reporting under SARA Title III.

J

K

L

LEAD AGENCY - The FBI defines lead agency, as used in PDD-39, as the Federal department or agency assigned lead responsibility to manage and coordinate a specific function — either crisis management or consequence management. Lead agencies are designated on the basis of their having the most authorities, resources, capabilities, or expertise relative to accomplishment of the specific function. Lead agencies support the overall LFA during all phases of the terrorism response.

LOCAL DISTRIBUTION CENTER - A local church, community-based organization facility or site, voluntary agency facility or local government facility where goods are dispersed directly to disaster victims. Managed locally and re-supplied by parent organizations or direct supply from unexpected donors.

LOCAL EMERGENCY - Means the existence of conditions of disaster or extreme peril to the safety of persons or property within the territorial limits of a county, city or town, which are or are likely to be beyond the control of the services, personnel, equipment and facilities of such political subdivision as determined by its governing body and which require the combined efforts of other political subdivisions.

LOCAL EMERGENCY PLANNING COMMITTEE (LEPC) - A committee formed to implement local government compliance with SARA Title III. This committee is responsible for the development and maintenance of the local hazardous materials plan, and providing community right-to-know information.

L

LOCAL INCIDENT COMMANDER - The local government representative at an incident who is

responsible for the direction and coordination of all local government response activities on scene.

M

MATERIAL SAFETY DATA SHEETS (MSDS) - Technical information documents required under the OSHA Hazard Communications Standard describing the toxicity, physical hazards and methods of safe handling for hazardous chemicals.

MEMORANDUM OF AGREEMENT/UNDERSTANDING (MOA/MOU) - Written agreement between a sponsoring organization and other State/Local jurisdictions of the sponsoring organization. The MOA outlines responsibilities of each signatory in the event of an activation of the agreement/understanding. The MOA/MOU serves as the basis for reimbursement of task force operational expenditures during activation.

MISSION ESSENTIAL FUNCTIONS - For COOP/COG planning, functions that enable State government to provide vital services, exercise civil authority, and maintain the safety and well being of the general populace.

MITIGATION - Activities that eliminate or reduce the probability of occurrence of a disaster. It also includes long-term activities that reduce the effects of unavoidable disasters.

N

NATIONAL CALL CENTER - A facility at FEMA headquarters equipped and prepared to activate with a toll free number and phone operators to support a state donations operation. Only used in large scale disasters.

NATIONAL RESPONSE CENTER (NRC) - A communications center for activities related to federal response actions located at Coast Guard Headquarters in Washington, D.C.

NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (NVOAD) - The umbrella organization of established and experienced voluntary organizations that serve disaster affected communities.

NUCLEAR WEAPONS - The Effects of Nuclear Weapons (DOE, 1977) defines nuclear weapons as weapons that release nuclear energy in an explosive manner as the result of nuclear chain reactions involving fission and/or fusion of atomic nuclei.

O

OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION (OSHA) - Regulates occupational exposures to hazardous chemicals.

P

PIPELINE SAFETY PERSONNEL (PSP) - A group of occupational specialists of the Arizona Corporation Commission (ACC).

POINT OF ARRIVAL (POA) - The designated location (typically an airport) within or near the disaster-affected area where newly arriving staff, equipment, and supplies are initially directed. Upon arrival, personnel and other resources are dispatched to either the DFO, a mobilization center, a staging area, or directly to a disaster site.

POINT OF DEPARTURE (POD) - The designated location (typically an airport) outside the disaster-affected area from which response personnel and resources will deploy to the disaster area.

PREPAREDNESS - The development of plans and procedures by government, organizations and individuals to save lives and minimize disaster damage and enhance disaster response operations.

Q

R

RAILROAD SAFETY PERSONNEL - A group of occupational specialists of the Arizona Corporation Commission (ACC).

RECEPTION CENTER - A large facility away from the disaster area to serve as a holding station for un-designated goods managed by State and AzVoad representatives.

