

Whitfield County Emergency Management Agency Emergency Operations Plan

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RECORD OF REVISIONS

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Whitfield County
EMERGENCY OPERATIONS PLAN

Local Resolution

Record of Revisions

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PREFACE

This Emergency Operations Plan (EOP) describes the management and coordination of resources and personnel during periods of major emergency. This comprehensive local emergency operations plan is developed to ensure mitigation and preparedness, appropriate response and timely recovery from natural and man made hazards which may affect residents of Whitfield County.

This plan supersedes the Emergency Operations Plan dated from old eLEOP. It incorporates guidance from the Georgia Emergency Management Agency (GEMA) as well as lessons learned from disasters and emergencies that have threatened Whitfield County. The Plan will be updated at the latest, every four years. The plan:

- Defines emergency response in compliance with the State-mandated Emergency Operations Plan process.
- Establishes emergency response policies that provide Departments and Agencies with guidance for the coordination and direction of municipal plans and procedures.
- Provides a basis for unified training and response exercises.

The plan consists of the following components:

- The Basic Plan describes the structure and processes comprising a county approach to incident management designed to integrate the efforts of municipal governments, the private sector, and non-governmental organizations. The Basic Plan includes the: purpose, situation, assumptions, concept of operations, organization, assignment of responsibilities, administration, logistics, planning and operational activities.
- Appendices provide other relevant supporting information, including terms, definitions, and authorities.
- Emergency Support Function Annexes detail the missions, policies, structures, and responsibilities of County agencies for coordinating resource and programmatic support to municipalities during Incidents of Critical Significance.
- Support Annexes prescribe guidance and describe functional processes and administrative requirements necessary to ensure efficient and effective implementation of incident management objectives.
- Incident Annexes address contingency or hazard situations requiring specialized application of the EOP. The Incident Annexes 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. Due to security precautions and changing nature of their operational procedures, these Annexes, their supporting plans, and operational supplements are published separately.

The following is a summary of the 15 Emergency Support Functions:

1. *Transportation*: Support and assist municipal, county, private sector, and voluntary organizations requiring transportation for an actual or potential Incident of Critical Significance.
2. *Communications*: Ensures the provision of communications support to municipal, county, and private-sector response efforts during an Incident of Critical Significance.
3. *Public Works and Engineering*: Coordinates and organizes the capabilities and resources of the municipal and county governments to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to prevent, prepare for, respond to, and/or recover from an Incident of Critical Significance.
4. *Firefighting*: Enable the detection and suppression of wild-land, rural, and urban fires resulting from, or occurring coincidentally with an Incident of Critical Significance.
5. *Emergency Management Services*: Responsible for supporting overall activities of the County Government for County incident management.
6. *Mass Care, Housing and Human Services*: Supports County-wide, municipal, and non-governmental organization efforts to address non-medical mass care, housing, and human services needs of individuals and/or families impacted by Incidents of Critical Significance.
7. *Resource Support*: Supports volunteer services, County agencies, and municipal governments tracking, providing, and/or requiring resource support before, during, and/or after Incidents of Critical Significance.
8. *Public Health and Medical Services*: Provide the mechanism for coordinated County assistance to supplement municipal resources in response to public health and medical care needs (to include veterinary and/or animal health issues when appropriate) for potential or actual Incidents of Critical Significance and/or during a developing potential health and medical situation.
9. *Search and Rescue*: Rapidly deploy components of the National US Response System to provide specialized life-saving assistance to municipal authorities during an Incident of Critical Significance.
10. *Hazardous Materials*: Coordinate County support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during Incidents of Critical Significance.
11. *Agriculture and Natural Resources*: supports County and authorities and other agency efforts to address: Provision of nutrition assistance; control and eradication of an outbreak of a highly contagious or economically devastating animal/zoonotic

disease; assurance of food safety and food security and; protection of natural and cultural resources and historic properties.

12. *Energy*: Restore damaged energy systems and components during a potential of actual Incident of Critical Significance.
13. *Public Safety and Security Services*: Integrates County public safety and security capabilities and resources to support the full range of incident management activities associated with potential or actual Incidents of Critical Significance.
14. *Long Term Recovery and Mitigation*: Provides a framework for County Government support to municipal governments, nongovernmental organizations, and the private sector designed to enable community recovery from the long-term consequences of an Incident of Critical Significance.
15. *External Affairs*: Ensures that sufficient County assets are deployed to the field during a potential or actual Incident of Critical Significance to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the populace.

BASIC PLAN

I. INTRODUCTION

Summary

This plan establishes a framework for emergency management planning and response to: prevent emergency situations; reduce vulnerability during disasters; establish capabilities to protect residents from effects of crisis; respond effectively and efficiently to actual emergencies; and provide for rapid recovery from any emergency or disaster affecting the local jurisdiction and Whitfield County.

This Emergency Operations Plan (EOP) is predicated on the National Incident Management System (NIMS) which integrates the capabilities and resources of various municipal jurisdictions, incident management and emergency response disciplines, nongovernmental organizations (NGOs), and the private sector into a cohesive, coordinated, and seamless framework for incident management. The EOP, using the NIMS, is an all-hazards plan that provides the structure and mechanisms for policy and operational coordination for incident management. Consistent with the model provided in the NIMS, the EOP can be partially or fully implemented in the context of a threat, anticipation of a significant event, or the response to a significant event. Selective implementation through the activation of one or more of the systems components allows maximum flexibility in meeting the unique operational and information-sharing requirements of the situation at hand and enabling effective interaction between various entities. The EOP, as the core operational plan for incident management, establishes county-level coordinating structures, processes, and protocols that will be incorporated into certain existing interagency incident- or hazard-specific plans (such as the Hurricane Plan) that is designed to implement specific statutory authorities and responsibilities of various departments and agencies in particular contingency.

Purpose

The purpose of the EOP is to establish a comprehensive, countywide, all-hazards approach to incident management across a spectrum of activities including prevention, preparedness, response, and recovery. The EOP incorporates best practices and procedures from various incident management disciplines - homeland security, emergency management, law enforcement, firefighting, hazardous materials response, public works, public health, emergency medical services, and responder and recovery worker health and safety - and integrates them into a unified coordinating structure. The EOP provides the framework for interaction with municipal governments; the private sector; and NGOs 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 from natural and manmade hazards; save lives; protect public health, safety, property, and the environment; and reduce adverse psychological consequences and disruptions. Finally, the EOP serves as the foundation for the development of detailed supplemental plans and procedures to effectively and efficiently implement incident management activities and assistance in the context of specific types of incidents.

The EOP, using the NIMS, establishes mechanisms to:

- Maximize the integration of incident-related prevention, preparedness, response, and recovery activities;
- Improve coordination and integration of County, municipal, private-sector, and nongovernmental organization partners;
- Maximize efficient utilization of resources needed for effective incident management and Critical Infrastructure/Key Resources protection and restoration;
- Improve incident management communications and increase situational awareness across jurisdictions and between the public and private sectors;
- Facilitate emergency mutual aid and emergency support to municipal governments;
- Provide a proactive and integrated response to catastrophic events; and
- Address linkages to other incident management and emergency response plans developed for specific types of incidents or hazards.

A number of plans are linked to the EOP in the context of disasters or emergencies, but remain as stand-alone documents in that they also provide detailed protocols for responding to routine incidents that normally are managed by County agencies without the need for supplemental coordination. The EOP also incorporates other existing emergency response and incident management plans (with appropriate modifications and revisions) as integrated components, operational supplements, or supporting tactical plans.

This plan consists of the following components:

Scope and Applicability

The EOP covers the full range of complex and constantly changing requirements in anticipation of or in response to threats or acts of terrorism, major disasters, and other emergencies. The EOP also provides the basis to initiate long-term community recovery and mitigation activities.

The EOP establishes interagency and multi-jurisdictional mechanisms for involvement in and coordination of, incident management operations.

This plan distinguishes between incidents that require County coordination, termed disasters or emergencies, and the majority of incidents that are handled by responsible jurisdictions or agencies through other established authorities and existing plans.

In addition, the EOP:

- Recognizes and incorporates the various jurisdictional and functional authorities of departments and agencies; municipal governments; and private-sector organizations in incident management.

- Details the specific incident management roles and responsibilities of the departments and agencies involved in incident management as defined in relevant statutes and directives.
- Establishes the multi-agency organizational structures and processes required to implement the authorities, roles, and responsibilities for incident management.

This plan is applicable to all departments and agencies that may be requested to provide assistance or conduct operations in the context of actual or potential disasters or emergencies.

Disasters or emergencies are high-impact events that require a coordinated and effective response by an appropriate combination of County, municipal, private-sector, and nongovernmental entities in order to save lives, minimize damage, and provide the basis for long-term community recovery and mitigation activities.

Key Concepts

This section summarizes key concepts that are reflected throughout the EOP.

- Systematic and coordinated incident management, including protocols for:
 - Coordinated action;
 - Alert and notification;
 - Mobilization of County resources to augment existing municipal capabilities;
 - Operating under differing threats or threat levels; and
 - Integration of crisis and consequence management functions.
- Proactive notification and deployment of resources in anticipation of or in response to catastrophic events in coordination and collaboration with municipal governments and private entities when possible.
- 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 worker safety and health, private-sector involvement, and other activities that are common to the majority of incidents (see Support Annexes).
- Organizing ESFs to facilitate the delivery of critical resources, assets, and assistance. Departments and agencies are assigned to lead or support ESFs based on authorities, resources, and capabilities.
- Providing mechanisms for vertical and horizontal coordination, communications, and information sharing in response to threats or incidents. These mechanisms

facilitate coordination among municipal entities and the County Government, as well as between the public and private sectors.

- Facilitating support to County departments and agencies acting under the requesting department or agency's own authorities.
- Developing detailed supplemental operations, tactical, and hazard-specific contingency plans and procedures.
- Providing the basis for coordination of interdepartmental and municipal planning, training, exercising, assessment, coordination, and information exchange.

II. PLANNING ASSUMPTIONS AND CONSIDERATIONS

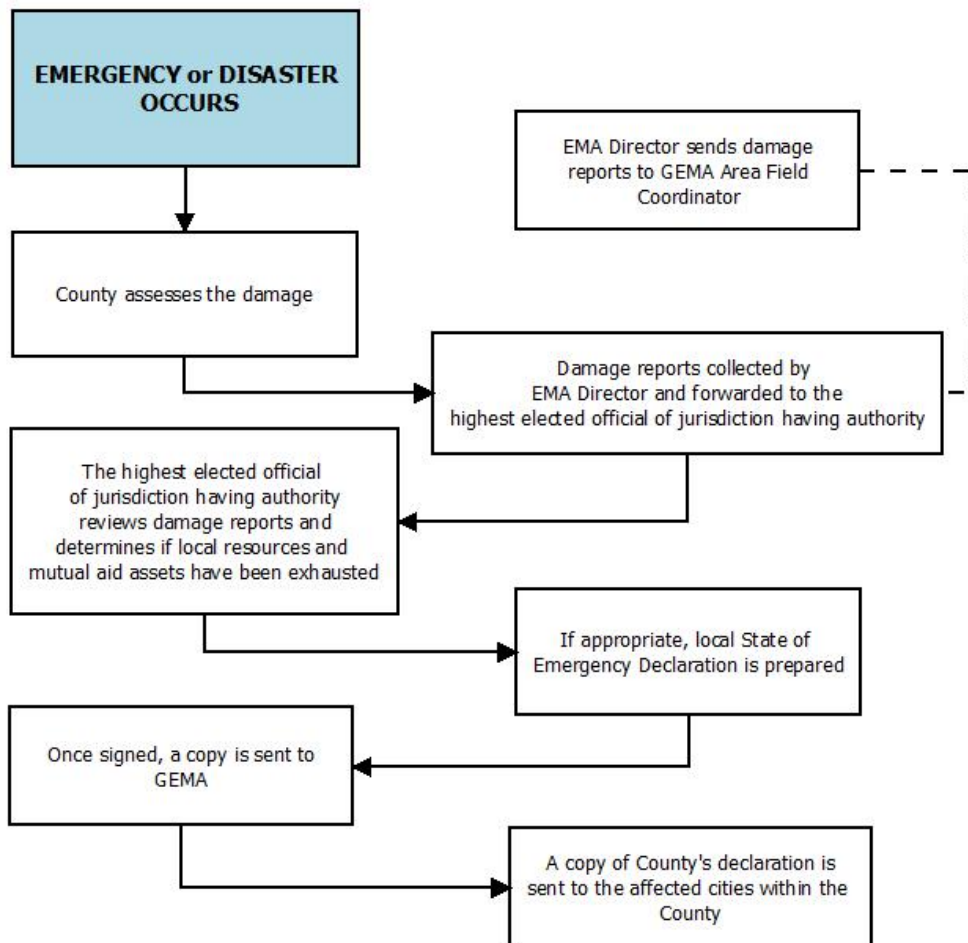
The EOP is based on the planning assumptions and considerations presented in this section.

- Incidents are typically managed at the lowest possible organizational and jurisdictional level.
- Incident management activities will be initiated and conducted using the principles contained in the NIMS and the ICS.
- The combined expertise and capabilities of government at all levels, the private sector, and nongovernmental organizations will be required to prevent, prepare for, respond to, and recover from disasters and emergencies.
- Disasters and emergencies require the Whitfield County Emergency Management Agency to coordinate operations and/or resources, and may:
 - 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;
 - Involve single or multiple jurisdictions;
 - Have significant regional impact and/or require significant regional 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 regional scale;
 - Result in numerous casualties; fatalities; displaced people; property loss; disruption of normal life support systems, essential public services, and basic infrastructure; and significant damage to the environment;
 - Impact critical infrastructures across sectors;
 - Overwhelm capabilities of municipal governments, and private-sector infrastructure owners and operators;
 - Attract a sizeable influx of independent, spontaneous volunteers and supplies;
 - Require extremely short-notice asset coordination and response timelines; and
 - Require prolonged, sustained incident management operations and support 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 county;
 - 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 the damage and impact 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 Federal Bureau of Investigation (FBI).
- Departments and agencies at all levels of government and certain NGOs, such as the American Red Cross, may be required to deploy to disaster areas or emergency events on short notice to provide timely and effective mutual aid and/or intergovernmental assistance.
- The degree of County involvement in incident operations depends largely upon the specific authority or jurisdiction. Other factors that may be considered include:
 - The municipal needs and/or requests for external support, or ability to manage the incident;
 - The economic ability of the affected entity to recover from the incident;
 - The type or location of the incident;
 - The severity and magnitude of the incident; and
 - The need to protect the public health or welfare or the environment.
- Departments and agencies support these mission in accordance with 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 disasters or emergencies; and
 - Proactive support for catastrophic or potentially catastrophic incidents using protocols for expedited delivery of resources.
-
- For disasters or emergencies that are Presidentially declared, state and/or Federal support is delivered in accordance with relevant provisions of the Stafford Act. (Note that while all Presidentially declared disasters and emergencies under the Stafford Act are considered incidents of critical significance, not all incidents necessarily result in disaster or emergency declarations under the Stafford Act.)

Emergency Declaration Process



It is anticipated and expected that if the emergency or disaster is obviously widespread and all local resources mutual aid assets have already been exhausted, the highest elected official of jurisdiction having authority can make a declaration without waiting for a report regarding damages.

III. ROLES AND RESPONSIBILITIES

Local Government Responsibilities

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 County agency in the area may act as a first responder, and the assets of County agencies may be used to advise or assist municipal 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 resources and capabilities are overwhelmed, the County may request State assistance under a Governors disaster or emergency declaration. Summarized below are the responsibilities of the Chief Executive Officer.

A municipal mayor or city or County Chairman or their designee, as a jurisdictions chief executive, is responsible for the public safety and welfare of the people of that jurisdiction. The Chief Executive Officer:

- Is responsible for coordinating 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 law, has extraordinary powers to suspend laws and ordinances, such as to establish a curfew, direct evacuations, and, in coordination with the 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 jurisdiction;
- Negotiates and enters into mutual aid agreements with other jurisdictions to facilitate resource-sharing; and
- Requests State and, if necessary, Federal assistance through the Governor of the State when the jurisdictions capabilities have been exceeded or exhausted.

Emergency Support Functions

The EOP applies a functional approach that groups the capabilities of municipal and county departments and some volunteer and non-government organizations into ESFs to provide the planning, support, resources, program implementation, and emergency services that are most likely to be needed during disaster or emergency incidents. The County response to actual or potential disasters or emergencies is typically provided through the full or partial activation of the ESF structure as necessary. The ESFs serve as the coordination mechanism to provide assistance to municipal governments or to County departments and agencies conducting missions of primary County responsibility.

Each ESF is comprised of primary and support agencies. The EOP identifies primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. The resources provided by the ESFs reflect categories identified in the NIMS. ESFs are expected to support one another in carrying out their respective roles and responsibilities. Additional discussion on roles and responsibilities of ESF primary agencies, and support agencies can be found in the introduction to the ESF Annexes.

Note that not all disaster or emergency incidents result in the activation of all ESFs. It is possible that an incident can be adequately addressed by agencies through activation of certain EOP elements without the activation of ESFs. Similarly, operational security considerations may dictate that activation of EOP elements be kept to a minimum, particularly in the context of certain terrorism prevention activities.

Nongovernmental and Volunteer Organizations

Nongovernmental and volunteer organizations collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims when assistance is not available from other sources. For example, the American Red Cross is an NGO that provides relief at the local level and also supports the Mass Care element of ESF 6. Community-based organizations receive government funding to provide essential public health services.

The Voluntary Organizations Active in Disaster (VOAD) is a consortium of approximately 30 recognized organizations of volunteers active in disaster relief. Such entities provide significant capabilities to incident management and response efforts at all levels. For example, the wildlife rescue and rehabilitation activities conducted during a pollution emergency are often carried out by private, nonprofit organizations working with natural resource trustee agencies.

Private Sector

EOP primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from disasters and emergencies.

Roles

The roles, responsibilities, and participation of the private sector during a disaster or emergency incident vary based on the nature of the organization and the type and impact of the incident. The roles of private-sector organizations are summarized below.

- **Impacted Organization or Infrastructure**
Private-sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those main private-sector organizations that are significant to regional economic recovery from the incident. Examples of privately owned infrastructure include transportation, telecommunications, private utilities, financial institutions, and hospitals.

- **Response Resource**
Private-sector organizations provide response resources (donated or compensated) during an incident - including specialized teams, equipment, and advanced technologies - through public-private emergency plans, mutual aid agreements, or incident specific requests from government and private-sector-volunteer initiatives.
- **Regulated and/or Responsible Party**
Owners/operators of certain regulated facilities or hazardous operations may bear responsibilities under the law for preparing for and preventing incidents from occurring, and responding to an incident once it occurs. For example, some activities are required by law or regulation to maintain emergency (incident) preparedness plans, procedures, and facilities and to perform assessments, prompt notifications, and training for a response to an incident.
- **State/Emergency Organization Member**
- Private-sector organizations may serve as active partners in emergency preparedness and response organizations and activities.

Responsibilities

Private-sector organizations support the EOP (voluntarily or to comply with applicable laws and regulations) by sharing information with the government, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response to and recovery from an incident.

Certain organizations are required by existing law and regulation to bear the cost of planning and response to incidents, regardless of cause. In the case of an Incident of Critical Significance, these private-sector organizations are expected to mobilize and employ the resources necessary and available in accordance with their plans to address the consequences of incidents at their own facilities or incidents for which they are otherwise responsible.

Response Resources

Unless the response role is inherently governmental (e.g., law enforcement, etc.), private-sector organizations are encouraged to develop and maintain capabilities to respond to and manage a complete spectrum of incidents and emergencies. The County Government maintains ongoing interaction with the critical infrastructure and key resource industries to provide coordination for prevention, preparedness, response, and recovery activities. When practical, or when required under law, private-sector representatives should be included in planning and exercises. In some cases, the government may direct private-sector response resources when they have contractual relationships, using government funds.

Functional Coordination

The primary agency/agencies for each ESF maintain(s) working relations with its associated private-sector counterparts through partnership committees or other means (e.g., ESF 2, Communications - telecommunications industry; ESF 10, Hazardous Materials - oil and hazardous materials industries; etc.).

Citizen Involvement

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation.

The US Citizen Corps brings these groups together and focuses efforts of individuals through education, training, and volunteer service to help make communities safer, stronger, and better prepared to address the threats of terrorism, crime, public health issues, and disasters of all kinds.

Citizen Corps Councils implement Citizen Corps programs, which include Community Emergency Response Teams (CERTs), Medical Reserve Corps, Neighborhood Watch, Volunteers in Police Service, and the affiliate programs; provide opportunities for special skills and interests; develop targeted outreach for special-needs groups; and organize special projects and community events.

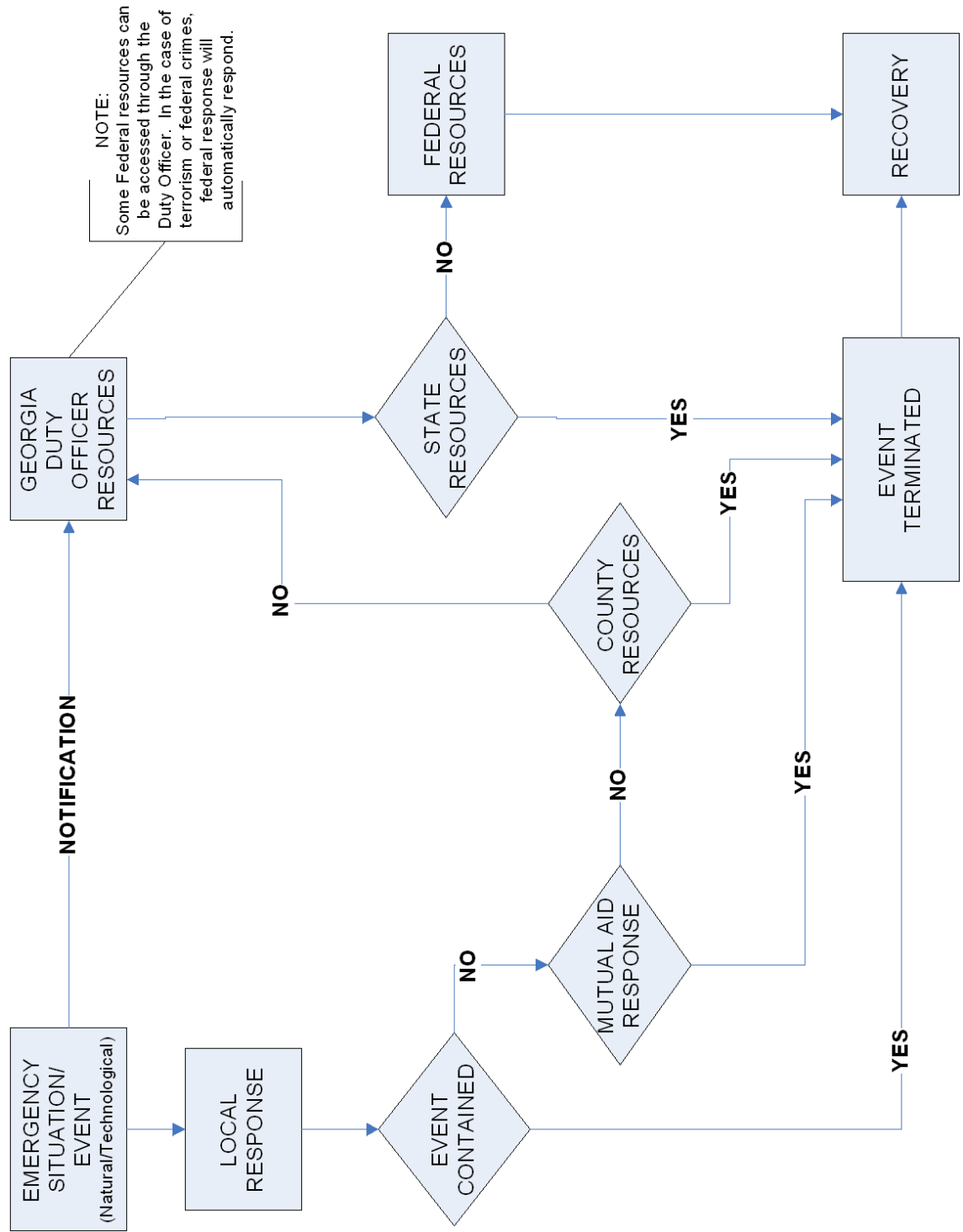
Citizen Corps Affiliate Programs expand the resources and materials available to communities through partnerships with programs and organizations that offer resources for public education, outreach, and training; represent volunteers interested in helping to make their communities safer; or offer volunteer service opportunities to support first responders, disaster relief activities, and community safety efforts.