RECOVERY - Activities traditionally associated with providing Federal supplemental disaster relief assistance under a Presidential major disaster declaration. These activities usually begin within days after the event and continue after response activity ceases. Recovery includes individual and public assistance programs that provide temporary housing assistance, as well as grants and loans to eligible individuals and government entities to recover from the effects of a disaster.

RESPONSE - Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property, and meet basic human needs. Based on the requirements of the situation, response assistance will be provided to an affected State under the FRP using a partial activation of selected ESFs or the full activation of all ESFs to meet the needs of the situation.

REGIONAL RESPONSE TEAM (RRT) - A group of federal representatives from the states encompassing federal Region IX (Arizona, California, Nevada, Hawaii, and the trust territories) who respond in support of EPA's National Oil and Hazardous Substances Pollution Contingency Plan.

R

RELEASE - See Spill.

RESOURCE CONSERVATION AND RECOVERY ACT of 1976 (RCRA) - Establishes a framework for proper management and disposal of all wastes.

RESPONSE - Means activities that are designed to provide emergency assistance, limit the primary effects, reduce the probability of secondary damage and speed recovery operations.

RESPONSIBLE PARTY - Defined in ARS 49-383. In an occupied facility the RP is the owner or operator. On vacant land when no knowledge of the party responsible for dumping the materials exists the RP is the land owner. On vacant land with knowledge of the party responsible for dumping the materials, the dumper is the RP and if the dumper is not financially capable, the land owner is the RP.

S

SARA - See Superfund Amendments and Reauthorization Act of 1986

SISPO – Statewide Information Security and Privacy Office. Administer the State's Incident Response Reporting System that is to be utilized for reporting all real or potential cyber and privacy incidents.

SPILL - Includes, but is not limited to, any spilling, leaking, pumping, pouring, emitting, emptying, or dumping of any hazardous material or oil.

STATE COORDINATING OFFICER (SCO) - Appointed by the Governor to oversee disaster operations for the State.

STATE OF EMERGENCY - means the duly proclaimed existence of disaster or of extreme peril to the safety of persons or property within the state caused by air pollution, fire, flood or flood-water, storm, epidemic, riot, earthquake or other causes, except those resulting in a state of war emergency, which are or are likely to be beyond the control of the services, personnel, equipment and facilities of any single county, city or town, and which require the combined efforts of the state and the political subdivision.

STATE OF WAR EMERGENCY - Means the condition that exists immediately whenever this nation is attacked or upon receipt by this state of a warning from the federal government indicating that such an attack is imminent.

STATE ON-SCENE COORDINATOR (SOSC) - The designated coordinator of all Arizona state response agencies at an incident.

S

STRESS - A response characterized by physical and psychological arousal arising as a direct result of an exposure to any demand or pressure on a living organism.

SUPERFUND - Trust fund established under CERCLA and extended under SARA to provide money for cleanups associated with inactive hazardous waste disposal sites.

SUPERFUND AMENDMENTS AND REAUTHORIZATION ACT OF 1986, TITLE III (a.k.a. EMERGENCY PLANNING AND COMMUNITY RIGHT -TO -KNOW ACT) - Requires the development of local plans for hazardous materials response and the development of systems to provide community right-to-know information to citizens.

T

TECHNICAL ASSISTANCE - Is provided to local jurisdictions when they have the resources but lack the knowledge and skills needed to perform a required activity (such as hazardous material assessments).

TECHNICAL OPERATIONS (Terrorism Incident) - As used in this annex, technical operations include actions to identify, assess, dismantle, transfer, dispose of, or decontaminate personnel and property exposed to explosive ordnance or WMD.

TERRORIST INCIDENT - The FBI defines a terrorist incident as a violent act, or an act dangerous to human life, in violation of the criminal laws of the United States or of any State, to intimidate or coerce a government, the civilian population, or any segment thereof in furtherance of political or social objectives.