Other programs unaffiliated with Citizen Corps also provide organized citizen involvement opportunities in support of response to major disasters and events of Critical Significance.

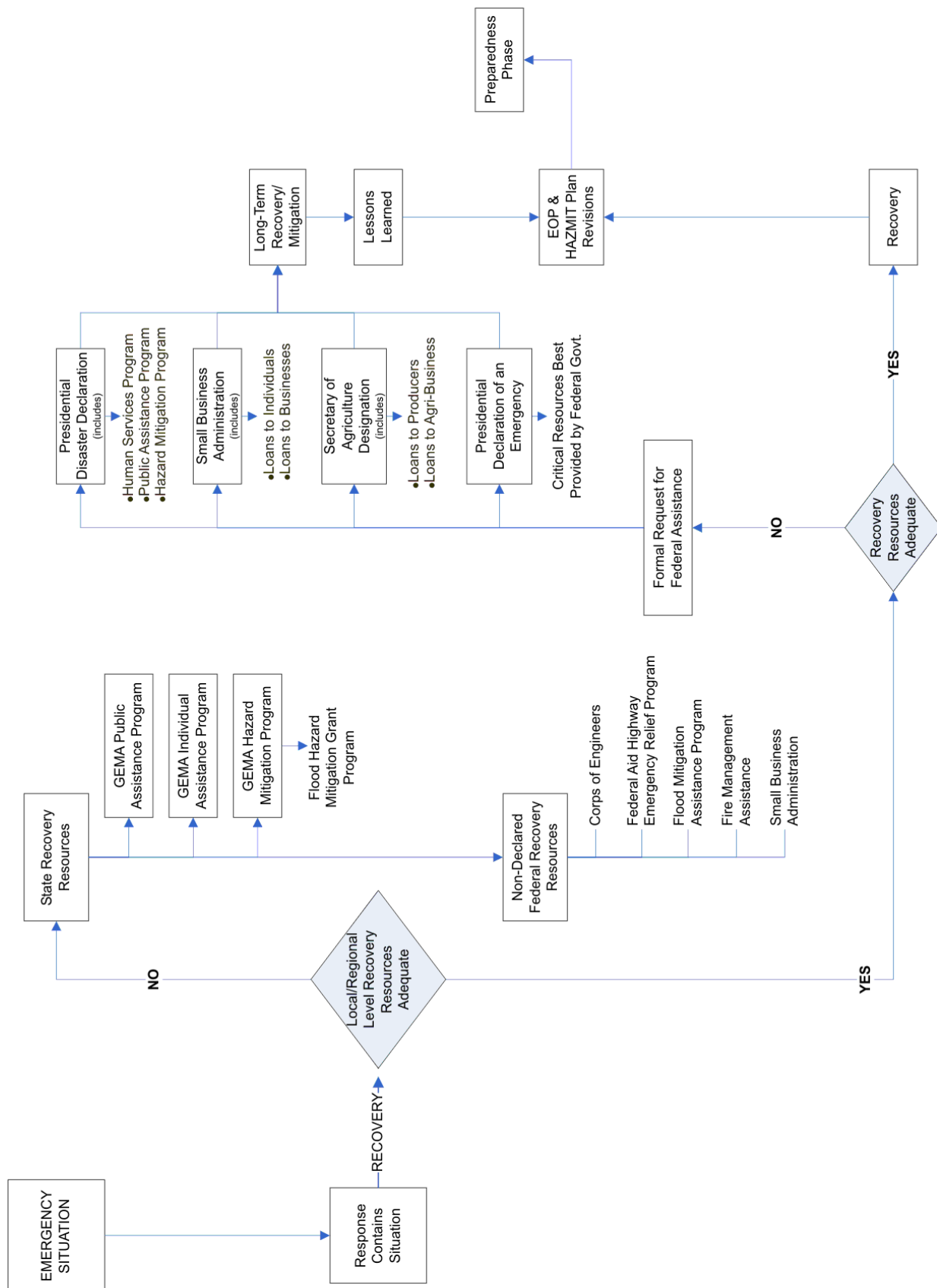
Citizen Corps

The Citizen Corps works through a Citizen Corps Council that brings together leaders from law enforcement, fire, emergency medical and other emergency management, volunteer organizations, elected officials, the private sector, and other community stakeholders.

Response Flow Chart



Recovery Flow Chart



IV. CONCEPT OF OPERATIONS

Phases of Emergency Management

Mitigation

Activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures implemented prior to, during, or after an incident are intended to prevent the occurrence of an emergency, reduce the community's vulnerability and/or minimize the adverse impact of disasters or emergencies. A preventable measure, for instance, is the enforcement of building codes to minimize such situations.

Preparedness

Actions taken to avoid an incident or to intervene to stop an incident from occurring. Preparedness involves actions taken prior to an emergency to protect lives and property and to support and enhance disaster response. Planning, training, exercises, community awareness and education are among such activities.

Response

Activities that address the short-term, direct effects of an incident. These activities include immediate actions to preserve life, property, and the environment; meet basic human needs; and maintain the social, economic, and political structure of the affected community. Also included are direction and coordination, warning, evacuation, and similar operations that help reduce casualties and damage, and speed recovery.

Recovery

The development, coordination, and execution of service- and site-restoration plans and the reconstitution of government operations and services through individual, private-sector, nongovernmental, and public assistance programs. Short-term recovery includes damage assessment and the return of vital functions, such as utilities and emergency services, to minimum operating standards. When rebuilding and re-locating is due to damaged property, long-term recovery activities may continue for years.

General

- A basic premise of the EOP is that incidents are generally handled at the lowest jurisdictional level possible. Police, fire, public health, medical, emergency management, and other personnel are responsible for incident management at that level. Accordingly, in order to protect life and property from the effects of emergencies, government is responsible for all emergency management activities. When operating under such conditions, Whitfield County Emergency Management Agency will utilize all available resources from within the County, including voluntary and private assets, before requesting other assistance. After an emergency exceeds local capacity to respond, assistance will be requested from other jurisdictions and the state through GEMA. Upon a Presidential declaration, assistance as requested by the state may be provided through Federal ESFs and/or other resources.

- Consistent with the commitment to comprehensive emergency management, this plan addresses major emergency situations that may develop in the county. It outlines activities that address mitigation, preparedness, response and recovery. The plan emphasizes the capacity of Whitfield County Emergency Management Agency to respond and accomplish short-term recovery.
- In coordination with the county and municipal governments, Whitfield County Emergency Management Agency will implement interagency coordination for emergency operations.
- In coordination with the county and municipal governments and Whitfield County Emergency Management Agency the public information designee will release all emergency information.
- If an agency requests functional support from another agency or organization, assigned personnel and resources will be coordinated by the agency responsible for the ESF.
- All agencies will inform Whitfield County Emergency Management Agency of personnel assigned to work in the Emergency Operations Center (EOC.)

V. DIRECTION AND CONTROL

Continuity of Government/Continuity of Operations (COG/COOP)

Local governments and jurisdictions must be prepared to continue their minimum essential functions throughout the spectrum of possible threats from natural disasters through acts of terrorism. COG/COOP planning facilitates the performance of State and local government and services during an emergency that may disrupt normal operations.

- Government continuity planning facilitates the performance government and services during an emergency that may disrupt normal operations. Contingency plans for the continuity of operations of vital government functions and jurisdictions will allow agencies to continue their minimum essential operations and maintain authority. These plans include the spectrum of possible threats from natural disasters through acts of terrorism.
- Continuity of Government (COG) and Continuity of Operations (COOP) measures will establish lines of personnel succession, ensuring that authority is delegated to appropriate personnel prior to an emergency. Executive office personnel and agency managers will identify, notify, and train the individuals next in line. In addition, personnel will be familiar with alert, notification and deployment procedures to provide for command and control of response and recovery operations.
- Preservation of Records addresses the protection of essential records (e.g., vital statistics, deeds, corporation papers, operational plans, resource data, personnel and payroll records, inventory lists, laws, charters, and financial documents) by the appropriate agency following an emergency or disaster. Governments will plan for preservation of succession and delegation of authority and records necessary for carrying out governments legal and financial functions and the protection of legal and financial rights of citizens.
- The EMA director, under the direction of the local government, is responsible for the following, but not limited to:
 - Determine who is responsible for direction and control at the executive level;
 - Describe the decision process for implementing COG/COOP plans and procedures, including reliable, effective, and timely notification;
 - Establish measures for the protection of vital records;
 - Identify the agencies and personnel (including lines of succession) responsible for providing water, electricity, natural gas, sewer, and sanitation services in affected areas;
 - Identify the location of and contact points for Emergency Management Assistance Compacts (EMACs), Memoranda of Understanding (MOU), and other cooperative agreements

- Standard Operating Procedures (SOPs) for each local agency that provide specific authorities of designated successors to direct their agencies;
- COG/COOP succession of authority plans are outlined in the Whitfield County Emergency Management Agency Emergency Operations Plan Annex.

VI. INCIDENT MANAGEMENT ACTIONS

Services and Resources

An emergency or disaster may place great demands on services and resources. Priority will be based on essential needs, such as food, water, and medical assistance. Other services and resources will be acquired after establishing the need.

Commitment of Services and Resources

- Local governments will commit services and resources in order to save lives and protect property. Response agencies will first utilize services and resources available through their agency or organization. Additional needs may be met from other governments, agencies and/or organizations through mutual-aid or Memorandums of Understanding (MOU). After these sources have been exhausted, additional state resources may be requested from GEMA through the EOC. Whitfield County Emergency Management Agency maintains an extensive service and resource directory that is maintained by ESF 7.
- Detailed records of expenditures are required by all agencies and organizations responding to a disaster for possible reimbursement, such as through an authorized Federal disaster declaration.

Local Involvement

Whitfield County Emergency Management Agency will coordinate the efforts of agencies and organizations responsible for plan development of ESFs and major revisions. It is strongly recommended that the agencies involved in an ESF conduct coordination meetings and develop an ESF plan for their response to each level of activation. The plan will be reviewed annually and major revisions completed, as necessary. An updated plan shall be submitted for approval to GEMA every four years through the eLEOP system. Minor revisions to the plan should be logged in on the designated form at the beginning of this plan and updated on the eLEOP system.

State Involvement

Coordination of emergency management planning and operations and service and resource sharing across jurisdictional boundaries is necessary. Consequently, the state may be able to assist in the planning process (e.g., radiological, hurricane planning). Whitfield County Emergency Management Agency will coordinate the type and level of assistance. Agencies and organizations with ESF responsibilities will be involved in such planning. This assistance should be interpreted as supporting agencies with ESF responsibilities and enhancing emergency capabilities.

Standard Operating Procedures

Most agencies and organizations within Whitfield County and its municipalities have emergency functions to perform in addition to their other duties. Each agency and/or

organization with primary ESF responsibilities, in conjunction with support agencies and organizations, will develop and maintain Standard Operating Procedures (SOPs). These procedures provide detailed direction and coordination of ESF responsibilities and critical emergency tasks.

Emergency Operations

Organizational responsibilities are included in each ESF.

Local Responsibilities

Whitfield County Emergency Management Agency is responsible for the following:

- Assist and advise all agencies and/or organizations in the development and coordination of ESFs to ensure necessary planning;
- Brief and train EOC personnel and volunteers as well as conduct periodic exercises to evaluate support function responsibilities;
- Manage the EOC for operational readiness;
- Coordinate with other emergency management agencies, GEMA, and other emergency response organizations;
- Maintain a list of all agency contacts including telephone, fax, and pager numbers (Refer to Whitfield County Emergency Management Agency EOC Telephone Directory);
- Obtain copies of SOPs for all ESFs;
- Update, maintain and distribute the plan and all major revisions to agencies and organizations contained on the distribution list;
- Advise Whitfield County Emergency Management Agency officials, municipalities and agencies with ESF responsibilities on the nature, magnitude, and effects of an emergency; and
- Coordinate with public information officials to provide emergency information for the public.

Agencies and organizations with ESF responsibilities will:

- Develop and maintain the ESF and SOPs, in conjunction with Whitfield County Emergency Management Agency and other supporting agencies;
- Designate agency and organization personnel with emergency authority to work on planning, mitigation, preparedness and response issues and commit resources. Staff assignments should include personnel who are trained to work in the EOC;

- Maintain an internal emergency management personnel list with telephone, fax and pager numbers;
- Provide for procurement and management of resources for emergency operations and maintain a list of such resources;
- Participate in training and exercises to evaluate and enhance ESF capabilities;
- Negotiate and prepare MOUs that impact the specific ESF, in conjunction with Whitfield County Emergency Management Agency ; and
- Establish procedures for the maintenance of records, including personnel, travel, operations and maintenance expenditures and receipts.

VII. PLAN DEVELOPMENT AND MAINTENANCE

Plan Maintenance

Whitfield County Emergency Management Agency is the executive agent for EOP management and maintenance. The EOP will be updated periodically as required to incorporate new directives and changes based on lessons learned from exercises and actual events. This section establishes procedures for interim changes and full updates of the EOP.

• Types of Changes

Changes include additions of new or supplementary material and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation.

• Coordination and Approval

Any department or agency with assigned responsibilities under the EOP may propose a change to the plan. Whitfield County Emergency Management Agency is responsible for coordinating all proposed modifications to the EOP with primary and support agencies and other stakeholders, as required. Whitfield County Emergency Management Agency will coordinate review and approval for proposed modifications as required.

• Notice of Change

After coordination has been accomplished, including receipt of the necessary signed approval supporting the final change language, Whitfield County Emergency Management Agency will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated insert pages that will replace the modified pages in the EOP in addition to manually logged record of changes on the form at the beginning of this plan titled: Record of Revisions. Once published, the modifications will be considered part of the EOP for operational purposes pending a formal revision and redistribution of the entire document. Interim changes can be further modified or updated using the above process and through eLEOP system tools.

• Distribution

Whitfield County Emergency Management Agency will distribute Notices of Change to all participating agencies. Notices of Change to other organizations will be provided upon request.

• Redistribution of the EOP

Working toward continuous improvement, Whitfield County Emergency Management Agency is responsible for an annual review and updates of the EOP and a complete revision every four years, or more frequently if the County Commission or the Georgia Emergency Management Agency deems necessary. The review and update will consider lessons learned and best practices identified during exercises and responses to actual events, and incorporate new information technologies. Whitfield County Emergency Management Agency will distribute revised EOP documents for the purpose of interagency review and concurrence.

EOP-Supporting Documents and Standards for Other Emergency Plans

As the core plan for domestic incident management, the EOP provides the structures and processes for coordinating incident management activities for terrorist attacks, natural disasters, and other emergencies. Following the guidance provided, the EOP incorporates existing emergency and incident management plans (with appropriate modifications and revisions) as integrated components of the EOP, as supplements, or as supporting operational plans. Accordingly, departments and agencies must incorporate key EOP concepts and procedures for working with EOP organizational elements when developing or updating incident management and emergency response plans. When an agency develops an interagency plan that involves events within the scope of disaster and emergency incidents, these plans are coordinated with Whitfield County Emergency Management Agency to ensure consistency with the EOP, and are incorporated into the EOP, either by reference or as a whole. Whitfield County Emergency Management Agency will maintain a complete set of current local interagency plans. Incident management and emergency response plans must include, to the extent authorized by law:

- Principles and terminology of the NIMS;
- Reporting requirements of the EOP;
- Linkages to key EOP organizational elements such as the EOC; and
- Procedures for transitioning from localized incidents to incidents that require state or federal assistance. The broader range of EOP-supporting documents includes strategic, operational, tactical, and incident specific or hazard-specific contingency plans and procedures. Strategic plans are developed based on long-range goals, objectives, and priorities. Operational-level plans merge the on-scene tactical concerns with overall strategic objectives. Tactical plans include detailed, specific actions and descriptions of resources required to manage an actual or potential incident. Contingency plans are based on specific scenarios and planning assumptions related to a geographic area or the projected impacts of an individual hazard. The following is a brief description of EOP-related documents.

National Incident Management System

The NIMS provides a core set of doctrine, concepts, terminology, and organizational processes to enable effective, efficient, and collaborative incident management at all

levels.

State and Local Emergency Operations Plans

State and local emergency operations plans are created to address a variety of hazards. Examples include:

- State emergency operations plans designed to support State emergency management functions.
- Emergency operations plans created at the municipal level to complement State emergency operations plans.

Hazard Mitigation Plans

Hazard mitigation plans are developed by States and communities to provide a framework for understanding vulnerability to and risk from hazards, and identifying the pre-disaster and post-disaster mitigation measures to reduce the risk from those hazards. Multihazard mitigation planning requirements were established by Congress through the Stafford Act, as amended by the Disaster Mitigation Act of 2000.

Private Sector Plans

Private sector plans are developed by privately owned companies/corporations. Some planning efforts are mandated by statute (e.g., nuclear power plant operations), while others are developed to ensure business continuity.

Nongovernmental and Volunteer Organization Plans

Volunteer and nongovernmental organization plans are plans created to support State and Federal emergency preparedness, response, and recovery operations. Plans include a continuous process of assessment, evaluation, and preparation to ensure that the necessary authorities, organization, resources, coordination, and operation procedures exist to provide effective delivery of services to disaster clients as well as provide integration into planning efforts at all government levels.

Planning and Operations Procedures

Procedures provide operational guidance for use by emergency teams and other personnel involved in conducting or supporting incident management operations.

These documents fall into five basic categories:

- Overviews that provide a brief concept summary of an incident management function, team, or capability;
- Standard operating procedures (SOPs) or operations manuals that provide a complete reference document, detailing the procedures for performing a single function (i.e., SOP) or a number of interdependent functions (i.e., operations

manual);

- Field operations guides or handbooks that are produced as a durable pocket or desk guide, containing essential tactical information needed to perform specific assignments or functions;
- Point of contact lists; and
- Job aids such as checklists or other tools for job performance or job training.

EMERGENCY SUPPORT FUNCTION 1

TRANSPORTATION

Primary Agency

WHITFIELD COUNTY BOARD OF EDUCATION

Support Agencies

DALTON BOARD OF EDUCATION

WHITFIELD COUNTY PUBLIC WORKS

WHITFIELD COUNTY TRANSIT

I. INTRODUCTION

The emergency support function of transportation services involves direction and coordination, operations, and follow-through during an emergency or disaster.

A. Purpose

1. To support and assist municipal, county, private sector, and voluntary organizations requiring transportation for an actual or potential disaster or emergency.
2. To assist city and county agencies and other ESFs with the emergency efforts to transport people. The priorities for allocation of these assets will be:
 - a. Evacuating persons from immediate peril.
 - b. Transporting personnel for the support of emergency activities.
 - c. Transporting relief personnel necessary for recovery from the emergency.

B. Scope

The emergency operations necessary for the performance of this function include but are not limited to:

1. Preparedness

- a. Maintain current inventories of local government transportation facilities, supplies, and equipment by mode.
- b. Maintain current resource directories of all commercial and industrial transportation assets, facilities, and supplies within the County, to include maintaining points of contact, their geographic locations, territories, and operating areas.
- c. Establish and maintain liaison with the state and adjacent county

- transportation officials.
- d. Plan for supporting all types of evacuation(s) to include lock down of draw bridges, suspension of highway construction and maintenance, lane reversal on evacuation routes, and state traffic management plans and operations.
 - e. Estimate logistical requirements (e.g., personnel, supplies and equipment, facilities, and communications) during the planning process and through exercises. Develop appropriate transportation packages to support likely scenarios.
 - f. Participate in exercises and training to validate this annex and supporting SOPs.
 - g. Ensure all ESF 1 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Identify transportation needs required to respond to the emergency.
- b. Coordinate with GEMA for use of state transportation assets.
- c. Identify, obtain, prioritize and allocate available transportation resources.
- d. Report the locations of damage to transportation infrastructure, degree of damage, and other available information to ESF 5.
- e. Assist local governments in determining the most viable, available transportation networks to, from, and within the disaster area, and regulate the use of such networks as appropriate.
- f. Coordinate emergency information for public release through ESF 15.
- g. Plan for transportation support of mobilization sites, staging areas, and distribution points.

3. Recovery

- a. Continue to render transportation support when and where required as long as emergency conditions exist.
- b. Coordinate the repair and restoration of transportation infrastructure with the assistance of ESF 3.
- c. Evaluate and task the transportation support requests for impacted areas.
- d. Anticipate, plan for, and ready the necessary notification systems to support damage assessment teams, establishment of staging areas, distribution sites, and other local, state, and federal recovery facilities in the impacted area.
- e. Anticipate, plan for, and ready the necessary notification systems to support the deployment of mutual aid teams, and work teams and activities in the impacted area.
- f. Ensure that ESF 1 team members or their agencies maintain appropriate records of costs incurred during the event.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives resulting from the County Commission concerning mitigation and/or redevelopment activities.
- c. Document matters that may be needed for inclusion in briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The emergency transportation function is the primary responsibility of WHITFIELD COUNTY BOARD OF EDUCATION and support for this function is the responsibility of DALTON BOARD OF EDUCATION, WHITFIELD COUNTY PUBLIC WORKS and WHITFIELD COUNTY TRANSIT.

B. Actions

1. Mitigation/Preparedness

- a. Plan and coordinate with support agencies and organizations.
- b. Maintain a current inventory of transportation resources.
- c. Establish policies, procedures, plans, and programs to effectively address transportation needs.
- d. Recruit, designate, and maintain a list of emergency personnel.
- e. Participate in drills and exercises to evaluate transportation capabilities.

2. Response/Recovery

- a. Staff the EOC when notified by the EMA director.
- b. Establish and maintain a working relationship with support agencies, transportation industries, and private transportation providers.
- c. Provide transportation resources, equipment, and vehicles, upon request.
- d. Channel transportation information for public release, through the EOC and continue providing information and support upon re-entry.
- e. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY BOARD OF EDUCATION

Make school buses, resources, personnel, equipment, vehicles and fuel available as needed to assist in fulfilling transportation needs.

B. DALTON BOARD OF EDUCATION

.Make school buses, resources, personnel, equipment, vehicles and fuel available as needed to assist in fulfilling transportation needs.

C. WHITFIELD COUNTY PUBLIC WORKS

Coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

Immediately following an incident of critical significance, assess the overall status of the transportation system within the county and begin determination of potential needs and resources.

ESF-7 (Resource Support) will supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement available resources.

D. WHITFIELD COUNTY TRANSIT

Coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

Immediately following an incident of critical significance, assess the overall status of the transportation system within the county and begin determination of potential needs and resources.

ESF-7 (Resource Support) will supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement available resources.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 2 COMMUNICATIONS

Primary Agency

WHITFIELD COUNTY EMA

Support Agencies

AMATEUR RADIO SERVICE/DALTON-WHITFIELD
COHUTTA POLICE DEPT.
DALTON POLICE DEPT.
TUNNEL HILL POLICE DEPT.
VARNELL POLICE DEPT.
WHITFIELD COUNTY FIRE DEPARTMENT
WHITFIELD COUNTY IT DEPARTMENT
WHITFIELD COUNTY SHERIFF'S OFFICE
WINDSTREAM

I. INTRODUCTION

The emergency support function of communications and warning involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF has been established to assure the provision of communications support to municipal, county, and private-sector response efforts during a disaster or emergency.

1. ESF 2 will identify communications facilities, equipment and personnel that could be made available to support disaster recovery efforts.
2. ESF 2 will identify planned actions of telecommunications companies to restore services.
3. ESF 2 will coordinate the acquisition and deployment of communications equipment, personnel and resources to establish temporary communications capabilities following a disaster.

B. Scope

1. Communications is information transfer and involves the technology associated with the representation, transfer, interpretation, and processing of data among persons, places, and machines. It includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.
2. ESF 2 plans, coordinates and assists with the provision of

communications support to county disaster response elements. This ESF will coordinate emergency warnings and communications equipment and services from local, county and state agencies, voluntary groups, the telecommunications industry and the military.

3. ESF 2 will serve as the focal point of contingency response communications activity in Whitfield County before, during and after activation of the EOC.
4. Operations necessary for the performance of this function include but are not limited to:

- a. Preparedness

- i. Identify public and private communications facilities, equipment, and personnel located throughout Whitfield County including emergency communications vehicles or mobile command posts.
- ii. Identify actual and planned actions of commercial telecommunications companies to restore services.
- iii. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities.
- iv. Develop and coordinate frequency management plans, including talk groups and trunked radio for use in disaster areas.
- v. Develop a long distance communications strategy for implementation during disasters.
- vi. Assess pre-event needs and develop plans to pre-stage assets for rapid deployment into disaster areas.
- vii. Develop plans to prioritize the deployment of services based on available resources and critical needs.
- viii. Plan for operations involving coordination with the state to coordinate communications assets beyond County capability.
- ix. Provide reliable links and maintain available support services for disaster communications with local, county, and state, agencies.
- x. Ensure all ESF 2 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.
- xi. Participate in tests and exercises to evaluate the county emergency response capability.

- b. Response

- i. Conduct communications needs assessments (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected area, as required.
- ii. Identify actual actions of commercial telecommunications companies to restore services.
- iii. Maintain constant two-way communication with all appropriate emergency-operating services of county and local governments.
- iv. Implement frequency management plan in the disaster area, including talk groups and trunked radio, as required.

- v. Provide capability for responsible officials to receive emergency information and communicate decisions.
- vi. Establish communications with GEMA SOC to coordinate communications assets, personnel, and resources and mobile command vehicles as needed.

c. Recovery

- i. Arrange for alternate communication systems to replace systems that are inoperative due to damage from disasters.
- ii. Maintain or restore contact with the other EOCs (state, cities, and county emergency management/preparedness organizations), as capabilities allow.
- iii. Make communications channels available to provide appropriate information to the public concerning safety and resources required for disaster recovery.
- iv. Maintain or restore contact with all appropriate emergency operations services of county government.
- v. Gather communications damage assessment information from public and private organizations (including telephone outages) and report to ESF 5.
- vi. Assess the need for and obtain telecommunications industry support as needed.
- vii. Prioritize the deployment of services based on available resources and critical needs.
- viii. Anticipate and plan for arrival of, and coordination with, GEMA ESF 2 personnel in the SOC and other established facilities.
- ix. Ensure ESF 2 team members or their agencies, maintain appropriate records of costs incurred during the event.

d. Mitigation

- i. Support and plan for mitigation measures.
- ii. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The emergency communications and warning function is the primary responsibility of WHITFIELD COUNTY EMA and support for this function is

the responsibility of AMATEUR RADIO SERVICE/DALTON-WHITFIELD, COHUTTA POLICE DEPT., DALTON POLICE DEPT., TUNNEL HILL POLICE DEPT., VARNELL POLICE DEPT., WHITFIELD COUNTY FIRE DEPARTMENT, WHITFIELD COUNTY IT DEPARTMENT, WHITFIELD COUNTY SHERIFF'S OFFICE and WINDSTREAM.

B. Actions

1. Mitigation/Preparedness

- a. Establish methods of communications and warning for probable situations including type of emergency, projected time, area to be affected, anticipate severity, forthcoming warnings, and actions necessary.
- b. Ensure that primary and alternate communications systems are operational.
- c. Recruit, train, and designate communications and warning operators for the EOC.
- d. Establish warning systems for critical facilities;
- e. Provide communications systems for the affected emergency or disaster area.
- f. Develop maintenance and protection arrangements for disabled communications equipment.
- g. Participate in drills and exercises to evaluate local communications and warning response capabilities.

2. Response/Recovery

- a. Verify information with proper officials.
- b. Establish communication capability, between and among EOC, agencies and organizations with ESF responsibilities, other jurisdictions, and SOC.
- c. Coordinate communications with response operations, shelters, lodging, and food facilities.
- d. Provide a system for designated officials to communicate with the public including people with special needs, such as hearing impairments and non-English speaking.
- e. Warn critical facilities.
- f. Continue coordinated communications to achieve rapid recovery and contact with the SOC.
- g. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY EMA

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Oversee the coordination and management of communications resources, facilities and equipment and initiate alternate and backup systems as needed.

Develop maintenance and protection arrangements for inoperative communications equipment.

Coordinate communications with response operations, shelters, lodging, and food facilities.

Continue coordinated communications to achieve rapid recovery and contact with the Emergency Operations Center (EOC).

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Coordinate the various types of communications within the county, including but not limited to, landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas, where& when available.

B. AMATEUR RADIO SERVICE/DALTON-WHITFIELD

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

C. COHUTTA POLICE DEPT.

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

D. DALTON POLICE DEPT.

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

E. TUNNEL HILL POLICE DEPT.

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

F. VARNELL POLICE DEPT.

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during

recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

G. WHITFIELD COUNTY FIRE DEPARTMENT

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

H. WHITFIELD COUNTY IT DEPARTMENT

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Oversee the coordination and management of communications resources, facilities and equipment and initiate alternate and backup systems as needed.

Develop maintenance and protection arrangements for inoperative communications equipment.

Coordinate communications with response operations, shelters, lodging, and food facilities.

Continue coordinated communications to achieve rapid recovery and contact with the Emergency Operations Center (EOC).

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Coordinate the various types of communications within the county, including landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas.

I. WHITFIELD COUNTY SHERIFF'S OFFICE

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

J. WINDSTREAM

Attend regular meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery and coordinate this information with the EOC.

Request the communications assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report records to the primary agency.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 3 PUBLIC WORKS AND ENGINEERING

Primary Agency

WHITFIELD COUNTY PUBLIC WORKS

Support Agencies

DALTON PUBLIC WORKS

DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH.

WHITFIELD COUNTY BUILDING AND GROUNDS

WHITFIELD COUNTY ZONING AND DEVELOPMENT

I. INTRODUCTION

The emergency support function of public works and engineering involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in public works and engineering services. The mission of this ESF is to remove debris from streets, eliminate hazards, manage storm damage, provide rapid restoration of water/sewer services, repair essential services, immediately provide damage assessment information and cooperate with other emergency agencies.

B. Scope

This ESF is structured to provide public works and engineering related support for the changing requirements of incident management to include preparedness, prevention, response, recovery, and mitigation actions. Functions include but are not limited to:

1. Preparedness

a. General

- i. Participate in exercises and training to validate this annex and supporting SOPs.
- ii. Ensure all ESF 3 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

b. Public Works and Engineering

- i. Assist with the provision of water (potable and nonpotable) and ice into the disaster area if local supplies become inadequate.

- ii. In coordination with local emergency management officials, develop policy for conservation, distribution and use of potable and firefighting water.
 - iii. Identify and locate chemicals to maintain a potable water supply.
 - iv. Include in ESF 3 Standard Operating Procedures an alerting list, to include points-of-contact and telephone numbers, of agencies, counties, municipalities and organizations supporting public works and engineering functions.
 - v. Maintain a current inventory of equipment and supplies, to include points-of-contact and telephone numbers, required to sustain emergency operations, including emergency power generators.
 - vi. Establish operational needs for restoration of public works service during the emergency.
 - vii. Develop and maintain listings of commercial and industrial suppliers of services and products, to include points-of-contact and telephone numbers associated with public works and engineering functions.
 - viii. Plan engineering, contracting, and procurement assistance for emergency debris, snow or ice clearance, demolition, public works repair, and water supply, and sewer missions.
 - ix. In conjunction with GEMA, plan for use of state resources to support ESF 3 operations.
- c. Damage Assessment: Coordinate the deployment of state damage assessment teams and other engineer teams into any area of the state.

2. Response

a. Public Works and Engineering

- i. Identify water and sewer service restoration, debris management, potable water supply, and engineering requirements as soon as possible.
- ii. Evaluate status of current resources to support ESF 3 operations.
- iii. Establish priorities to clear roads, repair damaged water/sewer systems and coordinate the provision of temporary, alternate or interim sources of emergency power and water/sewer services.
- iv. As needed, recommend priorities for water and other resource allocations.
- v. Procure equipment, specialized labor, and transportation to repair or restore public works systems.
- vi. Coordinate with GEMA for use of state assets.
- vii. Coordinate with ESF 6 for shelter support requirements.
- viii. Coordinate with ESF 8 and ESF 11 for advice and assistance regarding disposal of debris containing or consisting of animal carcasses.

- ix. Coordinate with ESF 10 for advice and assistance regarding disposal of hazardous materials.
- x. Coordinate with ESF 4 for advice and assistance regarding firefighting water supply.

b. Damage Assessment

- i. At the onset of an emergency or disaster, notify department/agency heads and local governments and volunteer organizations to have damage assessment and safety evaluation personnel available to deploy to affected area(s) and pre-position as appropriate.
- ii. Provide damage assessment coordinators and support for joint state/federal teams into the affected area, as required.
- iii. Coordinate with ESF 12 for public utility damage assessment information.
- iv. Collect, evaluate, and send damage assessment reports to ESF 5 and other appropriate agencies.
- v. Coordinate state and local damage assessment operations with related state and federal activities.
- vi. Prepare damage assessment documents in conjunction with GEMA where appropriate for a presidential emergency or major disaster declaration when necessary.

3. Recovery

a. General

- i. Anticipate and plan for arrival of and coordination with state and federal ESF 3 personnel in the EOC and/or the Joint Field Office (JFO).
- ii. Ensure that ESF 3 team members, their agencies, or other tasked organizations, maintain appropriate records of time and costs incurred during the event.

b. Public Works and Engineering

- i. Maintain coordination with all supporting agencies and organizations on operational priorities for emergency repair and restoration. Coordinate, as needed, for debris management operations on public and private property.
- ii. Continue to monitor restoration operations when and where needed as long as necessary and until all services have been restored.

- c. Damage Assessment: In conjunction with GEMA, develop disaster project worksheets as required.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives from GEMA concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

Public works and engineering services is the primary responsibility of WHITFIELD COUNTY PUBLIC WORKS and support for this function is the responsibility of DALTON PUBLIC WORKS, DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH. , WHITFIELD COUNTY BUILDING AND GROUNDS and WHITFIELD COUNTY ZONING AND DEVELOPMENT.

1. Actions

a. Mitigation/Preparedness

- i. Recruit, train, and designate public works and engineering personnel to serve in the EOC.
- ii. Develop and maintain an inventory of equipment, supplies, and suppliers required to sustain emergency operations.
- iii. Prioritize service restoration for emergencies.
- iv. Establish liaison with support agencies, organizations, and the private sector to ensure responsiveness.
- v. Participate in drills and exercises to evaluate public works and engineering response capability.

b. Response/Recovery

- i. Alert emergency personnel of the situation and obtain necessary resources.
- ii. Establish response operations and support personnel working in the EOC.
- iii. Maintain coordination and support among applicable agencies and organizations and the private sector.
- iv. Channel all pertinent emergency information through the EOC.
- v. Assist in evaluating losses, recommending measures for conservation of resources, and responding to needs on a priority

- basis.
- vi. Conduct restoration and maintenance operations until completion of repair services.
- vii. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY PUBLIC WORKS

Serve as the Primary coordinator for debris removal and related tasks.

Assist with the provision of water (potable and non-potable) and ice into the disaster area if local supplies become inadequate.

In coordination with local emergency management officials, develop policy for conservation, distribution and use of potable and firefighting water.

Identify and locate chemicals to maintain a potable water supply.

Include an alerting list in the SOP, to include points-of-contact and telephone numbers, of agencies, counties, municipalities and organizations supporting public works and engineering functions.

Maintain a current inventory of equipment and supplies.

Establish operational needs for restoration of public works service during the emergency.

Develop and maintain listings of commercial and industrial suppliers of services and products, to include points-of-contact and telephone numbers associated with public works and engineering functions.

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

Act as a liaison between the EOC and the state EOC for damage assessment activity.

Maintain contact with municipal liaisons to collect and relay information.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report expenditure records to the primary agency.

B. DALTON PUBLIC WORKS

Obtain required waivers and clearances related to ESF support.

Attend coordination meetings to ensure planning functions are implemented in support.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they related to your responsibility. Also to develop procedures to obtain private sector support as required.

Assemble a list of public works and engineering related assets available to support recovery and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

C. DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH.

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

D. WHITFIELD COUNTY BUILDING AND GROUNDS

Establish operational needs for restoration of public works service during the emergency.

E. WHITFIELD COUNTY ZONING AND DEVELOPMENT

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they related to your responsibility.

Also to develop procedures to obtain private sector support as required.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 4 FIREFIGHTING

Primary Agency

WHITFIELD COUNTY FIRE DEPARTMENT

Support Agencies

COHUTTA FIRE DEPT.
DALTON FIRE DEPARTMENT
GEORGIA FORESTRY COMMISSION

I. INTRODUCTION

The emergency support function of firefighting services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides a comprehensive mechanism to ensure appropriate utilization of local fire resources before and after the impact of a disaster. This will include but is not limited to the detection and suppression of urban, rural, and wildland fires resulting from, or occurring coincidentally with a significant natural or man-made disaster.

B. Scope

ESF 4 involves the management and coordination of firefighting resources in the detection and suppression of fires, during rescue situations, and when mobilizing and coordinating personnel, equipment, and supplies in support of local entities.

ESF 9, Search and Rescue and ESF10, Hazardous Materials, will be collocated with ESF 4 and are integral components of the function of ESF 4 support agencies. In preparation for and execution of its fire protection mission, ESF 4 will:

1. Preparedness

- a. Maintain current inventories of fire service facilities, equipment, and personnel throughout the County.
- b. Organize and train fire service emergency teams to rapidly respond to requests for assistance.
- c. Monitor weather and hazardous conditions that contribute to increased fire danger.
- d. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.

- e. Based on hazardous conditions, conduct fire prevention and education activities for the public.
- f. Participate in exercises and training to validate this annex and supporting SOPs.
- g. Ensure all ESF 4 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Support local fire departments and the Forestry Commission with appropriate resources to include mobilizing and deploying firefighting teams and resources as needed.
- b. Coordinate with GEMA for use of state assets to support firefighting operations.
- c. Monitor status of firefighting resources committed to an incident.
- d. Maintain staging area locations.
- e. Plan for and establish relief resources to replace or rotate with committed resources for extended operations.
- f. Support fire investigations, as requested.
- g. Obtain and submit fire situation and damage assessment reports and provide information to EOC.
- h. Establish communications with the State Regional Fire Coordinator, when activated, to coordinate fire service response beyond the capability of County.
- i. When the situation dictates, coordinate with GEMA and/or SOC to invoke mutual aid agreements.
- j. Once resources are requested, provide for direct liaison with fire chiefs in affected areas to coordinate requests for specific assistance.
- k. Require supporting agencies maintain appropriate records of cost incurred during an event.
- l. Document any lost or damaged equipment, any personnel or equipment accidents.

3. Recovery

- a. Maintain adequate resources to support local operations and plan for a reduction of resources.
- b. Conduct reviews of incident actions with teams involved to improve future operations.
- c. Inventory lost or damaged equipment and record any personnel injuries or equipment accidents.
- d. Anticipate and plan for arrival of and coordination with state ESF 4 personnel in the EOC and the Joint Field Office (JFO).
- e. Inform agencies that provided resources where to send records for costs incurred during an event.

4. Mitigation

- a. Support and plan for mitigation measures.

- b. Support requests and directives from the state concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Fire Fighting Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The firefighting services function is the primary responsibility of WHITFIELD COUNTY FIRE DEPARTMENT and support for this function is the responsibility of COHUTTA FIRE DEPT., DALTON FIRE DEPARTMENT and GEORGIA FORESTRY COMMISSION.

2. Actions

a. Mitigation/Preparedness

- i. Keep abreast of fire and weather forecasting information and maintain a state of readiness.
- ii. Implement efficient and effective MOUs among local fire agencies.
- iii. Establish reliable communications and incident command systems between support agencies, for an emergency site and EOC.
- iv. Recruit, train, and designate fire service personnel to serve in the EOC.
- v. Participate in drills and exercises to evaluate fire service response capability.

b. Response/Recovery

- i. Maintain a list of current fire service agencies and resource capabilities.
- ii. Coordinate fire services support among and between the EOC, functional support agencies, organizations, and SOC.
- iii. Obtain, maintain, and provide fire situation and damage assessment information.
- iv. Channel fire service information for public release through EOC.
- v. Conduct fire fighting operations.

- vi. Provide technical assistance and advice in the event of fires that involve hazardous materials.
- vii. Continue fire service operations through reentry.
- viii. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY FIRE DEPARTMENT

Coordinate the provision of local firefighting personnel and equipment.

Coordinate and assign any responding mutual aid resources.

Coordinate those resources volunteered for ESF 4 (Firefighting) from other unidentified sources.

B. COHUTTA FIRE DEPT.

Forward requests for mutual aid firefighting assistance to the Emergency Operations Center (EOC).

Coordinate during an incident of critical significance or other activation of the EOC.

Attend regularly scheduled coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs.

Assemble a complete list of available firefighting resources within the region that may be available for response and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

C. DALTON FIRE DEPARTMENT

Forward requests for mutual aid firefighting assistance to the Emergency Operations Center (EOC).

Coordinate during an incident of critical significance or other activation of the EOC.

Attend regularly scheduled coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs.

Assemble a complete list of available firefighting resources within the region that may be available for response and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

D. GEORGIA FORESTRY COMMISSION

Provide support and assistance as required and available.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 5 EMERGENCY MANAGEMENT SERVICES

Primary Agency

WHITFIELD County E 911

Support Agencies

AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER
DALTON CITY COUNCIL
DALTON FIRE DEPARTMENT
DALTON POLICE DEPT.
DALTON PUBLIC WORKS
DALTON STATE COLLEGE POLICE
GEORGIA STATE PATROL
WHITFIELD COUNTY FIRE DEPARTMENT
WHITFIELD COUNTY BOARD OF COMMISSIONERS
WHITFIELD COUNTY PUBLIC WORKS
WHITFIELD COUNTY SHERIFF'S OFFICE

I. INTRODUCTION

The emergency support function of emergency management services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to collect, process, and disseminate information about an actual or potential disaster situation, and facilitate the overall activities of response and recovery. It also is used to make appropriate notifications and interface with other local and state entities.

1. Provide technical information on plans, SOPs, research and support.
2. Collect, process and disseminate essential information to the EOC staff.
3. Develop briefings, displays, and plans.
4. Consolidate key information into reports and other materials; describe and document overall response activities and inform appropriate authorities of the status of the overall response operations.
5. Maintain displays of key information such as maps, charts and status boards, and computer bulletin boards or electronic mail, as available.
6. Establish a pattern of information flow and support of the action planning process initiated by the Command Staff.
7. Provide logistical support for EOC staffing and facility needs.
8. Establish historical records collection process and event reconstruction.

9. Generate various reports and releases to support operations.
10. Coordinate Incident Action Planning to support operations.
11. Support the implementation of mutual aid agreements to ensure a seamless resource response to affected jurisdictions.
12. Maintain an on-call workforce of trained and skilled reserve employees to provide the capability to perform essential emergency management functions on short notice and for varied duration.
13. May follow established protocol to request additional state or federal assistance under the Stafford Act; communication made through the county emergency manager and GEMA based on need and scope of the emergency.

B. Scope

1. This ESF is structured to coordinate overall information and planning activities from the EOC in support of response and recovery operations. The ESF assimilates incident information when the EOC is activated from municipal representatives and activated ESFs.
2. Activities within the scope of this function include:
 - a. Supporting ESFs across the spectrum of incident management from prevention to response and recovery.
 - b. Facilitating information flow in the preparedness phase in order to place assets on alert or to preposition assets for quick response.
 - c. Coordinating those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual disasters and emergencies.
 - d. Utilizing alert and notification measures to assist in incident action planning, coordination of operations, logistics and material, direction and control, information management, facilitation of requests for State assistance, resource acquisition and management (to include allocation and tracking), worker safety and health, facilities management, financial management, and other support as required.
3. Preparedness
 - a. Develop procedures and formats for information gathering and reporting to include procedures for SITREP format and submission.
 - b. Train support agencies on roles and responsibilities.
 - c. Develop information displays within the EOC.
 - d. Ensure weather products are up to date and available for use in the SITREP.
 - e. Participate in exercises and training to ensure planning functions are carried out to support this ESF and related SOPs.
 - f. Ensure all ESF 5 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

4. Response

- a. Notify all ESF 5 supporting agencies upon activation.
- b. Assign duties to support agency personnel and provide training as required.
- c. Coordinate EOC effort in collecting, processing, reporting and displaying essential information to include development of the SITREP.
- d. Conduct planning to identify priorities, develop approaches, and devise recommended solutions for future response operations.
- e. Provide weather information and briefings to the EOC and others as required.
- f. Plan for support of mobilization sites, staging areas, and distribution points.
- g. Coordinate the reception of state personnel.
- h. Plan for transition to JFO and recovery operations.