TITLE III - See Superfund Amendment and Reauthorization Act of 1986.

TOXIC CHEMICAL - Any substance on the list described in Section 313© of Title III.

TRAUMA - A trauma is any event that attacks the psyche and breaks through the defense system with the potential to significantly disrupt one's life, perhaps resulting in a personality change or physical illness if it is not managed quickly and/or effectively.

TRAUMATIC STRESS - The stress response produced when a person is exposed to a disturbing traumatic event. The traumatic stress reaction may be immediate or delayed.

U

UNAFFILIATED VOLUNTEERS - Also known as "emergent" volunteers that are not formally associated with a voluntary organization active in the disaster operation.

UNDESIGNATED GOODS - Donated goods largely unsolicited that do not have a specific recipient prepared to receive them.

UNIFIED COMMAND - A standard method to coordinate command of an incident when multiple agencies have jurisdiction.

UNSOLICITED GOODS - Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

V

VITAL RECORDS - In COOP and COG Plans, it is any documents, references, and databases necessary to support the identified *branch mission essential functions.*

VOLUNTEER AGENCY (VOLAG) - A generic term for a voluntary agency.

VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (VOAD) - Organized at the state level. VOAD members meet to prepare for disasters. In the response period, each individual member functions independently. In Arizona, the VOAD is referred to as AzVOAD.

W

WEAPON OF MASS DESTRUCTION - Title 18, U.S.C. 2332a, defines a WMD as (1) any destructive device as defined in Section 921 of this title, [which reads] any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, missile having an explosive or incendiary charge of more than one-quarter ounce, mine, or device similar to the above; (2) poison gas; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

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State of Arizona

Emergency Response and Recovery Plan
Authorities and References

I. State Emergency Authorities and References:

A. Arizona Revised Statutes

1. State of Arizona Constitution (with amendments to 2008), Article 3: Article 4, § 1-25, Article 5, § 1-12; Article 6, § 1-42
2. ARS § 12-101, The Supreme Court, Articles 1-4
3. ARS § 26-101, Emergency and Military Affairs, Chapter 1, Articles 1-11
4. ARS Title 26, Chapter 2
5. ARS Title 35, Chapter 1
6. ARS Sections § 36-2208 thru §36-2210
7. ARS § 41-101, The Governor, Chapter 1, Article 1
8. ARS § 41-121, The Secretary of State and the State Department, Chapter 1, Article 2
9. ARS § 41-1101, Legislature, Chapter 7, Articles 1-13
10. ARS § 41-1755, Public Safety, Chapter 12, Article 3
11. ARS § 41-701, Department of Administration, Chapter 4, Articles 1-7
12. ARS § 12-101, The Supreme Court, Articles 1-4

B. Arizona Revised Code

1. Section 161.03, Order of succession to the governorship
2. Section 161.04, Designation of interim successors
3. Section 5502.22, Emergency Management Agency Established; Cooperation with Other Agencies; Use of Federal Funds
4. Section 5502.24, Temporary Seats of State and Local Government in Event of Emergency

C. Orders

1. Executive Order #2003-05
2. Executive Order 2004–05 (January 2004) December 2003 Revised SERRP Promulgation
3. Executive Order 98-1 (February 1998) - Superseded
4. Executive Order 79-4 (June 1979)

5.