5. Recovery

- a. Continue information gathering and processing.
- b. Collect and process information concerning recovery activities to include anticipating types of recovery information the EOC and other government agencies will require.
- c. Assist in the transition of direction and control from the EOC to the JFO.
- d. Anticipate and plan for the support and establishment of staging areas, distribution sites in coordination with ESF 7, and other local, state and/or federal emergency work teams and activities in the impacted area.
- e. Operate ESF 5 cells in both the EOC and JFO, as required.
- f. Perform ESF 14 planning functions in the EOC until ESF 14 is established at the JFO.
- g. Ensure that ESF 5 team members or their agencies maintain appropriate records of costs incurred during the event.

6. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives from the state concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

EMA will coordinate with appropriate agencies and organizations to ensure operational readiness and will develop and maintain Standard Operating Procedures (SOPs).

B. Actions

1. Mitigation/Preparedness

- a. Monitor potential or developing incidents and support the efforts of operations.
- b. Support the implementation of mutual aid agreements.
- c. Maintains schedule for staffing and operating the Emergency Operations Center (EOC) from activation to stand-down.
- d. Coordinate with agencies to establish evacuation procedures, to include personnel and resources needed.
- e. Coordinate damage assessment teams; collect, record, and report information to the SOC.
- f. Plan for and coordinate the basic needs of emergency medical and social services required during and after evacuation.
- g. Identify a staging area for personnel and equipment in conjunction with ESF 6 and ESF 8.
- h. Establish, organize, train, equip and provide for the deployment of damage assessment teams into affected area.
- i. Establish procedures for agencies, organizations and local governments to maintain expenditures.
- j. Plan and/or attend meetings to ensure planning functions are carried out to support this ESF.
- k. Participate in and/or conduct exercises and tests to evaluate local capability.
- l. Identify Points of Distribution (POD) locations in the county to serve the public; coordinate designation of these areas with GEMA.

2. Response/Recovery

- a. Alert support agencies and other jurisdictions regarding potential emergency or disaster.
- b. Activate and staff EOC according to event magnitude.
- c. Coordinate operations and situational reporting to the State Operations Center.
- d. Request logistical assistance from supporting agencies and MOUs partners, as necessary.
- e. Anticipate and plan for the support of staging areas, distribution sites, opening of shelters (to include neighboring jurisdictions), in conjunction with ESF 6 and ESF 8.
- f. Work with ESF 6 and ESF 8 to provide support for movement of people, including individuals with special needs, through coordination with appropriate agencies/organizations.
- g. Assign Damage Assessment Teams to survey impact to county.
- h. Compile initial damage assessments reports and forward to the SOC.
- i. Assist in coordination of state damage assessment activities.
- j. Maintain records of expenditures and document resources utilized during recovery.
- k. Collect and process information regarding recovery activities to

- include anticipating types of recovery information the EOC and other state agencies will require.
- l. Coordinate and/or participate in briefings, conference calls, etc. to maintain and provide situational awareness.
- m. Provide updated information for ESF 15 to distribute to the public and media.
- n. Resume day-to-day operations.

III. RESPONSIBILITIES

A. WHITFIELD County E 911

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

B. AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER

Provide support and assistance as required and available.

C. DALTON CITY COUNCIL

Attend coordination meetings to ensure planning functions are implemented to support ESF-5 (Emergency Management).

Identify and provide staff representatives to support the ESF and other operational information related to critical activities.

Request asset contributions from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with RESOURCE SUPPORT policies and procedures and report these records to the Primary Agency.

D. DALTON FIRE DEPARTMENT

Provide support and assistance as required and available.

E. DALTON POLICE DEPT.

Provide support and assistance as required and available.

F. DALTON PUBLIC WORKS

Provide support and assistance as required and available.

G. DALTON STATE COLLEGE POLICE

Provide support and assistance as required and available.

H. GEORGIA STATE PATROL

Provide support and assistance as required and available.

I. WHITFIELD COUNTY FIRE DEPARTMENT

Provide support and assistance as required and available.

J. WHITFIELD COUNTY BOARD OF COMMISSIONERS

Attend coordination meetings to ensure planning functions are implemented to support ESF-5 (Emergency Management).

Identify and provide staff representatives to support the ESF and other operational information related to critical activities.

Request asset contributions from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with RESOURCE SUPPORT policies and procedures and report these records to the Primary Agency.

K. WHITFIELD COUNTY PUBLIC WORKS

Provide support and assistance as required and available.

L. WHITFIELD COUNTY SHERIFF'S OFFICE

Provide support and assistance as required and available.

Provide security at the EOC upon request.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 6 MASS CARE, HOUSING, AND HUMAN SERVICES

Primary Agency

WHITFIELD COUNTY DFCS

Support Agencies

AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER
DALTON BOARD OF EDUCATION
NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC.
NORTHWEST GEORGIA TRADE AND CONVENTION CENTER
PROVIDENCE MINISTRIES
SALVATION ARMY DLATON-WHITFIELD
WHITFIELD COUNTY ENVIRONMENTAL HEALTH
WHITFIELD COUNTY BOARD OF EDUCATION
WHITFIELD COUNTY EXTENSION SERVICE
WHITFIELD COUNTY HEALTH DEPARTMENT
WHITFIELD County E 911

I. INTRODUCTION

The emergency support function of mass care, housing and human services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to coordinate activities involved with the emergency provision of temporary non-medical shelters, housing, and human services to include emergency mass feeding and disaster welfare information of individuals and/or families impacted by a disaster or emergency.

1. Coordinate the tasking of all sheltering activities during a disaster.
2. Coordinate with ESF 8 to establish and operate of mass feeding facilities in areas affected by disasters.
3. Coordinate with relief efforts provided by volunteer organizations performing mass care functions.
4. Coordinate the establishment of a system to provide shelter registration data to appropriate authorities.
5. Work with ESF 8 to coordinate provision of emergency first aid in shelters and fixed feeding sites.
6. Coordinate provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to

- sheltering and feeding disaster victims.
7. Coordinate with ESF 12 to ensure each shelter has power generation capabilities.

B. Scope

1. This ESF is structured to promote the delivery of services and the implementation of programs to assist individuals, households and families impacted by potential or actual disaster or emergency. This includes economic assistance and other services for individuals impacted by the incident.
2. Activities within the scope of this function include:

a. Preparedness

- i. The primary agency will prepare for disasters by coordinating with support agencies for their participation in exercises.
- ii. ESF 8 will provide ESF 6 with regularly updated lists of planned special needs shelters or other special needs units in existence in each county.
- iii. ESF 6 will maintain a roster of primary contact ESF personnel.
- iv. ESF 6 will coordinate with the American Red Cross (ARC), Whitfield County Emergency Management Agency, and GEMA to ensure an up-to-date shelter list is available.
- v. ESF 6 will procure and regularly update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.
- vi. ESF 6 agencies will participate in exercises and training to validate this annex and supporting SOPs.
- vii. Ensure all ESF 6 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

b. Response

- i. Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.
- ii. ESF 6 will coordinate with ESF 5 and ESF 11 regarding mass feeding sites established by responding emergency management agencies.
- iii. Shelters will be opened and closed in accordance with public need as assessed by the appropriate volunteer organization, state and county emergency management agencies.
- iv. ESF 6 will monitor occupancy levels and ongoing victims needs, and will provide ESF 5 with an updated list of operational shelters.
- v. ESF 6 will coordinate with Whitfield County Emergency Management Agency, ARC, VOAD, and ESF 8 to update lists of available shelters including special needs shelters.
- vi. ESF 6 will coordinate with ESF 8 for the provision of medical

- services and mental health services in shelters with the appropriate agencies.
- vii. ESF 6 will coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the County EOC and the managing agency. This may include radio, telephone, computer, or cellular telephone communication devices.
 - viii. ESF 6 will provide a list of mass care sites requiring restoration of services to EOC Operations.
 - ix. ESF 6 will coordinate with ESF 13 regarding additional security resources, if needed, at mass care shelters.

c. Recovery

- i. ESF 6 will coordinate with ESF 5, ESF 11, and ESF 8 to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.
- ii. ESF 6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.
- iii. ESF 6 will coordinate with ESF 3 for garbage removal and ESF 8 for sanitation requirements and inspections at mass feeding sites in conjunction with county agencies.
- iv. ESF 6 will coordinate with ESF 11 and other responsible agencies for the provision of food and water to mass feeding sites, if needed. Liaison will be established with ESF 11 and 8 to ensure continued coordination for mass feeding.
- v. Anticipate and plan for arrival of and coordination with state ESF 6 personnel in the EOC and Joint Field Office (JFO).

d. Mitigation

- i. ESF 6 agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
- ii. Support requests and directives resulting from GEMA concerning mitigation and/or re-development activities.
- iii. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

II. CONCEPT OF OPERATIONS

A. Mass Care Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF. This function will be coordinated with and involve other support agencies and organizations.

The mass care function is the primary responsibility of WHITFIELD COUNTY DFCS and support for this function is the responsibility of AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER, DALTON BOARD OF EDUCATION, NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC., NORTHWEST GEORGIA TRADE AND CONVENTION CENTER, PROVIDENCE MINISTRIES, SALVATION ARMY DALTON-WHITFIELD, WHITFIELD COUNTY ENVIRONMENTAL HEALTH, WHITFIELD COUNTY BOARD OF EDUCATION, WHITFIELD COUNTY EXTENSION SERVICE, WHITFIELD COUNTY HEALTH DEPARTMENT and WHITFIELD County E 911.

2. Actions

a. Mitigation/Preparedness

- i. Coordinate MOUs with appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families.
- ii. Maintain, through the County Department of Family and Children Services, in coordination with the EMA, American Red Cross, Public Health Department, and Rehabilitation Services Office, an updated list of shelters with all relevant information (e.g., location, capacity, health inspection status, accessibility level, pet space, contact telephone numbers, and pager numbers).
- iii. Request that the American Red Cross assume responsibility for securing shelter and feeding arrangements, train shelter workers, provide shelter management, prepare first-aid kits, prepare media releases of shelter locations, operate shelters, and maintain shelter records.
- iv. Coordinate with the American Red Cross and EMA to establish a communication system between the EOC and shelters.
- v. Prepare for evacuation and care of protective service recipients during an emergency or disaster.
- vi. Participate in drills and exercises to evaluate mass care and shelter response capability.

b. Response/Recovery

- i. Support opening and operating American Red Cross shelter(s), at the request of the EMA.
- ii. Assist with the staffing of the American Red Cross shelters, in coordination with ESF 8 and other applicable agencies, as requested upon opening.
- iii. Provide staffing support for American Red Cross Services

- Centers and local Disaster Recovery Centers (DRCs), upon request.
- iv. Ensure evacuation and care of protective service recipients and arranging for re-entry.
 - v. Maintain records of expenditures and document resources utilized during recovery.

B. Food Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with ESF 11 and involve other support agencies and organizations.

Food services is the primary responsibility of WHITFIELD COUNTY DFCS and support for this function is the responsibility of AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER, DALTON BOARD OF EDUCATION, NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC., NORTHWEST GEORGIA TRADE AND CONVENTION CENTER, PROVIDENCE MINISTRIES, SALVATION ARMY DLATON-WHITFIELD, WHITFIELD COUNTY ENVIRONMENTAL HEALTH, WHITFIELD COUNTY BOARD OF EDUCATION, WHITFIELD COUNTY EXTENSION SERVICE, WHITFIELD COUNTY HEALTH DEPARTMENT and WHITFIELD County E 911.

2. Actions

a. Mitigation/Preparedness

- i. Identify agencies and organizations with food preparation and distribution capabilities and coordinate MOUs with appropriate entities.
- ii. Maintain procedures and responsibilities for food service, issuance, and distribution, in coordination with the EMA and/or other agencies.
- iii. Establish a system for county implementation of Expedited and/or Emergency Food Stamps.
- iv. Develop a system for mobile and on-site feeding of emergency workers and shelter residents.
- v. Participate in tests and exercises to evaluate food distribution and service response capability.

b. Response/Recovery

- i. Work with the EMA to determine food and water needs.
- ii. Begin plan implementation as expeditiously as possible.

- iii. Coordinate community resources and personnel to assist with food and water services and/or distribution.
- iv. Establish sites for food and water service, distribution, and issuance.
- v. Implement the Expedited and/or Emergency Food Stamp Programs at the request of the local government, in coordination with the EMA director.
- vi. Work with ESF 8 and ESF 11 to monitor food and/or water for contamination and issuance of health-related public service announcements, as necessary.
- vii. Continue the provision of food and/or water throughout reentry and recovery.
- viii. Maintain records, expenditures, and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY DFCS

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support ESF-6.

Ensure the presence of resource materials in sufficient numbers in the ESF location, like: 1) shelter listings for each agency with names and numbers of each shelter manager, 2) locations of all mass feeding sites and 3) the names of site managers.

Provide a system for recording incoming requests for sheltering, mass feeding, response assignments and actions taken.

Establish a protocol for prioritizing response activities.

Coordinate activities with other ESF's.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

B. AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER

Open, administer and operate all shelters.

Attend regular coordination meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

C. DALTON BOARD OF EDUCATION

Attend regular meetings to ensure planning functions are implemented to support this ESF

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

D. NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC.

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related activities.

E. NORTHWEST GEORGIA TRADE AND CONVENTION CENTER

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

F. PROVIDENCE MINISTRIES

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request contributions through volunteer agencies and private sector businesses.

G. SALVATION ARMY DLATON-WHITFIELD

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related activities.

H. WHITFIELD COUNTY ENVIRONMENTAL HEALTH

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

I. WHITFIELD COUNTY BOARD OF EDUCATION

Support sheltering activities with personnel and facilities, specifically through contractual agreement between The Board of Education (BOE) and the American Red Cross.

Provide security at BOE facility shelters as required.

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request contributions through volunteer agencies and private sector businesses.

Participate in drills and exercises to evaluate local capability.

J. WHITFIELD COUNTY EXTENSION SERVICE

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

K. WHITFIELD COUNTY HEALTH DEPARTMENT

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

L. WHITFIELD County E 911

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 7 RESOURCE SUPPORT

Primary Agency

WHITFIELD COUNTY BOARD OF COMMISSIONERS

Support Agencies

COHUTTA CITY COUNCIL
DALTON CITY COUNCIL
TUNNEL HILL CITY COUNCIL
VARNELL CITY COUNCIL
WHITFIELD County E 911

I. INTRODUCTION

The emergency support function of resource support services involves direction and coordination of volunteers, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. This ESF has been established to provide logistical and resource support to local entities in supporting emergency response and recovery efforts during an emergency or disaster.

1. ESF 7 shall plan, coordinate and managing resource support and delivery in response to and recovery from a major disaster or catastrophe.
2. ESF 7 shall provide supplies and equipment from county and municipal stocks, commercial sources and donated goods.
3. ESF 7 support agencies will furnish resources as required.
4. Procurement will be made in accordance with current local, state and federal laws and regulations that include emergency procedures under Georgia Statute and Whitfield County policies and ordinances.

B. Scope

1. Preparedness

- a. Develop methods and procedures for responding to and complying with requests for resources.
- b. Develop procedures for reimbursing private vendors for services rendered.
- c. Develop lists of private vendors and suppliers and their available resources.

- d. Establish pre-planned contracts where necessary to ensure prompt support from vendors during emergencies.
- e. Develop and train ESF 7 personnel on County emergency procurement procedures for acquiring supplies, resources, and equipment.
- f. Develop resource inventories based on hazard specific studies and corresponding likely resource requests by ESF.
- g. Participate in exercises and training to validate this annex and supporting SOPs.
- h. Develop a Countywide logistics plan and coordinate with ESF 1 to support logistics operations.
- i. Ensure all ESF 7 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Alert those agencies whose personnel, equipment, or other resources may be used.
- b. Establish a resource tracking and accounting system, including management reports.
- c. Assess initial reports to identify potential resource needs.
- d. Identify procurement resources and potential facility locations in the disaster area of operations.
- e. Provide data to the Public Information Office for dissemination to the public.
- f. Locate, procure, and issue to county agencies the resources necessary to support emergency operations to include coordination with General Services Real Property Management to identify prospective staging area warehouses available for lease to replace damaged or destroyed facilities.
- g. Execute countywide logistics plan and coordinate with ESF 1 to support logistics operations.
- h. Coordinate with the state to develop procedures for deploying state resources and personnel in support of emergency operations at warehousing facilities, staging areas, and other areas where the need exists.
- i. Coordinate with ESF 13 to evaluate warehouse security requirements.

3. Recovery

- a. Continue to conduct procurement activities as long as necessary and until procurement needs have been met.
- b. Anticipate and plan for arrival of and coordination with state ESF 7 personnel in the EOC and the Joint Field Office (JFO).

4. Mitigation

- a. Support and plan for mitigation measures.

- b. Support requests and directives resulting from the state concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The volunteer services function is the primary responsibility of WHITFIELD COUNTY BOARD OF COMMISSIONERS and support for this function is the responsibility of COHUTTA CITY COUNCIL, DALTON CITY COUNCIL, TUNNEL HILL CITY COUNCIL, VARNELL CITY COUNCIL and WHITFIELD County E 911.

B. Actions

1. Mitigation/Preparedness

- a. Maintain a list of volunteers and private organizations, local businesses, and individuals available to provide services, resources, and donated goods.
- b. Execute MOUs between county EMA and support agencies/organizations.
- c. Notify volunteer organizations when an emergency or disaster is threatening or underway.
- d. Alert and request assistance, as appropriate.
- e. Participate in and/or conduct exercises and tests.

2. Response/Recovery

- a. Support delivery of services to victims.
- b. Coordinate staging areas for volunteers to unload, store, or disperse donated goods.
- c. Assess the continuing volunteer service needs of the disaster victims.
- d. Resume day-to-day operations.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY BOARD OF COMMISSIONERS

Coordinate with each support agency through regular meetings to ensure planning functions are implemented.

Coordinate the development of a logistical framework to support recovery operations.

Identify, locate, and if necessary, recruit personnel to support incident operations after coordination with Central Services.

Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Procure required stocks from vendors or suppliers when county supplies are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

B. COHUTTA CITY COUNCIL

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

C. DALTON CITY COUNCIL

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

D. TUNNEL HILL CITY COUNCIL

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

E. VARNELL CITY COUNCIL

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

F. WHITFIELD County E 911

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 8 PUBLIC HEALTH AND MEDICAL SERVICES

Primary Agency

WHITFIELD COUNTY HEALTH DEPARTMENT

Support Agencies

DALTON POLICE DEPT. CHAPLAIN
HAMILTON MEDICAL CENTER
HAMILTON MEDICAL CENTER CHAPLAIN
HIGHLAND RIVERS COMMUNITY SERVICE BOARD
WHITFIELD COUNTY DFCS
WHITFIELD COUNTY ENVIRONMENTAL HEALTH
WHITFIELD COUNTY ZONING AND DEVELOPMENT
WHITFIELD EMS

I. INTRODUCTION

The emergency support function of health and medical services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to provide the mechanism for coordinated County assistance to supplement municipal resources in response to public health and medical care needs for potential or actual disasters and emergencies and/or during a developing potential health and medical situation. Additionally, to delineate procedures for the identification, recording, transportation, sheltering and care of persons requiring special needs in anticipation of, or during an emergency or disaster.

1. ESF 8 will coordinate all resources related to health and medical issues and shall monitor field deployment of medical personnel and resources.
2. ESF 8 will not release medical information on individual patients to the general public to ensure patient confidentiality protection.
3. ESF 8 will prepare reports on casualties/patients to be provided to the American Red Cross for inclusion in the Disaster Welfare Information System and to ESF 15 for informational releases.
4. ESF 8 will establish clear lines of communication and integration of expectations will be established on a routine basis with the EOC.

B. Scope

This ESF is structured to oversee in identifying and meeting the public health and medical needs, to include emergency medical personnel, facilities,

vehicles, equipment and supplies for victims, including people with special needs. The emergency operations necessary for the performance of this function include but are not limited to:

1. Preparedness

a. General

- i. Develop mutual support relationships with professional associations and other private services and volunteer organizations that may assist during an emergency or disaster.
- ii. Participate in exercises and training to validate this annex and supporting SOPs.
- iii. Ensure all ESF 8 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

b. Medical Care

- i. Coordinate the provision of medical and dental care.
- ii. Identify and coordinate the deployment of doctors, nurses, technicians and other medical personnel to disaster areas.
- iii. Maintain inventory lists of medical supplies, equipment, ambulance services, hospitals, clinics and first aid units.
- iv. Plan for establishment of staging areas for medical personnel, equipment, and supplies.
- v. When emergency facilities are not available, plan for establishment of emergency medical care centers.
- vi. Plan for requesting medical assistance teams and coordinate for their support while operating within the county.
- vii. Assure that health care facilities (i.e. hospitals, nursing homes, youth and adult medical care facilities) develop patient reduction, evacuation, and relocation procedures.

c. Persons with Special Needs

- i. Identify and contact special needs populous and assisted living facilities to coordinate assistance and conduct needs assessments.
- ii. Consider all needs such as persons with physical disabilities, special medical needs, communication disabilities, elderly persons, and non-English speakers in the planning process.
- iii. Develop evacuation and relocation procedures for persons with special needs.
- iv. Develop procedures to monitor health information and records of persons being evacuated or relocated.
- v. Plan for deployment of food services or medical services to persons that may be mobility impaired.
- vi. Establish plans for evacuation and care of special needs in conjunction with state partners.

d. Public Health and Sanitation

- i. Develop procedures to protect the public from communicable diseases and contamination of food, water, and drug supplies (including veterinary drugs).
- ii. Develop procedures to monitor public health information.
- iii. Develop sanitation inspection procedures and protocols to control unsanitary conditions.
- iv. Develop procedures for inspection of individual water supplies.
- v. Develop procedures for identification of disease, vector, and epidemic control.
- vi. Develop emergency immunization procedures.
- vii. Identify laboratory testing facilities.

e. Crisis Counseling

- i. Develop procedures for rapidly providing crisis counseling and mental health/substance abuse assistance to individuals and families, to include organizing and training crisis counseling teams.
- ii. Develop support relationships with government agencies, professional associations, private services, and volunteer organizations to provide mental health and substance abuse assistance during disasters.

2. Response

a. General

- i. Coordinate information releases to the public with the public information officer in the EOC Public Information Group.
- ii. Coordinate with State and Federal agencies as required.
- iii. Maintain records of expenditures and resources used for possible later reimbursement.

b. Medical Care

- i. Coordinate the delivery of health and medical services.
- ii. Arrange for the provision of medical personnel, equipment, pharmaceuticals, and supplies.
- iii. Assist the coordination of patient evacuation and relocation.
- iv. Assist with hazardous materials response.

c. Public Health and Sanitation

- i. Manage public health and sanitation services.
- ii. Determine need for health surveillance programs throughout

County.

- iii. Issue Public Health notice for clean-up on private property.
- iv. Arrange for the provision of medical personnel, equipment, and supplies as well as special dietary and housing needs.
- v. Notify state of planning limitations regarding evacuation and core individuals with special needs.

d. Crisis Counseling: Coordinate for the provision of mental health and recovery services to individuals, families, and communities.

3. Recovery

a. General

- i. Anticipate and plan for arrival of, and coordination with state ESF 8 personnel in the EOC and the Joint Field Office (JFO).
- ii. Ensure ESF 8 members or their agencies maintain appropriate records of activities and costs incurred during the event.

b. Medical Care

- i. Assist with restoration of essential health and medical care systems.
- ii. Assist with restoration of permanent medical facilities to operational status.
- iii. Assist with restoration of pharmacy services to operational status.
- iv. Assist with emergency pharmacy and laboratory services.

c. Persons with Special Needs

- i. Continue coordination with agencies and organizations caring for people with special needs for return to assisted living facilities or relocation.
- ii. Encourage and assist vulnerable populations to create and keep emergency preparedness and response plans.

d. Public Health and Sanitation

- i. Monitor environmental and epidemiological surveillance.
- ii. Continue long-term emergency environmental activities.

e. Crisis Counseling: Coordinate the management of continuous mental health and substance abuse assistance to individuals and families.

4. Mitigation

a. Support and plan for mitigation measures.

- b. Support requests and directives resulting from the state concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The health and medical services function is the primary responsibility of WHITFIELD COUNTY HEALTH DEPARTMENT and support for this function is the responsibility of DALTON POLICE DEPT. CHAPLAIN, HAMILTON MEDICAL CENTER, HAMILTON MEDICAL CENTER CHAPLAIN, HIGHLAND RIVERS COMMUNITY SERVICE BOARD, WHITFIELD COUNTY DFCS, WHITFIELD COUNTY ENVIRONMENTAL HEALTH, WHITFIELD COUNTY ZONING AND DEVELOPMENT and WHITFIELD EMS.

B. Actions

1. Mitigation/Preparedness

- a. Coordinate MOUs with all appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families.
- b. Plan for the continuity of health and medical services, in conjunction with the EMA, American Red Cross, Community Mental Health agency and Rehabilitation Services office.
- c. Establish a directory of health and medical resources.
- d. Work with the American Red Cross on the identification of volunteers and provision of training.
- e. Maintain a coordinated approach with state public health.
- f. Participate in drills and exercises to evaluate health and medical services response capability.

2. Response/Recovery

- a. Assist the EMA with health and medical resources, services, and personnel upon notification of an emergency or disaster.
- b. Support the American Red Cross with health and medical services during shelter operations, as requested upon opening.
- c. Secure, in conjunction with the EMA, American Red Cross, other agencies and organizations, and the private sector, mental health, rehabilitation assistance, and other services, when necessary.
- d. Assist EMA, American Red Cross, other community agencies and

- organizations, and the private sector with issues affecting people who have special needs.
- e. Provide informational support to emergency medical services;
 - f. Channel all relevant health and medical information for public release through the EMA and state public health.
 - g. Continue service assistance throughout reentry and until all health and medical issues are resolved.
 - h. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY HEALTH DEPARTMENT

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Provide leadership in directing, coordinating and integrating the overall county efforts to provide medical and public health assistance to the affected area.

Conduct initial assessment of health and medical needs.

Determine need for additional personnel and resources and initiate request mutual aid to EOC.

Coordinate and direct the activation and deployment of voluntary resources of health/medical personnel, supplies and equipment.

Establish, as needed, active and passive surveillance systems for the protection of public health.

Coordinate the response for: hazardous materials, safety of food and drugs, radiological hazards, mental health problems victims, water systems and victim identification/mortuary services.

B. DALTON POLICE DEPT. CHAPLAIN

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

C. HAMILTON MEDICAL CENTER

Coordinate the evacuation of patients from the disaster area as requested.

Coordinate the transport of victims to medical facilities outside the county in accordance with approved trauma transport protocols.

Coordinate advance life support, basic life support, Emergency Medical Technicians and Paramedics.

D. HAMILTON MEDICAL CENTER CHAPLAIN

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

E. HIGHLAND RIVERS COMMUNITY SERVICE BOARD

Coordinate the notification, information update and evacuation assistance to medical facilities within the county.

F. WHITFIELD COUNTY DFCS

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

G. WHITFIELD COUNTY ENVIRONMENTAL HEALTH

Determine need for additional personnel and resources and initiate request mutual aid to EOC.

Coordinate and direct the activation and deployment of voluntary resources of

health/medical personnel, supplies and equipment.

H. WHITFIELD COUNTY ZONING AND DEVELOPMENT

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

I. WHITFIELD EMS

Coordinate the evacuation of patients from the disaster area as requested.

Coordinate the transport of victims to medical facilities outside the county in accordance with approved trauma transport protocols.

Coordinate advance life support, basic life support, Emergency Medical Technicians and Paramedics.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 9 SEARCH AND RESCUE

Primary Agency

WHITFIELD County E 911

Support Agencies

COHUTTA FIRE DEPT.
COHUTTA POLICE DEPT.
DALTON FIRE DEPARTMENT
DALTON POLICE DEPT.
GEORGIA ARMY NATIONAL GUARD
GEORGIA STATE PATROL
TUNNEL HILL POLICE DEPT.
VARNELL POLICE DEPT.
WHITFIELD COUNTY FIRE DEPARTMENT
WHITFIELD COUNTY SHERIFF'S OFFICE

I. INTRODUCTION

The emergency support function of search and rescue involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

Rapidly deploy local search and rescue components to provide specialized life-saving assistance to municipal authorities during an emergency or disaster.

1. EMA will assist in coordinating county assets and augment agencies having SAR responsibilities and may request state and Federal SAR assistance.
2. ESF 9 will interface with ESFs 1 and 8 to assist with medical assistance and the transportation of victims beyond initial collection points.

B. Scope

Urban SAR activities include, but are not limited to, locating, extricating, and providing immediate medical assistance to victims trapped in collapsed structures. Non-urban SAR activities include, but are not limited to, emergency incidents that involve locating missing persons, boats which are lost at sea, locating downed aircraft, extrication if necessary, and treating any victims upon their rescue.

The emergency operations necessary for the performance of this function include, but are not limited to:

1. Preparedness

- a. Maintain a current inventory of resources, including trained personnel, which could support search and rescue operations. Maintain records reflecting local capability.
- b. Participate in exercises and training to validate this annex and supporting SOPs.
- c. Maintain liaison with State urban search and rescue assets and plan for reception of external assets.
- d. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
- e. Assist local governments in training of personnel and rescue organizations for search and rescue operations.
- f. Ensure all ESF 9 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Support local agencies with appropriate resources, to include mobilizing and deploying teams and equipment as needed.
- b. Using the ICS, assume responsibility for coordinating and tracking all resources committed to an incident. This may include placing personnel at a forward command post. Establish staging areas with the requesting group.
- c. Deploy liaison teams to county EOC or incident base of operations, as needed.
- d. Plan for and establish relief resources to replace or rotate with committed resources for extended operations.
- e. Coordinate other State and Federal support for search and rescue operations to include planning for reception and deployment to area of operations.
- f. Coordinate with ESF 1 for use of buses to transport rescue teams or rescued victims or persons evacuated from an emergency area to a safe location or emergency shelter.

3. Recovery

- a. Continue to support local operations and plan for a reduction of operations.
- b. Inventory any lost or damaged equipment and record any personnel injuries or equipment accidents.
- c. Anticipate and plan for arrival of and coordinate with state ESF 9 personnel in the EOC and the Joint Field Office (JFO).
- d. Require ESF 9 team members and their agencies maintain appropriate records of costs incurred during the event.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives resulting from the Governor and/or GEMA concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in county or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The search and rescue function is the primary responsibility of WHITFIELD County E 911 and support for this function is the responsibility of COHUTTA FIRE DEPT., COHUTTA POLICE DEPT., DALTON FIRE DEPARTMENT, DALTON POLICE DEPT., GEORGIA ARMY NATIONAL GUARD, GEORGIA STATE PATROL, TUNNEL HILL POLICE DEPT., VARNELL POLICE DEPT., WHITFIELD COUNTY FIRE DEPARTMENT and WHITFIELD COUNTY SHERIFF'S OFFICE.

1. Actions

a. Mitigation/Preparedness

- i. Establish and maintain uniform search and rescue procedures.
- ii. Recruit, train, and certify search and rescue personnel.
- iii. Develop an inventory of resources, equipment, and personnel.
- iv. Enter MOUs for additional assistance and/or logistical support.
- v. Conduct and/or support community education programs on survival.
- vi. Establish a record keeping system.
- vii. Participate in drills and exercises to evaluate search and rescue response capability.

b. Response/Recovery

- i. Respond to requests by the EMA.
- ii. Monitor response efforts.
- iii. Channel emergency search and rescue information to the EMA-EOC.
- iv. Support request from other community agencies and/or jurisdictions.
- v. Maintain records, expenditures, and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD County E 911

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

B. COHUTTA FIRE DEPT.

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC.

The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

C. COHUTTA POLICE DEPT.

The local SAR leaders will coordinate with ESF-3 for assistance in completing

any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

D. DALTON FIRE DEPARTMENT

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC.

The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

E. DALTON POLICE DEPT.

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

F. GEORGIA ARMY NATIONAL GUARD

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

G. GEORGIA STATE PATROL

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

H. TUNNEL HILL POLICE DEPT.

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

I. VARNELL POLICE DEPT.

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

J. WHITFIELD COUNTY FIRE DEPARTMENT

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC. The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

K. WHITFIELD COUNTY SHERIFF'S OFFICE

The department will partner with municipal police departments to provide security for SAR teams.

Agencies participating in SAR efforts will rely on ESF-11 (Agriculture & Natural Resources) to provide food and water to support operations.

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 10 HAZARDOUS MATERIALS

Primary Agency

WHITFIELD COUNTY FIRE DEPARTMENT

Support Agencies

COHUTTA FIRE DEPT.
COHUTTA POLICE DEPT.
DALTON FIRE DEPARTMENT
DALTON POLICE DEPT.
DALTON STATE COLLEGE POLICE
TUNNEL HILL POLICE DEPT.
VARNELL POLICE DEPT.
WHITFIELD COUNTY LEPC
WHITFIELD COUNTY SHERIFF'S OFFICE
WHITFIELD County E 911

I. INTRODUCTION

The emergency support function of hazardous materials involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF coordinates County support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during disasters or emergencies.

B. Scope

This ESF will provide a coordinated response by local resources and initiate requests for state and federal resources when necessary to minimize adverse effects on the population and environment resulting from the release of or exposure to hazardous or radiological materials.

1. The emergency operations necessary for the performance of both radiological and non-radiological components of this function include but are not limited to:

a. Preparedness

- i. Prepare an inventory of existing threats using SARA Title III, Tier II information.
- ii. Plan for response to hazardous materials incidents.
- iii. Develop plans for communications, warning, and public

- information.
- iv. Develop procedures for identification, control, and clean-up of hazardous materials.
 - v. Provide, obtain, or recommend training for response personnel using courses made available by FEMA, Department of Energy (DOE), Nuclear Regulatory Commission (NRC), the Georgia Public Safety Training Center, EPA, and manufacturers and transporters of hazardous materials, as well as training based on OSHA requirements for each duty position.
 - vi. Maintain a listing of private contractors capable of performing emergency and/or remedial actions associated with a hazardous materials incident.
 - vii. Maintain an inventory of local assets capable of responding to a hazardous materials incident.
 - viii. Develop plans and/or mutual aid agreements regarding hazardous materials incidents with local agencies, other county agencies, contiguous states, federal agencies, and private organizations as required.
 - ix. Collect and utilize licensing, permitting, monitoring, and/or transportation information from the appropriate local, county, state, or federal agencies and/or private organizations to facilitate emergency response.
 - x. Participate in exercises and training to validate this annex and supporting SOPs.
 - xi. Ensure all ESF 10 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

b. Response

- i. ESF 10 will coordinate, with the Unified/Incident Command, all hazardous substance response specific efforts and provide information to the EOC for coordination of all other municipal efforts.
- ii. Provide 24-hour response capability and dispatch personnel to an incident scene as necessary.
- iii. ESF 10 will assess the situation to include: the nature, amount and location of real or potential releases of hazardous materials; pathways to human and environmental exposure; probable direction and time of travel of the materials; potential impact on human health, welfare, safety, and the environment; types, availability, and location of response resources, technical support, and cleanup services; and priorities for protecting human health, welfare and the environment.
- iv. After reviewing reports, gathering and analyzing information and consulting with appropriate agencies, determine and provide, as available, the necessary level of assistance.
- v. Provide protective action recommendations, as the incident requires.
- vi. Provide for monitoring to determine the extent of the contaminated area and consult with appropriate support

- agencies to provide access and egress control to contaminated areas.
- vii. Consult with appropriate local, state, or federal agencies and/or private organizations with regard to the need for decontamination. Coordinate with ESF 8 regarding decontamination of injured or deceased personnel.
 - viii. Coordinate decontamination activities with appropriate local, state, and federal agencies.
 - ix. Coordinate with appropriate local, state, and federal agencies to ensure the proper disposal of wastes associated with hazardous materials incidents; and assist in monitoring or tracking such shipments to appropriate disposal facilities.
 - x. Coordinate with ESF 1 for the use of staging areas and air assets, and technical advice and assistance on regulated rail.
 - xi. Coordinate with ESF 3 for technical assistance on water, wastewater, solid waste, and disposal.
 - xii. Coordinate with ESF 12 for technical advice and assistance on intra-County pipelines.
 - xiii. Coordinate with GEMA for use of state assets.

c. Recovery

- i. Terminate operations when the emergency phase is over and when the area has been stabilized by responsible personnel.
- ii. Request and maintain documented records of all expenditures, money, and physical resources of the various governmental department/agencies involved in emergency operations. Ensure that ESF 10 team members or their agencies maintain appropriate records of costs incurred during the event.
- iii. Anticipate and plan for arrival of, and coordination with, state ESF 10 personnel in the EOC and the Joint Field Office (JFO).

d. Mitigation

- i. Support and plan for mitigation measures.
- ii. Support requests and directives resulting from the Governor and/or GEMA concerning mitigation and/or re-development activities.
- iii. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of

the ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

The hazardous materials services function is the primary responsibility of WHITFIELD COUNTY FIRE DEPARTMENT and support for this function is the responsibility of COHUTTA FIRE DEPT., COHUTTA POLICE DEPT., DALTON FIRE DEPARTMENT, DALTON POLICE DEPT., DALTON STATE COLLEGE POLICE, TUNNEL HILL POLICE DEPT., VARNELL POLICE DEPT., WHITFIELD COUNTY LEPC, WHITFIELD COUNTY SHERIFF'S OFFICE and WHITFIELD County E 911.

B. Actions

1. Mitigation/Preparedness

- a. Prepare a facility profile and inventory of potential hazardous materials.
- b. Identify potential contacts and resources in order to conduct a community vulnerability analysis to determine potential hazardous materials threats and on-site inspections.
- c. Plan for response to hazardous materials incidents and coordinate with the EMA and other first responders.
- d. Develop procedures for identification, communications, warning, public information, evacuation, control, and monitoring and/or supervising cleanup of hazardous materials.
- e. Obtain training for response personnel available through GEMA, Georgia Fire Academy, manufacturers and shippers of hazardous materials, and/or other sources.
- f. Participate in drills and exercises to evaluate hazardous materials response capabilities.

2. Response/Recovery

- a. Verify incident information and notify the EMA and other applicable agencies.
- b. Establish a command post at a safe distance near the scene or staff the EOC, if the situation becomes excessive.
- c. Provide further information on the situation to the EMA and convey warnings for dissemination to the public.
- d. Request assistance for emergency health and medical, as well as mass care, if the situation warrants.
- e. Ensure availability of expertise and equipment to manage the incident.
- f. Utilize proper procedures for containment to prevent additional dangers.
- g. Support response teams, owner, shipper, state, and/or federal environmental personnel during cleanup.
- h. Establish area security and prohibit all unauthorized personnel from entering the containment area.
- i. Terminate cleanup operations after dangerous situation subsides.

- j. Maintain records, expenditures, and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY FIRE DEPARTMENT

Coordinate the provision of local firefighting personnel and equipment.

Coordinate and assign any responding mutual aid resources.

Coordinate those resources volunteered for ESF 4 (Firefighting) from other unidentified sources.

B. COHUTTA FIRE DEPT.

Provide support and assistance as requested and available.

C. COHUTTA POLICE DEPT.

Provide support and assistance as requested and available.

D. DALTON FIRE DEPARTMENT

Provide support and assistance as requested and available.

E. DALTON POLICE DEPT.

Provide support and assistance as requested and available.

F. DALTON STATE COLLEGE POLICE

Provide support and assistance as requested and available.

G. TUNNEL HILL POLICE DEPT.

Provide support and assistance as requested and available.

H. VARNELL POLICE DEPT.

Provide support and assistance as requested and available.

I. WHITFIELD COUNTY LEPC

The Local Emergency Planning Committee (LEPC) is to be an effective community network for planning for emergency management of incidents involving spills or releases of hazardous materials. In accordance with its tasking, the Committee will, in partnership with the County Emergency Management Agency, develop, train, exercise, and revise as necessary, the comprehensive Local Emergency Response Plan. The LEPC will evaluate the need for resources to develop, implement, and exercise the plan. As appropriate, recommend resources and the means for providing additional resources.

Provide for public participation and information, including, but not limited to public inquires on the regulated materials and industry and the Committee's activities.

Establish and recommend procedures for receiving reports from the regulated community.

Per federal regulations obtain copies of facility reports such as Tier II submittals which are due annually on or before March 1, each year.

J. WHITFIELD COUNTY SHERIFF'S OFFICE

Provide support and assistance as requested and available.

K. WHITFIELD County E 911

Provide support and assistance as requested and available.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 11 AGRICULTURE AND NATURAL RESOURCES

Primary Agency

WHITFIELD COUNTY EXTENSION SERVICE

Support Agencies

GEORGIA DEPT. OF AGRICULTURE
HUMANE SOCIETY OF NORTH WEST GEORGIA
WHITFIELD COUNTY ANIMAL SHELTER
WHITFIELD COUNTY ANIMAL CONTROL
WHITFIELD COUNTY HEALTH DEPARTMENT
WHITFIELD COUNTY SHERIFF'S OFFICE

I. INTRODUCTION

The emergency support function of agriculture and natural resources involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work this ESF. This ESF has been established to support provision of nutrition assistance, management of diseases, food safety, and to protect significant properties.

1. Actions undertaken through ESF 11 are coordinated with and conducted cooperatively with state and local incident management officials and with private entities.
2. Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the primary agency for the incident.
3. Food Safety and Inspections are activated upon notification of the occurrence of a potential or actual disaster or emergency by the Department of Public Health.
4. Actions undertaken are guided by and coordinated with County and local emergency preparedness and response officials and State and Federal officials and include existing USDA internal policies and procedures.
5. Actions undertaken under ESF 11 to protect, conserve, rehabilitate, recover and restore resources are guided by the existing internal policies and procedures of the primary agency for each incident.
6. The primary agency for each incident coordinates with appropriate ESFs and other annexes to ensure appropriate use of volunteers and their health and safety and to ensure appropriate measures are in place to

- protect the health and safety of all workers.
- 7. Control and eradication of an outbreak of a highly contagious or economically devastating animal/zoonotic disease, highly infective exotic plant disease, or economically devastating plant pest infestation.
- 8. Assurance of food safety and food security.
- 9. Protection of natural and cultural resources and historic property resources before, during, and/or after a disaster or emergency.

B. Scope

To provide for the following functional responsibilities:

Identify, secure and distribute food, bottled beverages, and supplies, and support the provision for sanitary food storage, distribution, and preparation during an emergency or disaster; Provide for mitigation, response and recovery to natural disasters, and/or acts of terrorism affecting animals, agriculture production, and the food sector; Assist agriculture in an outbreak of a highly infectious/contagious or economically devastating animal/zoonotic disease, or a highly ineffective or economically devastating plant pest disease or infestation; Assist with agriculture production, animal industry, and wildlife adversely affected by a disaster, either natural or man-made; and, Conserve, rehabilitate, recover and restore natural, cultural, and historic properties prior to, during, and after a man-made or natural disaster.

1. Preparedness

- a. Maintain an accurate roster of personnel assigned to perform ESF 11 duties during a disaster.
- b. Identify and schedule disaster response training for ESF 11 personnel.
- c. Maintain current food resource directories to include maintaining points of contact.
- d. Identify likely transportation needs and coordinate with ESF 1.
- e. Ensure all ESF 11 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Lead support agencies will maintain a roster of personnel assigned to perform ESF 11 duties during a disaster.
- b. Coordinate with ESF 6 and ESF 5, regarding mass feeding sites established by responding emergency management agencies.
- c. ESF 11 will coordinate with EMA and Public Health to update lists of all available provision of medical services with appropriate agencies.
- d. ESF 6 will provide a list of mass care sites requiring restoration of services to EOC Operations.
- e. ESF 6 will coordinate with ESF 13 regarding additional security resources, if needed, at mass care shelters.

3. Recovery

- a. ESF 11 will coordinate with ESFs 5, 6, and 8 to establish or support existing mass feeding sites operated to ensure optimal access for public service based on emergency needs.
- b. ESF 11 will coordinate with State agencies for the provision of food and water to mass feeding sites, if necessary.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives resulting from GEMA and/or other state agencies and federal partners concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency, county, or state/federal briefings, situation reports and action plans.
- d. Work to educate citizens on disaster preparedness and disaster mitigation activities.

II. CONCEPT OF OPERATIONS

A. Natural Disaster and Animals, Animal Industry and Wildlife

1. Strategy

The agency assigned primary responsibility for ESF 11 will coordinate with appropriate agencies and organizations to ensure operational readiness. Agencies with responsibilities for this section of ESF 11 will coordinate with the Georgia Department of Agriculture (GDA) and the Georgia Department of Natural Resources (DNR), and the lead state agencies for ESF 11. The GDA will develop and maintain Standard Operating Procedures to include, but not limited to poultry, cattle, swine, dairy, equine, goats, sheep, and companion animal industries for a natural disaster. DNR will develop and maintain Standard Operating Procedures regarding aquaculture, seafood, wildlife, and exotic animals for natural disasters and the preservation of natural, cultural, and historic resources.