D. Plans and Agreements

1. Emergency Assistance Guide (May 1996)
2. Public Assistance Program Plan (July 2001)
3. Offsite Emergency Response Plan for Palo Verde Nuclear Generating Station (January 2003)
4. Arizona Plan To Mitigate Hazards (Planned November 2003)
5. Memorandum of Agreement between ADEM and AFCA
6. Arizona Fuel Emergency Plan (Department of Commerce - Energy Office)
7. Arizona Rules of Court, Rules of Superintendence for the Courts of Arizona
8. Arizona Rules of the House of Representatives, State of Arizona
9. Arizona Rules of the Senate, State of Arizona
10. Joint Rules of the General Assembly, State of Arizona
11. ADEM Continuity of Government/Operations Plan (October 2003)

II. Federal Emergency Authorities and Directives:

A. Federal Laws and Rules

1. Federal Preparedness Circular 65, Federal Executive Branch Continuity of Operations (COOP), June 15, 2004
2. 36 Code of Federal Regulations, Part 1236, management of Vital Records
3. 41 Code of Federal Regulations 101.20.103-0034, Occupant Emergency Program COOP Program Management and Responsibilities
4. Presidential Decision Directive 62, Protection Against unconventional Threats to the Homeland and Americans Overseas, dated May 22, 1998 Federal Executive Branch Mission Essential Functions and Primary Mission Essential Functions Identification
5. Public Law 78-410, "Public Health Service Act" Section 216; 42 U.S.C. 217
6. Public Law 78-410, "Public Health Service Act" Section 311; 42 U.S.C. 243
7. Public Law 78-410, "Defense Health Service Act" Section 319
8. Public Law 81-774, “Defense Production Act of 1950" as amended, Title I, Section 101(a) and 101(b); 50 U.S.C. 2061;

II. Federal Emergency Authorities and Directives: - Con't

A. Federal Laws and Rules – Con't

9. Public Law 93-288, as amended by Public Law 100-707, "Robert T. Stafford Disaster Relief and Emergency Assistance Act" (November 23, 1988)

10. Public Law 95-124, "Earthquake Hazards Reduction Act of 1977"; 42 U.S.C. 7701 and 7704

11. Public Law 95-313, "Cooperative Forestry Assistance Act of 1978"

12. Public Law 96-510, "Comprehensive Environmental Response, Compensation, and Liability Act of 1980" Section 104(i); 42 U.S.C. 9604(i)

13. Public Law 101-640, "Water Resources Development Act of 1990" Title III, Section 302, 5(a)(1) (November 1990)

14. United States Congress Act of January 5, 1905, as amended; 36 U.S.C. (American National Red Cross Congressional Charter)

15. Communications Act of 1934, as amended

16. Older Americans Act of 1965, as amended, Section 310; 42 U.S.C. 3030

17. Food Stamp Act of 1977, Section 5(h)(1); implemented by 46 CFR 8922 and 8923

18. Interstate Commerce Act, Emergency Rates; 49 U.S.C. 10724 and 11121 to 11128

19. Public Law 93-288, "Robert T. Stafford Disaster Relief and Emergency Assistance Act" as amended, implemented by Food Distribution Regulations, Parts 250.1(b) and 250.8(e)

20. 7 CFR Part 250.1(b)(10)&(11) - Food Commodity Funding

21. 10 CFR Part 50, NRC - Emergency Planning and Preparedness

22. 28 CFR Part 65 - Emergency Federal Law Enforcement Assistance

23. 40 CFR Part 300 - National Oil and Hazardous Substances Pollution Contingency Plan

24. 44 CFR Part 322 - Defense Production: Priorities and Allocation Authority

25. 44 CFR Part 350 - Review and approval of State and Local Radiological Emergency Plans and Preparedness