2. Actions

a. Mitigation/Preparedness

- i. Develop mutual aid agreements with professional associations and private agencies/organizations.
- ii. Coordinate with ESF 6 in identifying potential pet friendly shelters near approved emergency American Red Cross shelters.
- iii. Participate in and/or conduct exercises or tests regularly, to validate this ESF and related SOPs.

- iv. Prepare, in conjunction with GEMA, public service announcements (PSAs) to increase public awareness regarding pet options and animal directives.
- v. Participate in drills and exercises to evaluate animal and animal industry response capability.

b. Response/Recovery

- i. Support the EMA-EOC with all available resources.
- ii. Coordinate local emergency response with regional and state systems.
- iii. Request additional personnel and equipment for triage and shelter facilities, when necessary.
- iv. Manage and direct evacuation of animals from risk areas and provide technical assistance to prevent animal injury and disease dissemination.
- v. Obtain additional supplies, equipment, personnel, and technical assistance from support agencies and the private sector.
- vi. Provide assistance and care for livestock and other animals impacted by the disaster. If this assistance and care cannot be provided locally, request assistance from ESF 11 through the SOC.
- vii. Provide information to state ESF 11 on all available animal shelter facilities and confinement areas identified, before, during and after the disaster.
- viii. Assist with the evacuation of animals from risk areas and provide technical assistance to prevent animal injury and disease dissemination. Request additional assistance from state ESF 11 as needed.
- ix. Support GA-SART(s) as necessary.
- x. Coordinate with supporting agencies and Volunteer Agencies Active in Disaster (VOAD) for additional animal emergency sheltering and stabling for both large and small animals.
- xi. Restore equipment and supplies to a normal state of operational readiness.
- xii. Maintain financial records on personnel, supplies, and other resources utilized. Report to EMA upon request.
- xiii. Resume day-to-day operations.

B. Nutrition Assistance and Food Safety

1. Strategy

The agency assigned primary responsibility for ESF 11 will coordinate with appropriate agencies and organizations to ensure operational readiness. Agencies with responsibilities for this section of the ESF, will coordinate with the EMA, GDA, and DNR. This function will be coordinated with and involve other support agencies and organizations.

2. Actions

a. Mitigation/Preparedness

- i. Identify agencies and organizations responsible for food safety inspections and monitoring and coordinate MOUs with appropriate entities.
- ii. Maintain procedures and responsibilities for food inspection and response to threatened food supplies.
- iii. Establish a system for the notification process of suspected or adulterated food supplies.
- iv. Participate in tests and exercises to evaluate communication with other agencies with food safety and security duties.
- v. Coordinate with ESF 6, the response to mass food distribution from secured sources.
- vi. Coordinate the development of an operational plan that will ensure timely distribution of food and drinking water.
- vii. Assess the availability of food supplies and storage facilities capable of storing dry, chilled, or frozen food.
- viii. Assess the availability of handling equipment and personnel for support.
- ix. Develop notification procedures for mobilizing food services, personnel, and resources.

b. Response/Recovery

- i. Coordinate with state and local agencies and authorities for requested support if county agencies are overwhelmed.
- ii. Identify proper state and federal agencies to contact in the event of suspicious activity contributing to adulterated food supplies.
- iii. Provide guidance for immediate local protective actions and reports, and establish communication with GDA and the Department of Human Resources (DHR).
- iv. Work with local EMA to determine critical food needs of the affected population in terms of numbers of people and their location.
- v. Coordinate community resources and personnel to assist with delivery services and/or distribution as necessary for secured food supplies.
- vi. Provide assistance in support of ESF 6 Mass Care, establishing distribution sites and requirements for distribution.
- vii. Establish linkages with volunteer and private agencies/organizations involved in congregate meal services.
- viii. Secure food, transportation, equipment, storage, and distribution facilities.
- ix. Initiate procurement of essential food and supplies not available from existing inventories.
- x. Refer victims needing additional food to volunteer and private agencies/organizations.

- xi. Coordinate with appropriate law enforcement in events where contamination of the food supply with a chemical or biological agent may have been suspicious or intentional.
- xii. Designate certain individuals to serve as expert points of contact for law enforcement.
- xiii. Provide for communication, surveillance, and response with all appropriate agencies in response to an act of agro-terrorism.
- xiv. Coordinate public information and provide updates for ESF 15 to distribute to the public and media.
- xv. Maintain financial records on personnel, supplies, and resources utilized, and report expenditures to local EMA and GEMA upon request.
- xvi. Resume day-to-day operations.

C. Animal and Plant Diseases and Pests

1. Strategy

The agency assigned primary responsibility for ESF 11 will coordinate with appropriate agencies and organizations to ensure operational readiness. Agencies with responsibilities for this section of the ESF, will coordinate with the EMA, GDA, and DNR. This function will be coordinated with and involve other support agencies and organizations.

2. Actions

a. Mitigation/Preparedness

- i. Develop mutual aid agreements with government agencies, professional associations, and private agencies/organizations.
- ii. Work with GDA and DNR to train first responders, community leaders, and the agricultural industry at the awareness level in agro-security and agro-terrorism.
- iii. Work with GDA and DNR to provide for surveillance of foreign animal diseases or an animal disease, syndrome, chemical, poison, or toxin that may pose a substantial threat to the animal industries, aquaculture or seafood industries, the economy, or public health of the state.
- iv. Provide for surveillance of pests which may pose a potential or substantial threat to agriculture, horticulture, the economy, or the public health of the state.
- v. Develop local plans and resources to enhance awareness of surveillance for early detection of animal health emergencies and agro-terrorism.
- vi. Conduct and/or participate in exercises, training sessions, and workshops to assist local communities and support agencies/organizations.
- vii. Encourage support agencies to develop emergency operations

plans that detail their support functions for ESF 11.

b. Response/Recovery

- i. Work with GDA and other appropriate state agencies to coordinate the collection of samples, ensure proper packaging and handling, and deliver them to designated laboratories for testing.
- ii. Coordinate the crisis response and the resulting consequences, as well as cooperate with law enforcement officials and the State of Georgia in criminal investigations, if a terrorist act is suspected in connection with an agriculture, animal, or food incident.
- iii. Work with GDA to coordinate the decontamination and/or destruction of animals, plants, cultured aquatic products, food, and their associated facilities as determined necessary.
- iv. Support GDA's efforts to quarantine, stop sale, stop movement, and place other restrictions under GDA authority of animals, plants, equipment, and products as necessary to control and eradicate diseases and pests.
- v. Secure supplies, equipment, personnel and technical assistance from support agencies/organizations, and other resources to carry out the response plans associated with animal health emergency management or any act of agro-terrorism that may pose a substantial threat to the state.
- vi. Manage and direct evacuation of animals from risk areas and provide technical assistance to prevent animal injury and disease dissemination.
- vii. Support any identified County Agriculture Response Teams (CARTs) and other local emergency response teams with the statewide support network and the State Agriculture Response Teams (GA-SARTs).
- viii. Determine need for mutual aid assistance and implement requests for assistance through local mutual aid agreements or through GEMA for state assistance, or mutual aid assistance through agreements such as the Emergency Management Assistance Compact (EMAC).
- ix. Request Veterinary Medical Assistance Team (VMAT) assistance through the SOC if needed.
- x. Coordinate operations to assure occupational safety measures are followed.
- xi. Coordinate damage assessment as necessary.
- xii. Restore equipment and supplies to a normal state of operational readiness.
- xiii. Coordinate public information to provide updates to ESF 15.
- xiv. Maintain financial records on personnel, supplies, and other resources utilized and report to local EMA and GEMA upon request.
- xv. Resume day-to-day operations.

D. Resource Protection

1. Strategy

The agency assigned primary responsibility for ESF 11 will coordinate with appropriate agencies and organizations to ensure operational readiness. Agencies with responsibilities for this section of the ESF, will coordinate with the EMA, GDA, and DNR. This function will be coordinated with and involve other support agencies and organizations. ESF 11 agencies will coordinate with public natural, cultural, and historic properties and state agencies to develop Standard Operating Procedures(SOPs) for disaster prevention, preparedness, and recovery. On the state level, the Georgia Archives will manage, monitor, and assist in or conduct response and recovery actions to minimize damage to natural, cultural, or historic property resources, including essential government and historical records. ESF 11 agencies will request assistance for this resource through the SOC.

2. Actions

a. Mitigation/Preparedness

- i. Participate in mutual aid agreements with government agencies, professional organizations, private agencies, and organizations.
- ii. Develop inventory of natural, cultural, and historic resources that will be covered by this plan.
- iii. Participate in a and/or conduct workshops for historical and cultural properties to encourage developmental plans for disaster prevention, preparedness, and recovery.

b. Response/Recovery

- i. Support the disaster recovery with all available resources.
- ii. If criminal activity is suspected, cooperate with the criminal investigation jointly with appropriate state and federal law enforcement agencies.
- iii. Coordinate public information and provide updates for ESF 15 to distribute to the public and media.
- iv. Provide technical assistance to public natural, historic and cultural properties in damage assessment; request needed technical assistance and damage assessment support from the state or federal government through the SOC.
- v. Work with the state to reopen public natural, historic, and cultural properties as soon as safely possible, to the public.
- vi. Request assistance from the state for preservation, scientific/technical, and records and archival management advice and information for stabilization, security, logistics, and contracting for recovery services of damaged natural, historic or

- cultural resources pertaining to documentary and archival records and historic documents.
- vii. Maintain financial records on personnel, supplies, and other resources utilized and report to local EMA and GEMA upon request.
- viii. Resume day-to-day operations.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY EXTENSION SERVICE

Coordinate with and involve other support agencies and organizations designated to assist.

Develop MOU's with professional associations, volunteer organizations, and the private sector.

Prepare, in conjunction with support agencies, public service announcements (PSAs) to increase public awareness regarding pet options and animal directives.

Participate in drills and exercises to evaluate animal & animal industry response capability

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

B. GEORGIA DEPT. OF AGRICULTURE

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

C. HUMANE SOCIETY OF NORTH WEST GEORGIA

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

D. WHITFIELD COUNTY ANIMAL SHELTER

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

E. WHITFIELD COUNTY ANIMAL CONTROL

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and

report these records to the primary agency.

F. WHITFIELD COUNTY HEALTH DEPARTMENT

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

G. WHITFIELD COUNTY SHERIFF'S OFFICE

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 12 ENERGY

Primary Agency

WHITFIELD County E 911

Support Agencies

DALTON PUBLIC WORKS

DALTON UTILITIES

GEORGIA POWER COMPANY

NORTH GEORGIA EMC

WHITFIELD COUNTY BOARD OF COMMISSIONERS

WHITFIELD COUNTY PUBLIC WORKS

I. INTRODUCTION

The emergency support function of energy services direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to coordinate response activities of energy and utility organizations in responding to and recovering from fuel shortages, power outages, and capacity shortages which impact or threaten to impact Whitfield County citizens and visitors during and after a potential of actual disaster or emergency.

1. This ESF will coordinate providing sufficient fuel supplies to emergency response organizations and areas along evacuation routes.
2. Coordinate the provision of materials, supplies, and personnel for the support of emergency activities being conducted.
3. Maintain communication with utility representatives to determine emergency response and recovery needs.
4. Coordinate with schools and other critical facilities within the county to identify emergency shelter power generation status/needs; and coordinate with other ESFs with assistance in providing resources for emergency power generation.
5. Maintain lists of energy-centric critical assets and infrastructures, and continuously monitors those resources to identify and correct vulnerabilities to energy facilities.
6. 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 political events.

B. Scope

This ESF is structured to coordinate the provision of emergency supply and transportation of fuel and the provision of emergency power to support immediate response operations as well as restoring the normal supply of power to normalize community functioning. This ESF will work closely with local and state agencies, energy offices, energy suppliers and distributors.

The emergency operations necessary for the performance of this function include but are not limited to:

1. Preparedness

- a. Develop and maintain current directories of suppliers of services and products associated with this function.
- b. Establish liaison with support agencies and energy-related organizations.
- c. In coordination with public and private utilities, ensure plans for restoring and repairing damaged energy systems are updated.
- d. In coordination with public and private utilities, establish priorities to repair damaged energy systems and coordinate the provision of temporary, alternate, or interim sources of natural gas supply, petroleum fuels, and electric power.
- e. Promote and assist in developing mutual assistance compacts with the suppliers of all power resources.
- f. Develop energy conservation protocols.
- g. Ensure all ESF 12 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Analyze affected areas to determine operational priorities and emergency repair procedures with utility field personnel. Provide status of energy resources to the EOC Operations Group as required and, when possible, provide data by county.
- b. In coordination with public and private utilities, prioritize rebuilding processes, if necessary, to restore power to affected areas.
- c. Locate fuel for emergency operations.
- d. Administer, as needed, statutory authorities for energy priorities and allocations.
- e. Apply necessary County resources, to include debris removal, in accordance with established priorities in response to an emergency.
- f. Provide energy emergency information, education and conservation guidance to the public in coordination with the EOC Public Information Group.
- g. Coordinate with ESF 1 for information regarding transport of critical energy supplies.
- h. Plan for and coordinate security for vital energy supplies with ESF 13.
- i. Maintain continual status of energy systems and the progress of restoration.

- j. Utility repair and restoration activities to include collecting and providing energy damage assessment data to ESF 3.
- k. Recommend energy conservation measures.

3. Recovery

- a. Maintain coordination with all supporting agencies and organizations on operational priorities and emergency repair and restoration.
- b. Continue to provide energy emergency information, education and conservation guidance to the public in coordination with ESF15.
- c. Anticipate and plan for arrival of and coordinate with state ESF12 personnel in the EOC and the Joint Field Office.
- d. Continue to conduct restoration operations until all services have been restored.
- e. Ensure that ESF12 team members or their support agencies maintain appropriate records of costs incurred during the event.

4. Mitigation

- a. Anticipate and plan for mitigation measures.
- b. Support requests and directives resulting from the Governor and/or the state concerning mitigation and/or redevelopment activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

Energy services is the primary responsibility of WHITFIELD County E 911 and support for this function is the responsibility of DALTON PUBLIC WORKS, DALTON UTILITIES, GEORGIA POWER COMPANY, NORTH GEORGIA EMC, WHITFIELD COUNTY BOARD OF COMMISSIONERS and WHITFIELD COUNTY PUBLIC WORKS.

1. Actions

a. Mitigation/Preparedness

- i. Establish liaison support to ensure responsiveness, in conjunction with EMA and the private sector.
- ii. Identify additional resources and assistance teams;
- iii. Develop emergency response support plans.

- iv. Prepare damage assessment, repair and restoration procedures, and reporting mechanisms.
- v. Recommend actions to conserve energy and conservation guidance.
- vi. Participate in drills and exercises to evaluate energy response capabilities.

b. Response/Recovery

- i. Determine critical energy supply needs of priority populations (e.g., infants, elderly, and other people with special needs).
- ii. Gather, assess, and share information on energy system damage, as well as estimate repair and restoration time.
- iii. Activate assistance teams and obtain necessary resources to assist in recovery.
- iv. Serve as the focal point for the EMA and EOC in order to protect the health and safety of affected persons.
- v. Work with the EMA to provide public service announcements on energy conservation, mitigation impacts, and restoration forecasts.
- vi. Coordinate with other affected areas to maximize resources and information exchange.
- vii. Conduct repair and maintenance operations until restoration of all services.
- viii. Maintain records, expenditures, and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD County E 911

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed

equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

B. DALTON PUBLIC WORKS

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with ESF-7 policies and procedures and report these records to the primary agency

C. DALTON UTILITIES

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

D. GEORGIA POWER COMPANY

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

E. NORTH GEORGIA EMC

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

F. WHITFIELD COUNTY BOARD OF COMMISSIONERS

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

G. WHITFIELD COUNTY PUBLIC WORKS

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with ESF-7 policies and procedures and report these records to the primary agency

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 13 PUBLIC SAFETY AND SECURITY SERVICES

Primary Agency

WHITFIELD COUNTY SHERIFF'S OFFICE

Support Agencies

COHUTTA POLICE DEPT.
DALTON POLICE DEPT.
DALTON STATE COLLEGE POLICE
GEORGIA ARMY NATIONAL GUARD
GEORGIA STATE PATROL
TUNNEL HILL POLICE DEPT.
VARNELL POLICE DEPT.
WHITFIELD COUNTY CORONER'S OFFICE

I. INTRODUCTION

The emergency support function of public safety and security services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF integrates countywide public safety and security capabilities and resources to support the full range of incident management activities associated with potential or actual disaster or emergency.

1. Local, private sector, and specific State and Federal authorities have primary responsibility for public safety and security, and typically are the first line of response and support in these functional areas.
2. 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 and/or State authorities, with incident operations managed through a Unified Command structure.
3. Through ESF 13, State and/or Federal resources could supplement County and local resources when requested or required, as appropriate, and are integrated into the incident command structure using NIMS principals and protocols.
4. ESF 13 primary agencies facilitate coordination among supporting agencies to ensure that communication and coordination processes are consistent with stated incident management missions and objectives.
5. When activated, ESF 13 coordinates the implementation of authorities

that are appropriated for the situation and may provide protection and security resources, planning assistance, technology support, and other technical assistance to support incident operations, consistent with agency authorities and resource availability.

B. Scope

This ESF is structured to oversee public safety to include law enforcement, victim recovery, and deceased identification and mortuary services. The emergency operations necessary for the performance of this function include but are not limited to:

1. Preparedness

- a. ESF 13 capabilities support incident management requirements including force and critical infrastructure protection, security, planning and technical assistance, technology support, and public safety in both pre-incident and post-incident situations.
- b. ESF 13 is generally activated in situations requiring extensive assistance to provide public safety and security and where local government resources are overwhelmed or are inadequate, or in pre-incident or post-incident situations that require protective solutions or capabilities unique to the county.
- c. ESF 13 will procure and regularly update a list of all agencies (public and private) that have the capability to provide law enforcement and security services and victim recovery and mortuary services.

2. Response

- a. Provide warning and communications in support of the communications and warning plans.
- b. Staff the EOC as directed.
- c. Provide security to the EOC.
- d. Secure evacuated areas, including safeguarding critical facilities, and controlling entry and exit points to the disaster area as requested.
- e. ESF 13 will coordinate with ESF 5 to request additional resources, if needed.
- f. ESF 13 will activate existing MOUs with appropriate entities.

3. Recovery

- a. Continue those operations necessary to protect people and property.
- b. Assist in return of evacuees.
- c. Assist with reconstitution of law enforcement agencies as necessary.
- d. Require ESF 13 team members or their agencies maintain appropriate records of costs incurred during the event.
- e. Phase down operations as directed by the EOC.

4. Mitigation

- a. ESF 13 agencies will conduct and/or support community education programs on survival and safety.
- b. Support requests and directives resulting from GEMA and/or other state agencies and federal partners concerning mitigation and/or redevelopment activities.
- c. Document matters that may be needed for inclusion in agency, county, state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Law Enforcement and Security

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

2. Actions

a. Mitigation/Preparedness

- i. Analyze hazards and determine law enforcement requirements.
- ii. Identify agencies, organizations and individuals capable of providing support services.
- iii. Develop MOUs with adjacent and support law enforcement agencies.
- iv. Analyze hazards, critical facilities, determine law enforcement requirements, and develop plans to preposition assets.
- v. Train regular and support personnel in emergency duties.
- vi. Develop plans to conduct initial damage assessment.
- vii. Establish and maintain liaison with federal, state and local agencies.
- viii. Develop and maintain standard operating procedures and plans, to include alerting lists of personnel and agencies.
- ix. Participate in and/or conduct exercises and training to validate this ESF and supporting SOPs.
- x. Ensure all ESF 13 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

b. Response/Recovery

- i. Provide warning and communications assistance in support of ESF 2.
- ii. Staff the EOC as directed.
- iii. Coordinate security for critical facilities, as needed.
- iv. Support evacuation plans with traffic control, communications,

- area patrols and security for shelters.
- v. Control entry and exit to the emergency or disaster area.
- vi. Control vehicle and individual access to restricted areas.
- vii. Continue operations necessary to protect people and property.
- viii. Coordinate public information and provide updates for ESF 15.
- ix. Assist in return of evacuees.
- x. Maintain records of expenditures and document resources utilized during recovery.
- xi. Resume day-to-day operations.

B. Victim Recovery Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with and involve other support agencies and organizations.

2. Actions

a. Mitigation/Preparedness

- i. This function will be coordinated with and involve other agencies/organizations.
- ii. Develop and maintain standard operating procedures and plans, to include alerting lists of personnel and agencies.
- iii. Establish and maintain standards for human remains recovery operations.
- iv. Establish and maintain human remains recovery support and reporting procedures.
- v. Recruit, train, and certify recovery personnel.
- vi. Develop an inventory of resources and establish a record keeping system.
- vii. Conduct or participate in exercises to evaluate recovery response capability.
- viii. Conduct and/or support community education programs on survival.

b. Response/Recovery

- i. Respond to requests by local EMA; monitor response efforts.
- ii. Support requests from neighboring counties and MOU/EMAC agreements.
- iii. Maintain records, expenditures, and document resources utilized during response and recovery.

C. Deceased Identification and Mortuary Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this ESF, in cooperation with the EMA. This function will be coordinated with ESF 5 and involve other support agencies and organizations.

2. Actions

a. Mitigation/Preparedness

- i. Develop plans for location, identification, removal and disposition of the deceased.
- ii. Establish a system for collecting and disseminating information regarding victims and have the operational capability to deliver the information in a field environment in coordination with the EOC Public Information Group.
- iii. Develop protocols and maintain liaison with Disaster Mortuary Operational Response Teams (DMORT).
- iv. Identify agencies, organizations and individuals capable of providing support services for deceased identification including the county coroner.
- v. Maintain a description of capabilities and procedures for alert, assembly and deployment of mortuary assistance assets.
- vi. Identify public and private agencies and organizations capable of providing support to victims families.

b. Response/Recovery

- i. Initiate the notification of deceased identification teams.
- ii. Retain victim identification records.
- iii. Support evacuation plans with traffic control, communications, area patrols and security for shelters.
- iv. Coordinate DMORT teams and services through existing MOUs and EMAC agreements.
- v. Coordinate county assistance for next-of-kin notification.
- vi. Maintain records of expenditures and document resources utilized during response and recovery.

III. RESPONSIBILITIES

A. WHITFIELD COUNTY SHERIFF'S OFFICE

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

Participate in planning for areas of agency expertise and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

B. COHUTTA POLICE DEPT.

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

C. DALTON POLICE DEPT.

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

D. DALTON STATE COLLEGE POLICE

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

E. GEORGIA ARMY NATIONAL GUARD

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

F. GEORGIA STATE PATROL

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

G. TUNNEL HILL POLICE DEPT.

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

H. VARNELL POLICE DEPT.

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

I. WHITFIELD COUNTY CORONER'S OFFICE

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 14

LONG TERM RECOVERY AND MITIGATION

Primary Agency

WHITFIELD County E 911

Support Agencies

COHUTTA CITY COUNCIL

DALTON CITY COUNCIL

TUNNEL HILL CITY COUNCIL

VARNELL CITY COUNCIL

WHITFIELD COUNTY BOARD OF COMMISSIONERS

I. INTRODUCTION

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to provide a framework for Whitfield County Emergency Management Agency support to municipal governments, nongovernmental organizations, and the private sector designed to enable community recovery from the long-term consequences of a disaster or emergency.

1. ESF 14 recognizes the primacy of affected governments and the private sector in defining and addressing risk reduction and long-term community recovery priorities.
2. Agencies continue to provide recovery assistance under independent authorities to municipal governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance through the ESF 14 coordinator.
3. Support is tailored based on the type, extent, and duration of the event and long-term recovery period, and on the availability of state and federal resources.
4. Long-term community recovery and mitigation efforts are forward-looking and market-based, focusing on permanent restoration of infrastructure, housing, and the economy, with attention to mitigation of future impacts of a similar nature, when feasible.
5. The Federal Government uses the post-incident environment as an opportunity to measure the effectiveness of previous community recovery and mitigation efforts.
6. ESF 14 facilitates the application of loss reduction building science expertise to the rebuilding of critical infrastructure (e.g., in repairing hospitals or emergency operation centers to mitigate for future risk).

B. Scope

Structure: This ESF will provide coordination during large-scale or catastrophic incidents that require assistance to address significant long-term impacts in the affected area (e.g., impacts on housing, businesses and employment, community infrastructure, and social services). Activities within the scope of this function include:

1. Preparedness

- a. Develop systems to use predictive modeling to determine vulnerable critical facilities as a basis for identifying recovery activities.
- b. Review County Hazard Mitigation Plan to identify vulnerable facilities.
- c. Analyze and evaluate long-term damage assessment data.
- d. Ensure all ESF 14 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

Use predictive modeling to determine vulnerable critical facilities as a basis for identifying recovery activities.

3. Recovery

- a. Analyze evaluate long-term damage assessment data.
- b. In coordination with the state government, assign staff to identify and document economic impact and losses avoided due to previous mitigation and new priorities for mitigation in affected areas.
- c. Review the County Hazard Mitigation Plan for affected areas to identify potential mitigation projects.

4. Mitigation

- a. Support requests and directives resulting from the state and/or federal government concerning mitigation and/or re-development activities.
- b. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

- A. This ESF will assess the social and economic consequences in the impacted area and coordinate efforts to address long-term community recovery issues resulting from a disaster or emergency.
- B. Advise on the long-term recovery implications of response activities and coordinate the transition from response to recovery in field operations.
- C. Work with municipal governments; non-governmental organizations; and private-sector organizations to conduct comprehensive market disruption and loss analysis and develop a comprehensive long-term recovery plan for the

community.

- D. Identify appropriate State and Federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available.
- E. Determine/identify responsibilities for recovery activities, and provide a vehicle to maintain continuity in program delivery among departments and agencies, and with municipal governments and other involved parties, to ensure follow-through of recovery and hazard mitigation efforts.
- F. Develops coordination mechanisms and requirements for post-incident assessments, plans, and activities that can be scaled to incidents of varying types and magnitudes.
- G. Establishes procedures for integration of pre-incident planning and risk assessment with post-incident recovery and mitigation efforts.
- H. Facilitates recovery decision making across ESFs. Also facilitates awareness of post incident digital mapping and pre-incident County and municipal hazard mitigation and recovery planning across ESFs

III. RESPONSIBILITIES

Supporting information and hazard analyses are contained in the appendix section of this plan.

A. WHITFIELD County E 911

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

B. COHUTTA CITY COUNCIL

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

C. DALTON CITY COUNCIL

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

D. TUNNEL HILL CITY COUNCIL

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

E. VARNELL CITY COUNCIL

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

F. WHITFIELD COUNTY BOARD OF COMMISSIONERS

Coordinate with each support agency through regular meetings to ensure planning functions are implemented.

Coordinate the development of a logistical framework to support recovery operations.

Identify, locate, and if necessary, recruit personnel to support incident operations after coordination with Central Services.

Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Procure required stocks from vendors or suppliers when county supplies are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

EMERGENCY SUPPORT FUNCTION 15 EXTERNAL AFFAIRS

Primary Agency

WHITFIELD County E 911

Support Agencies

HAMILTON MEDICAL CENTER
WHITFIELD COUNTY BOARD OF COMMISSIONERS
WHITFIELD COUNTY BOARD OF EDUCATION
WHITFIELD COUNTY HEALTH DEPARTMENT

I. INTRODUCTION

The emergency support function of external affairs includes direction, policies, responsibilities, and procedures for disseminating timely, accurate, and easily understood information to the public before, during, and after a disaster or emergency situation. Hazard-specific appendices to this plan contain additional information for such specific emergencies.

A. Purpose

1. Ensures that sufficient County assets are deployed to the field during a potential or actual a disaster or emergency to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the populace.
2. This ESF includes a provision for providing information in a clear, concise and accurate manner on actions to be taken by local agencies and governments and actions to be taken by the public. Every effort shall be made to prevent and counter rumors and inaccurate information.

B. Scope

The emergency operations necessary for the performance of this function include, but are not limited to:

1. Preparedness

- a. Develop a public information program to educate the public regarding the effects of common, emergency, and disaster situations.
- b. Develop plans to coordinate with international, national, state and local news media for emergency operations, before, during and after emergency situations.
- c. Develop plans to conduct a multi-agency/jurisdiction coordinated public information program during emergencies and disasters; this

- includes the establishment of a Joint Information Center (JIC).
- d. Develop plans and programs to educate news media that ESF 15 is the primary information center during emergency situations.
- e. Develop procedures to organize and operate a media briefing area and/or a JIC.
- f. Develop and maintain pre-scripted EAS messages, news releases, and public service announcements, for all hazards to include hurricane and coastal storm, rainwater flooding, storm surge and tornado.
- g. Encourage development of disaster plans and kits for the public.
- h. Provide evacuation information to the affected public.
- i. Participate in exercises and training to validate this annex and supporting SOPs.
- j. Update public information responder listing, as necessary.
- k. Develop and implement training programs for all ESF members.
- l. Develop and maintain a roster with contact information of all ESF personnel.
- m. Ensure all ESF 15 personnel integrate NIMS and ICS principles in all planning and preparedness initiatives.

2. Response

- a. Alert agencies whose personnel, equipment, or other resources may be used.
- b. Provide timely and accurate EAS messages and news releases in common language and terminology to inform the public.
- c. Provide emergency public information to special needs populations.
- d. Coordinate with news media regarding emergency operations.
- e. Provide mass notification to urban and rural populations and provide periodic media updates.
- f. Execute a multi-agency/jurisdiction coordinated public information program.
- g. Organize and operate a press briefing area and a JIC, as appropriate.
- h. Supplement local emergency management public information operations, as necessary, and when resources are available.

3. Recovery

- a. Continue public information activities to include updating the public on recovery efforts.
- b. Anticipate and plan for arrival of and coordinate with state ESF 15 personnel in the EOC, and the Joint Field Office (JFO).
- c. Process and disseminate disaster welfare and family reunification information.

4. Mitigation

- a. Support and plan for mitigation measures.
- b. Support requests and directives resulting from the Governor and/or

- GEMA concerning mitigation and/or re-development activities.
- c. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. CONCEPT OF OPERATIONS

A. Strategy

EMA will coordinate overall information and planning activities for state agencies and organizations.

EMA will coordinate with appropriate agencies to ensure operational readiness of the Intel Function for the Emergency Operations Center (EOC).

WHITFIELD County E 911 provides primary responsibility of this ESF and support for this function is the responsibility of HAMILTON MEDICAL CENTER, WHITFIELD COUNTY BOARD OF COMMISSIONERS, WHITFIELD COUNTY BOARD OF EDUCATION and WHITFIELD COUNTY HEALTH DEPARTMENT.

B. Response Actions

1. Mitigation/Preparedness

- a. Develop a briefing and reporting system to include an EOC briefing, situation report, public information and federal request format for the EOC Intel Function;
- b. Share Intel formats with agencies and organizations that have primary functional responsibilities;
- c. Update the information and planning system as required; and
- d. Participate in and/or conduct exercises.

2. Response/Recovery

- a. Begin Intel Function upon activation of the EOC;
- b. Collect and process information from state agencies and organizations with primary Emergency Support Function responsibilities;
- c. Prepare EOC briefings, situation reports and geographic data for mapping to keep state and federal agencies and organizations, officials, local governments and local Emergency Management Agencies (EMAs) abreast of the severity and magnitude and provide updates to Public Affairs for media release;
- d. Provide technical assistance information and analysis to the EMA Director and EOC Chief, upon request;
- e. Coordinate needs and damage assessment of affected areas for dissemination to appropriate agencies and organizations;
- f. Track and record data necessary for federal declaration;
- g. Prepare information for after-action reports; and

- h. Resume day-to-day operations.

C. Public Information Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF. This function will be coordinated with and involve other support agencies and organizations.

The public information services function is the primary responsibility of WHITFIELD County E 911 and support for this function is the responsibility of HAMILTON MEDICAL CENTER, WHITFIELD COUNTY BOARD OF COMMISSIONERS, WHITFIELD COUNTY BOARD OF EDUCATION and WHITFIELD COUNTY HEALTH DEPARTMENT.

2. Actions

a. Mitigation/Preparedness

- i. Designate an individual to serve as a public information officer or coordinator.
- ii. Develop protocol and designate a liaison for communication with local, state, and federal governments and to handle legislative inquiries.
- iii. Assist agencies and organizations with ESF responsibilities in development of uniform procedures for media releases (refer to Appendix I, Public Information Procedures).
- iv. Maintain a media directory (refer to Appendix J, Media Contact List).
- v. Support disaster public awareness initiatives through dissemination of information, news articles, PSAs, and presentation of audio-visual materials.
- vi. Establish communication resources to provide people with sensory disability (e.g., visual and hearing impaired) and non-English speaking persons with emergency management information regarding emergencies or disasters.
- vii. Educate the public on alert messages such as watches and warnings through media such as radio, television, and newspaper.
- viii. Develop protocols for agencies and organizations with functional support responsibilities (e.g., American Red Cross ? opening of shelters, Department of Transportation ? evacuation routing) to inform the media about emergency and/or disaster plans.
- ix. Participate in drills and exercises to evaluate public information capacity.

b. Response/Recovery

- i. Define public notification timeframe regarding an emergency or disaster and disseminate information to the media.
- ii. Maintain a system to ensure accurate dissemination of emergency information such as location, type of hazard, extent of damage, casualties, shelters open, evacuation routes, and other protective actions.
- iii. Provide a designated area for media briefings and/or press conferences and conduct briefings in a timely manner.
- iv. Provide updates (e.g., response to inquiries about missing relatives, restricted areas of access and reentry) regarding the emergency or disaster.
- v. Establish media responsibilities and appropriate spokespersons from local government, agencies, and organizations with ESF responsibilities.
- vi. Continue provision of public safety and other necessary assistance information throughout the recovery phase.
- vii. Provide advanced media releases to the GEMA-SOC.
- viii. Coordinate with other jurisdictions that share the media market.
- ix. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. WHITFIELD County E 911

Provide resources, assistance and support as requested and available.

Coordinate all news releases with GEMA.

Ensure accurate incident communications with the public.

B. HAMILTON MEDICAL CENTER

Provide resources, assistance and support as requested and available.

C. WHITFIELD COUNTY BOARD OF COMMISSIONERS

Provide resources, assistance and support as requested and available.

D. WHITFIELD COUNTY BOARD OF EDUCATION

Provide resources, assistance and support as requested and available.

E. WHITFIELD COUNTY HEALTH DEPARTMENT

Provide resources, assistance and support as requested and available.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

ACRONYMS

ARC	American Red Cross
BOE	Board of Education
CERT	Community Emergency Response Team
DFACS	Department of Family and Children's Services
DFO	Disaster Field Office
DRC	Disaster Recovery Center
EAS	Emergency Alert System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GANG	Georgia National Guard
GEMA	Georgia Emergency Management Agency
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JFO	Joint Field Office
JIC	Joint Information Center
JOC	Joint Operations Center
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRP	National Response Plan
OHS	Office of Homeland Security
PDAT	Preliminary Damage Assessment Team
PIO	Public Information Officer
POC	Point of Contact
SA	Salvation Army
SAR	Search and Rescue
SCO	State Coordinating Officer
SITREP	Situation Report
SNPS	Special Needs Population Shelters
SOC	State Operations Center
SOP	Standard Operating Procedure
USACE	US Army Corps of Engineers
VOAD	Volunteer Organizations Active in Disasters
WMD	Weapons of Mass Destruction

AUTHORITIES AND REFERENCES

- Georgia Emergency Management Act of 1981, as amended.
- Georgia Emergency Operations Plan, revised January 2008.
- Local Resolution for Emergency Management.
- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. (<http://www.fema.gov/library/stafact.shtm>)

EMERGENCY SUPPORT FUNCTION ACTIVATION CHECKLIST

- ☐ 1. Receive notification of ESF Activation from Whitfield County Emergency Management Agency.
- ☐ 2. Notify all ESF supporting agencies.
- ☐ 3. Verify status of Activation of the EOC.
- ☐ 4. Send Representative to the EOC at designated times.
- ☐ 5. Sign in at EOC Security Station to receive badge and log hours.
- ☐ 6. Report arrival to Operations Chief and EOC Manager.
- ☐ 7. Obtain situation briefing from EOC staff.
- ☐ 8. Ensure adequate staffing for 24-hour coverage. Confirm names and hours of liaison staff with appropriate agencies.
- ☐ 9. Inventory go kits and work area. Check supplies, phone, and computer. Report any deficiencies to the EOC Manager.
- ☐ 10. Establish filing system (may include, but not limited to, status reports, situation reports, briefing papers, assignments, mission tasking, telephone rosters, daily reports, etc).
- ☐ 11. Establish contact with forward deployed teams or other agencies, as required. Exchange point of contact information and establish reporting times for all elements.
- ☐ 12. Begin gathering information and provide operational report to Operations Chief.

GLOSSARY

Alternate Emergency Operations Center - A site located away from the primary Emergency Operations Center where officials exercise direction and coordination in an emergency or disaster.

Area Command - An organization established to oversee the management of multiple incidents that are each being handled by an Incident Command System organization or to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned.

Catastrophic Incident - A natural or manmade incident, which results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, and/or government functions

Command Post - A designated location to communicate and exercise direction and coordination over an emergency or disaster.

Continuity of Government - Measures taken to ensure coordination of essential functions of government in the event of an emergency or disaster.

Critical Facilities - Schools, libraries, hospitals, public roads, water and sanitation systems, public safety buildings and other essential infrastructure.

Cyber - Pertaining to computers and their support systems, such as servers, routers, and switches that support critical infrastructure.

Damage Assessment - An appraisal or determination of the number of injuries or deaths, damage to public or private property, status of critical facilities, services, communication networks, public works and utilities, and transportation resulting from a man-made or natural disaster.

Decontamination - Reduction or removal of chemical, biological or radioactive material from a structure, area, object, or person.

Direction and Coordination - Determining and understanding responsibilities so as to respond appropriately and expeditiously at a centralized center and/or on-scene location during emergency operations.

Disaster - A man-made or natural disaster resulting in severe property damage, injuries and/or death within a community or multi-jurisdictional area that requires local, state, and federal assistance to alleviate damage, loss, hardship, or suffering.

Disaster Recovery Center (DRC) - A facility established in a centralized location within or near the disaster area at which disaster victims (individuals, families, or businesses) apply for disaster aid.

Drill - A practical approach or procedure that involves elements of a preparedness plan or the use of specific equipment to evaluate a plan prepared response.

Emergency - As defined by the Stafford Act, an emergency is “any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.”

Emergency Alert System (EAS) - A digital voice/text technology communications system consisting of broadcast stations and interconnecting facilities authorized by the Federal Communications Commission to provide public information before, during, and after disasters.

Emergency Management - An organized analysis, planning, direction, and coordination of resources to mitigate, prepare, respond, and assist with recovery from an emergency or disaster.

Emergency Management Agency (EMA) - Local government agency, established by local resolution(s), charged with the responsibility for local emergency management mitigation, preparedness, response, and recovery activities within the jurisdiction.

Emergency Management Agency Director - An individual with primary responsibility for emergency management mitigation, preparedness, response, and recovery within the jurisdiction.

Emergency Operations Center (EOC) - Physical location at which local government officials and designated agencies and/or organization representatives coordinate information and resources to support domestic management activities.

Emergency Operations Plan (EOP) - A document describing mitigation, preparedness, response, and recovery actions necessary by local government and designated and supporting agencies or organizations in preparation of an anticipated emergency or disaster.

Emergency Support Function (ESF) - 15 identified government and private-sector capabilities organized into a structure to facilitate assistance required during mitigation, preparedness, response, and recovery to save lives, protect health and property, and maintain public safety.

Evacuation - Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Evacuees - Persons moving from areas threatened or struck by an emergency or disaster.

Exercise - A simulated occurrence of a man-made or natural emergency or disaster involving planning, preparation, operations, practice and evaluation.

Federal Disaster Assistance - Aid to disaster victims and state and local governments by the Federal Emergency Management Agency and other federal agencies available once a Presidential Declaration has been made.

First Responder - Local and nongovernmental police, fire, and emergency personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment.

Georgia Emergency Management Agency (GEMA) - A state agency established by state law, responsible for statewide emergency management mitigation, preparedness, response and recovery activities within the State of Georgia.

Hazard - A dangerous situation or occurrence that may result in an emergency or disaster.

Hazard Mitigation - Any measure that will reduce potential damage to property, persons or life from a disaster or emergency from a predetermined possible hazard.

Hazardous Material - Substance or material that has been determined to be capable of posing an unreasonable risk to health, safety, and property including pollutants and contaminants when released into the environment.

Hazardous Materials Incident - An occurrence resulting in the uncontrolled release of hazardous materials accident capable of posing a risk to health, safety, and property.

In-Kind Donations - Donations given in the form of goods, commodities, or services rather than money.

Incident - An occurrence or event, natural manmade caused, that requires an emergency response to protect life or property.

Incident Command Post (ICP) - Field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS) - A management tool consisting of procedures for organizing personnel, facilities, equipment and communications at the scene of an emergency.

Incident Commander - The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident

operations at the incident site.

Incident of Critical Significance - An actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of County, local, nongovernmental, and/or private-sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and mitigation activities.

Infrastructure - The manmade physical systems, assets, projects, and structures, publicly and/or privately owned, that are used by or provide benefit to the public. Examples of infrastructure include utilities, bridges, levees, drinking water systems, electrical systems, communications systems, dams, sewage systems, and roads.

Joint Information Center (JIC) - A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Operations Center (JOC) - The JOC is the focal point for all Federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident.

Jurisdiction - A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authorities. Jurisdictional authority at an incident can be political or geographical. (e.g., city, county, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).

Liaison Officer - A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Government - County, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments, regional or interstate government entity, or agency or instrumentality of a local government; or a rural community, unincorporated town or village, or other public entity.

Major Disaster - As defined by the Stafford Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Memorandum of Understanding (MOU) - A written memorandum of understanding between agencies and organizations to share resources and assistance during an emergency or disaster.

Mitigation - Activities designed to reduce or eliminate risks to persons or property or life, to lessen the actual or potential effects or consequences of an emergency or disaster.

Mobile Command Post (MCP) - A vehicle having the capability to communicate and exercise direction and coordination over an emergency or disaster.

Mutual Aid Agreement - Written agreement between agencies, organizations, and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.

National Incident Management System (NIMS) - A system that provides a consistent, nationwide approach for Federal, State, and local governments; the private sector; and NGOs to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

Natural Resources - Natural resources include agriculture, biota, fish, livestock, wildlife, domesticated animals, plants, and water.

Nongovernmental Organization - A nonprofit or private-sector entity that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government.

Occupational Safety and Health Administration (OSHA) - Branch of the U.S. Department of Labor responsible for establishing and enforcing safety and health standards in the workplace.

Operating Condition (OPCON) - Scale with increasing levels of preparedness from five to one requiring performance of predetermined actions in response to a perceived or real threat.

Power Outage - An interruption or loss of electrical service due to disruption of power generation or transmission caused by accident, sabotage, natural hazards, equipment failure, or fuel shortage.

Preparedness - Maintaining emergency management capabilities in readiness, preventing capabilities from failing, and augmenting the jurisdiction's capability including training, developing, conducting and evaluating exercises, identifying, and correcting deficiencies, and planning to safeguard personnel, equipment, facilities, and resources from effects of a hazard.

Presidential Declaration - When disaster exceeds local and state government's capacity to respond, or provide sufficient resources for response, the state's Governor may request federal assistance, which is then approved by the President in the form of a Presidential Declaration which then increases federal aid to the affected areas.

Primary Responsibility - An agency or organization designated leadership and coordination of a specific emergency support function so as to mitigate, prepare, respond, and assist with recovery of an emergency or disaster.

Private Sector - Organizations and entities that are not part of any governmental structure. Includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, private emergency response organizations, and private voluntary organizations.

Public Health - Protection, safety, improvement, and interconnections of health and disease prevention among people, domestic animals and wildlife.

Public Information - Dissemination of information in anticipation of an emergency or disaster and timely actions, updates, and instructions regarding an actual occurrence.

Public Information Officer - A designated individual responsible for preparing and coordinating the dissemination of emergency public information.

Public Works - Work, construction, physical facilities, and services provided by governments for the benefit and use of the public.

Recovery - Long-term activities beyond damage assessment necessary to satisfy immediate life support needs, maintain logistical support, begin restoration of the infrastructure, identify individuals and communities eligible for disaster assistance, and implement post-disaster mitigation.

Resources - Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Center.

Response - Time sensitive actions to save lives and/or protect property, stabilize emergency or disaster situations, and initiate actions to notify emergency management representatives of the crisis, evacuate and/or shelter the population, inform the public about the situation, assess the damage, and request additional assistance, as needed.

SARA - Superfund Amendments and Reauthorization Act of 1986.

Shelter - A designated facility that provides temporary congregate care for individuals and families who have been forced from their homes by an emergency or disaster.

Shelter Management - The internal organization, administration, and operation of a shelter facility by the American Red Cross.

Staging Area - A location pre-selected for emergency management equipment, vehicles, and personnel to begin coordinated operations, deployment of personnel to host jurisdictions and other assistance to affected communities.

Standard Operating Procedures (SOP) - Directions, detailing task assignments, and a step-by-step process of responsibilities relating to each Emergency Support Function or in relation to organizational response.