26. Public Law 106-390 – Amendment to Robert T. Stafford Disaster Relief and Emergency Assistance Act (October 2000)

27. Public Law 107-296 Homeland Security Act of 2002 (October 2002)

II. Federal Emergency Authorities and Directives: - Con't

B. Orders

1. Executive Order 10480, "Further Providing For The Administration of the Defense Mobilization Program" as amended (August 1953)
2. Executive Order 12148, "Federal Emergency Management" (July 20, 1979)
3. Executive Order 12472, "Assignment of National Security and Emergency Preparedness Telecommunications Functions" (April 1984)
4. Executive Order 12656, "Assignment of Emergency Preparedness Responsibilities" (November 1988)
5. Executive Order 12657, "FEMA Assistance in Emergency Preparedness Planning at Commercial Nuclear Power Plants" (November 1988)
6. Executive Order 12777, "Implementation of Section 311of the Federal Water Pollution Act of October 18, 1972, as amended, and the Oil Pollution Act of 1990" (October 1991).
7. Executive Order 10310, Critical Infrastructure Protection (July 1996), as amended – E.O. 13231 (October 2001).
8. Executive Order 13228, Establishing the Office of Homeland Security and the Homeland Security Council (October 2001); as amended – E.O. 13284, January 2003; E.O. 13286, February 2003.
9. Executive Order 13231 on Critical Infrastructure Protection (October 2001), as amended – E.O. 13284, January 2003; E.O. 13286, February 2003.
10. Executive Order 13286 Amendment of Executive Orders, and Other Actions, in Connection with the Transfer of Certain Functions to the Secretary of Homeland Security (February 2003)

C. Directives

1. Homeland Security Presidential Directive – 3, Advisory System Implementation (March 2002)
2. Homeland Security Presidential Directive – 5, Domestic Incident Management (February 2003)
3. Homeland Security Presidential Directive – 7, Critical Infrastructure Identification, Prioritization, and Protection (December 2003)
4. Homeland Security Presidential Directive – 8, National Preparedness (December 2003)

II. Federal Emergency Authorities and Directives: - Con't

D. Plans and Agreements

1. National Response Plan (December 2004)
2. National Incident Management System (March 2004)
3. Federal Communications Commission Report and Order of August 4, 1981
4. National Plan for Telecommunications Support in Non-Wartime Emergencies (January 1992)
5. Department of Defense Directive 3025.1, "Military Support to Civil Authorities" (1992)
6. Federal Preparedness Circular 8, "Public Affairs in Emergencies"
7. NUREG - 0654/FEMA-REP-1: Criteria for the Preparedness and Evaluation of Radiological Emergency Response Plans and Preparedness in support of Nuclear Power Plants
8. NUREG - BR0230: (RCM-96) Response Coordination Manual
9. American Red Cross Disaster Services Regulations and Procedures, ARC 3003 (January 1984)
10. American National Red Cross Mass Care Preparedness and Operation Procedures and Regulations, ARC 3031(February 1998)
11. American National Red Cross National Board of Governors Disaster Services Policy Statement (July 1, 1977) - BOG Disaster Services Policy, Section 2.6, Revised (February 2003)
12. Statement of Understanding Between the Federal Emergency Management Agency and the American National Red Cross (Jan. 22, 1982)
13. CPG 1-14, Principals of Warning and Criteria Governing Eligibility of National Warning Systems (NAWAS) Terminals
14. CPG 1-16, National Warning Systems (NAWAS) Operations Manual
15. DOD Directive 6010.17 - National Disaster Medical Service
16. CONPLAN 7300-91, Commander, Western Defense Command Integrated CONUS Regional Medical Mobilization Plan
17. Prevention and Control of Stress Among Emergency Workers, U.S. Department of Health and Human Services (ADM) 88-1496
18. Disaster Work and Mental Health: Prevention and Control of Stress Among Workers, U.S. Department of Health and Human Services, (ADM) 87-1422
19. Critical Incident Stress Debriefing: (CISD) - An Operations Manual for the Prevention of Traumatic Stress Among Emergency Services and Disaster Workers. Jeffrey T. Mitchell & George S. Everly, Jr. Plus various other works by Jeffrey T. Mitchell.
20. Chemical/Biological (C/B) Health and Medical Services Support Plan (June 1996)
21. USDA "National Response To A Highly Contagious Animal Disease Plan" (March, 2001)
22. USDA "Bovine Spongiform Encephalopathy (Mad Cow Disease) Response Plan (October 1998)
23. Statement of Understanding Between the Federal Emergency Management Agency and the American National Red Cross (October 1, 1997)