State Operations Center (SOC) - Permanent facility designated by the State Emergency Management Agency as the central location for information gathering, disaster analysis, and response coordination before, after and during a disaster.

Strategic Plan - A plan that addresses long-term issues such as impact of weather forecasts, time-phased resource requirements, and problems such as permanent housing for displaced disaster victims, environmental pollution, and infrastructure restoration.

Support Agencies - An agency or organization which provides assistance to the primary agency or organization with designated Emergency Support Function responsibility.

Terrorism - The unlawful use or threatened use of force or violence by a person or an organized group against people or property with the intention of intimidating or coercing societies or governments, often for ideological or political reasons.

Unaffiliated Volunteer - An individual who is not formally associated with a recognized voluntary disaster relief organization; also known as a "spontaneous" or "emergent" volunteer.

Unified Command - An application of Incident Command System (ICP) used when there is more than one agency with incident jurisdiction or when incidents cross-political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single ICP and to establish a common set of objectives and strategies and a single Incident Action Plan.

Unsolicited Goods - Donated items offered by and/or sent to the incident area by the public, the private sector, or other source, that have not been requested by government or nonprofit disaster relief coordinators.

Urban Search and Rescue - Operational activities that include locating, extricating, and providing on-site medical treatment to victims trapped in collapsed or damaged structures.

Volunteer - Any individual accepted to perform services by an agency that has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Volunteer and Donations Coordination Center - Facility from which the Volunteer and Donations Coordination Team operates to review and process offers.

Warning - Alerting local government, agencies and organizations with emergency support function responsibilities, and the public regarding the threat of extraordinary danger (e.g., tornado warning, hurricane warning, severe storm warning) and that such occurrence has been sighted or observed specifying related effects that may occur due to this hazard.

Watch - Indications by the National Weather Service that, in a defined area, conditions are possible or favorable for the specific types of severe weather (e.g., flashflood watch, tropical storm watch).

Weapon of Mass Destruction - Any weapon that is designed or intended to cause widespread destruction resulting in serious bodily injury or death through the release, dissemination, or impact of toxic substance at a level dangerous to human life.

ESF MATRIX OF PRIMARY AND SUPPORT AGENCIES

Whitfield County	ESF														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AMATEUR RADIO SERVICE/DALTON-WHITFIELD		S													
AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER					S	S									
COHUTTA FIRE DEPT.				S					S	S					
COHUTTA CITY COUNCIL							S							S	
COHUTTA POLICE DEPT.		S							S	S			S		
DALTON BOARD OF EDUCATION	S					S									
DALTON CITY COUNCIL					S		S							S	
DALTON FIRE DEPARTMENT				S	S				S	S					
DALTON POLICE DEPT.		S			S				S	S			S		
DALTON POLICE DEPT. CHAPLAIN								S							
DALTON PUBLIC WORKS			S		S							S			
DALTON STATE COLLEGE POLICE					S					S			S		
DALTON UTILITIES												S			
DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH.			S												
GEORGIA ARMY NATIONAL GUARD									S				S		
GEORGIA DEPT. OF AGRICULTURE											S				
GEORGIA FORESTRY COMMISSION				S											
GEORGIA POWER COMPANY												S			
GEORGIA STATE PATROL					S				S				S		
HAMILTON MEDICAL CENTER								S							S
HAMILTON MEDICAL CENTER CHAPLAIN								S							
HIGHLAND RIVERS COMMUNITY SERVICE BOARD								S							
HUMANE SOCIETY OF NORTH WEST GEORGIA											S				
NORTH GEORGIA EMC												S			
NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC.						S									
NORTHWEST GEORGIA TRADE AND CONVENTION CENTER						S									
PROVIDENCE MINISTRIES						S									
SALVATION ARMY DALTON-WHITFIELD						S									
TUNNEL HILL CITY COUNCIL							S							S	

TUNNEL HILL POLICE DEPT.		s						s	s			s		
VARNELL CITY COUNCIL						s							s	
VARNELL POLICE DEPT.		s						s	s			s		
WHITFIELD COUNTY ANIMAL SHELTER										s				
WHITFIELD COUNTY BUILDING AND GROUND			s											
WHITFIELD COUNTY DFCS					P		s							
WHITFIELD COUNTY ENVIRONMENTAL HEALTH					s		s							
WHITFIELD COUNTY FIRE DEPARTMENT		s		P	s			s	P					
WHITFIELD COUNTY RECREATION DEPT.														
WHITFIELD COUNTY ZONING AND DEVELOPMENT			s				s							
WHITFIELD COUNTY ANIMAL CONTROL										s				
WHITFIELD COUNTY BOARD OF COMMISSIONERS					s	P					s		s	s
WHITFIELD COUNTY BOARD OF EDUCATION	P				s									s
WHITFIELD COUNTY CORONER'S OFFICE												s		
WHITFIELD COUNTY EMA		P												
WHITFIELD COUNTY EXTENSION SERVICE					s					P				
WHITFIELD COUNTY HEALTH DEPARTMENT					s		P			s				s
WHITFIELD COUNTY IT DEPARTMENT		s												
WHITFIELD COUNTY LEPC									s					
WHITFIELD COUNTY PUBLIC WORKS	s		P		s						s			
WHITFIELD COUNTY SHERIFF'S OFFICE		s			s			s	s	s		P		
WHITFIELD COUNTY TRANSIT		s												
WHITFIELD County E 911					P	s	s	P	s		P		P	P
WHITFIELD EMS							s							
WINDSTREAM		s												

P = PRIMARY AGENCY:

Responsible for Management of the ESF; Devise, coordinate, and implement disaster recovery plans for the ESF.

S = SUPPORT AGENCY:

Responsible to provide expertise, experience, and assts to the ESF as needed or requested by the Primary Agency.

ESF's:

1 = TRANSPORTATION

2 = COMMUNICATIONS

3 = PUBLIC WORKS / ENGINEERING

- 4 = FIREFIGHTING
- 5 = EMERGENCY MANAGEMENT
- 6 = MASS CARE
- 7 = RESOURCE SUPPORT
- 8 = PUBLIC HEALTH / MEDICAL
- 9 = SEARCH AND RESCUE
- 10 = HAZARDOUS MATERIALS
- 11 = AG / NATURAL RESOURCES
- 12 = ENERGY
- 13 = PUBLIC SAFETY
- 14 = LONG TERM RECOVERY
- 15 = EXTERNAL AFFAIRS

ESF SUMMARY OF RESPONSIBILITIES

AMATEUR RADIO SERVICE/DALTON-WHITFIELD

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 6: Mass Care (Support)

Open, administer and operate all shelters.

Attend regular coordination meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

COHUTTA FIRE DEPT.

ESF 4: Firefighting (Support)

Forward requests for mutual aid firefighting assistance to the Emergency Operations Center (EOC).

Coordinate during an incident of critical significance or other activation of the EOC.

Attend regularly scheduled coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs.

Assemble a complete list of available firefighting resources within the region that may be available for response and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

ESF 9: Search and Rescue (Support)

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC.

The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

COHUTTA CITY COUNCIL

ESF 7: Resource Support (Support)

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public

safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 14: Long Term Recovery (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

COHUTTA POLICE DEPT.

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as

logistical requirements necessary to obtain critically needed equipment.

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

DALTON BOARD OF EDUCATION

ESF 1: Transportation (Support)

.Make school buses, resources, personnel, equipment, vehicles and fuel available as needed to assist in fulfilling transportation needs.

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

DALTON CITY COUNCIL

ESF 5: Emergency Management (Support)

Attend coordination meetings to ensure planning functions are implemented to support ESF-5 (Emergency Management).

Identify and provide staff representatives to support the ESF and other operational information related to critical activities.

Request asset contributions from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with RESOURCE SUPPORT policies and procedures and report these records to the Primary Agency.

ESF 7: Resource Support (Support)

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 14: Long Term Recovery (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as

logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

DALTON FIRE DEPARTMENT

ESF 4: Firefighting (Support)

Forward requests for mutual aid firefighting assistance to the Emergency Operations Center (EOC).

Coordinate during an incident of critical significance or other activation of the EOC.

Attend regularly scheduled coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs.

Assemble a complete list of available firefighting resources within the region that may be available for response and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 9: Search and Rescue (Support)

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC.

The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

DALTON POLICE DEPT.

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

DALTON POLICE DEPT. CHAPLAIN

ESF 8: Public Health / Medical (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

DALTON PUBLIC WORKS

ESF 3: Public Works / Engineering (Support)

Obtain required waivers and clearances related to ESF support.

Attend coordination meetings to ensure planning functions are implemented in support.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they related to your responsibility. Also to develop procedures to obtain private sector support as required.

Assemble a list of public works and engineering related assets available to support recovery and coordinate this information with the EOC.

Request asset contributions from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 12: Energy (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support

recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with ESF-7 policies and procedures and report these records to the primary agency

DALTON STATE COLLEGE POLICE

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

DALTON UTILITIES

ESF 12: Energy (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during

recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH.

ESF 3: Public Works / Engineering (Support)

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

GEORGIA ARMY NATIONAL GUARD

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

GEORGIA DEPT. OF AGRICULTURE

ESF 11: Ag / Natural Resources (Support)

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

GEORGIA FORESTRY COMMISSION

ESF 4: Firefighting (Support)

Provide support and assistance as required and available.

GEORGIA POWER COMPANY

ESF 12: Energy (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

GEORGIA STATE PATROL

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

HAMILTON MEDICAL CENTER

ESF 8: Public Health / Medical (Support)

Coordinate the evacuation of patients from the disaster area as requested.

Coordinate the transport of victims to medical facilities outside the

county in accordance with approved trauma transport protocols.

Coordinate advance life support, basic life support, Emergency Medical Technicians and Paramedics.

ESF 15: External Affairs (Support)

Provide resources, assistance and support as requested and available.

HAMILTON MEDICAL CENTER CHAPLAIN

ESF 8: Public Health / Medical (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

HIGHLAND RIVERS COMMUNITY SERVICE BOARD

ESF 8: Public Health / Medical (Support)

Coordinate the notification, information update and evacuation assistance to medical facilities within the county.

HUMANE SOCIETY OF NORTH WEST GEORGIA

ESF 11: Ag / Natural Resources (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

NORTH GEORGIA EMC

ESF 12: Energy (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC.

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related activities.

NORTHWEST GEORGIA TRADE AND CONVENTION CENTER

ESF 6: Mass Care (Support)

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

PROVIDENCE MINISTRIES

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request contributions through volunteer agencies and private sector businesses.

SALVATION ARMY DLATON-WHITFIELD

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related activities.

TUNNEL HILL CITY COUNCIL

ESF 7: Resource Support (Support)

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 14: Long Term Recovery (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

TUNNEL HILL POLICE DEPT.

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

VARNELL CITY COUNCIL

ESF 7: Resource Support (Support)

Attend coordination meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Coordinate and determine the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

Procure required stocks from vendors or suppliers when county items are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 14: Long Term Recovery (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

VARNELL POLICE DEPT.

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 9: Search and Rescue (Support)

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

The department will partner with municipal police departments to provide security for SAR teams.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

WHITFIELD COUNTY ANIMAL SHELTER

ESF 11: Ag / Natural Resources (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

WHITFIELD COUNTY BUILDING AND GROUNDS

ESF 3: Public Works / Engineering (Support)

Establish operational needs for restoration of public works service during the emergency.

WHITFIELD COUNTY DFCS

ESF 6: Mass Care (Primary)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support ESF-6.

Ensure the presence of resource materials in sufficient numbers in the ESF location, like: 1) shelter listings for each agency with names and numbers of each shelter manager, 2) locations of all mass feeding sites and 3) the names of site managers.

Provide a system for recording incoming requests for sheltering, mass feeding, response assignments and actions taken.

Establish a protocol for prioritizing response activities.

Coordinate activities with other ESF's.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

ESF 8: Public Health / Medical (Support)

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

WHITFIELD COUNTY ENVIRONMENTAL HEALTH

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

ESF 8: Public Health / Medical (Support)

Determine need for additional personnel and resources and initiate request mutual aid to EOC.

Coordinate and direct the activation and deployment of voluntary resources of health/medical personnel, supplies and equipment.

WHITFIELD COUNTY FIRE DEPARTMENT

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private

sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

ESF 4: Firefighting (Primary)

Coordinate the provision of local firefighting personnel and equipment.

Coordinate and assign any responding mutual aid resources.

Coordinate those resources volunteered for ESF 4 (Firefighting) from other unidentified sources.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 9: Search and Rescue (Support)

The designated EOC Fire Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC. The composition of each SAR team shall be determined by the Incident Commander/ SAR Coordinator.

ESF 10: Hazardous Materials (Primary)

Coordinate the provision of local firefighting personnel and equipment.

Coordinate and assign any responding mutual aid resources.

Coordinate those resources volunteered for ESF 4 (Firefighting) from other unidentified sources.

WHITFIELD COUNTY RECREATION DEPT.

No responsibilities have been provided.

WHITFIELD COUNTY ZONING AND DEVELOPMENT

ESF 3: Public Works / Engineering (Support)

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they related to your responsibility.

Also to develop procedures to obtain private sector support as required.

ESF 8: Public Health / Medical (Support)

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

WHITFIELD COUNTY ANIMAL CONTROL

ESF 11: Ag / Natural Resources (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

WHITFIELD COUNTY BOARD OF COMMISSIONERS

ESF 5: Emergency Management (Support)

Attend coordination meetings to ensure planning functions are implemented to support ESF-5 (Emergency Management).

Identify and provide staff representatives to support the ESF and other operational information related to critical activities.

Request asset contributions from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with RESOURCE SUPPORT policies and procedures and report these records to the Primary Agency.

ESF 7: Resource Support (Primary)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented.

Coordinate the development of a logistical framework to support recovery operations.

Identify, locate, and if necessary, recruit personnel to support incident operations after coordination with Central Services.

Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Procure required stocks from vendors or suppliers when county supplies are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 12: Energy (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 14: Long Term Recovery (Support)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented.

Coordinate the development of a logistical framework to support recovery operations.

Identify, locate, and if necessary, recruit personnel to support incident operations after coordination with Central Services.

Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

Conduct a needs assessment and prioritize the deployment of services based on your area of responsibility.

Locate, procure, and issue resources to other county agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

Locate and coordinate the use of available space for incident management activities.

Procure required stocks from vendors or suppliers when county supplies are not available.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies.

ESF 15: External Affairs (Support)

Provide resources, assistance and support as requested and available.

WHITFIELD COUNTY BOARD OF EDUCATION

ESF 1: Transportation (Primary)

Make school buses, resources, personnel, equipment, vehicles and fuel available as needed to assist in fulfilling transportation needs.

ESF 6: Mass Care (Support)

Support sheltering activities with personnel and facilities, specifically through contractual agreement between The Board of Education (BOE) and the American Red Cross.

Provide security at BOE facility shelters as required.

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request contributions through volunteer agencies and private sector businesses.

Participate in drills and exercises to evaluate local capability.

ESF 15: External Affairs (Support)

Provide resources, assistance and support as requested and available.

WHITFIELD COUNTY CORONER'S OFFICE

ESF 13: Public Safety (Support)

Participate in planning for areas of agency expertise, and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

WHITFIELD COUNTY EMA

ESF 2: Communications (Primary)

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Oversee the coordination and management of communications resources, facilities and equipment and initiate alternate and backup systems as needed.

Develop maintenance and protection arrangements for inoperative communications equipment.

Coordinate communications with response operations, shelters, lodging, and food facilities.

Continue coordinated communications to achieve rapid recovery and contact with the Emergency Operations Center (EOC).

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Coordinate the various types of communications within the county, including but not limited to, landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas, where& when available.

WHITFIELD COUNTY EXTENSION SERVICE

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

ESF 11: Ag / Natural Resources (Primary)

Coordinate with and involve other support agencies and organizations designated to assist.

Develop MOU's with professional associations, volunteer organizations, and the private sector.

Prepare, in conjunction with support agencies, public service announcements (PSAs) to increase public awareness regarding pet options and animal directives.

Participate in drills and exercises to evaluate animal & animal industry response capability

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

WHITFIELD COUNTY HEALTH DEPARTMENT

ESF 6: Mass Care (Support)

Attend regular meetings to ensure planning functions are implemented to support this ESF.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

ESF 8: Public Health / Medical (Primary)

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Provide leadership in directing, coordinating and integrating the overall county efforts to provide medical and public health assistance to the affected area.

Conduct initial assessment of health and medical needs.

Determine need for additional personnel and resources and initiate request mutual aid to EOC.

Coordinate and direct the activation and deployment of voluntary resources of health/medical personnel, supplies and equipment.

Establish, as needed, active and passive surveillance systems for the protection of public health.

Coordinate the response for: hazardous materials, safety of food and drugs, radiological hazards, mental health problems victims, water systems and victim identification/mortuary services.

ESF 11: Ag / Natural Resources (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 15: External Affairs (Support)

Provide resources, assistance and support as requested and available.

WHITFIELD COUNTY IT DEPARTMENT

ESF 2: Communications (Support)

Coordinate with each support agency through regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Oversee the coordination and management of communications resources, facilities and equipment and initiate alternate and backup systems as needed.

Develop maintenance and protection arrangements for inoperative communications equipment.

Coordinate communications with response operations, shelters, lodging, and food facilities.

Continue coordinated communications to achieve rapid recovery and contact with the Emergency Operations Center (EOC).

Maintain records of expenditures and document resources utilized during

response and recovery efforts.

Coordinate the various types of communications within the county, including landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas.

WHITFIELD COUNTY LEPC

ESF 10: Hazardous Materials (Support)

The Local Emergency Planning Committee (LEPC) is to be an effective community network for planning for emergency management of incidents involving spills or releases of hazardous materials. In accordance with its tasking, the Committee will, in partnership with the County Emergency Management Agency, develop, train, exercise, and revise as necessary, the comprehensive Local Emergency Response Plan. The LEPC will evaluate the need for resources to develop, implement, and exercise the plan.

As appropriate, recommend resources and the means for providing additional resources.

Provide for public participation and information, including, but not limited to public inquiries on the regulated materials and industry and the Committee's activities.

Establish and recommend procedures for receiving reports from the regulated community.

Per federal regulations obtain copies of facility reports such as Tier II submittals which are due annually on or before March 1, each year.

WHITFIELD COUNTY PUBLIC WORKS

ESF 1: Transportation (Support)

Coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

Immediately following an incident of critical significance, assess the overall status of the transportation system within the county and begin determination of potential needs and resources.

ESF-7 (Resource Support) will supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement available resources.

ESF 3: Public Works / Engineering (Primary)

Serve as the Primary coordinator for debris removal and related tasks.

Assist with the provision of water (potable and non-potable) and ice into the disaster area if local supplies become inadequate.

In coordination with local emergency management officials, develop policy for conservation, distribution and use of potable and firefighting water.

Identify and locate chemicals to maintain a potable water supply.

Include an alerting list in the SOP, to include points-of-contact and telephone numbers, of agencies, counties, municipalities and organizations supporting public works and engineering functions.

Maintain a current inventory of equipment and supplies.

Establish operational needs for restoration of public works service during the emergency.

Develop and maintain listings of commercial and industrial suppliers of services and products, to include points-of-contact and telephone numbers associated with public works and engineering functions.

Coordinate with other ESFs to consolidate reports of damage and focus assessment efforts.

Act as a liaison between the EOC and the state EOC for damage assessment activity.

Maintain contact with municipal liaisons to collect and relay information.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report expenditure records to the primary agency.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

ESF 12: Energy (Support)

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with ESF-7 policies and procedures and report these records to the primary agency

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

WHITFIELD COUNTY SHERIFF'S OFFICE

ESF 2: Communications (Support)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 5: Emergency Management (Support)

Provide support and assistance as required and available.

Provide security at the EOC upon request.

ESF 9: Search and Rescue (Support)

The department will partner with municipal police departments to provide security for SAR teams.

Agencies participating in SAR efforts will rely on ESF-11 (Agriculture & Natural Resources) to provide food and water to support operations.

The local SAR leaders will coordinate with ESF-3 for assistance in completing any structural shoring required to ensure the safety of the teams.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 11: Ag / Natural Resources (Support)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs analysis and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Assemble a list of assets available to support the recovery and coordinate this information with the EOC.

Request the contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

ESF 13: Public Safety (Primary)

Attend regular coordination meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery.

Coordinate communication asset information with the EOC.

Request the contribution of communication assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

Participate in planning for areas of agency expertise and provide assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

WHITFIELD COUNTY TRANSIT

ESF 1: Transportation (Support)

Coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

Immediately following an incident of critical significance, assess the overall status of the transportation system within the county and begin determination of potential needs and resources.

ESF-7 (Resource Support) will supply information pertaining to potential volunteer groups, contract vendors, and other entities that may be able to supplement available resources.

WHITFIELD County E 911

ESF 5: Emergency Management (Primary)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during

response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

ESF 6: Mass Care (Support)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

ESF 7: Resource Support (Support)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

ESF 9: Search and Rescue (Primary)

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

ESF 10: Hazardous Materials (Support)

Provide support and assistance as requested and available.

ESF 12: Energy (Primary)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.

Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report these records to the primary agency.

Coordinate with each support agency through regular meetings to ensure planning functions are implemented to support this ESF.

Coordinate the flow of information within the Emergency Operations Center.

Coordinate the efforts to collect, process, report, and display essential information.

Facilitate support for planning response operations.

Distribute plans and reports to the state and other ESFs.

Maintain records of expenditures and document resources utilized during response and recovery efforts.

Attend regularly scheduled meetings to ensure planning functions are implemented in support.

Identify and provide staff representatives to support the ESF and other operational information related to these activities.

Request asset support from volunteer and private sector agencies.

Participate in drills and exercises to evaluate local response capabilities.

Maintain records of expenditures and document resources utilized

during recovery in accordance with Resource Support policies and procedures and forward records to the primary agencies.

ESF 14: Long Term Recovery (Primary)

Attend regularly scheduled meetings to ensure planning functions are implemented to support this ESF.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your responsibility.

Develop procedures to obtain private sector support as required.

Request contributions through volunteer agencies and private sector businesses.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

Participate in drills and exercises to evaluate local communications capability.

ESF 15: External Affairs (Primary)

Provide resources, assistance and support as requested and available.

Coordinate all news releases with GEMA.

Ensure accurate incident communications with the public.

WHITFIELD EMS

ESF 8: Public Health / Medical (Support)

Coordinate the evacuation of patients from the disaster area as requested.

Coordinate the transport of victims to medical facilities outside the county in accordance with approved trauma transport protocols.

Coordinate advance life support, basic life support, Emergency Medical Technicians and Paramedics.

WINDSTREAM

ESF 2: Communications (Support)

Attend regular meetings to ensure planning functions are implemented in support.

Conduct a needs assessment and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility.

Develop procedures to obtain telecommunications industry support as required.

Assemble a list of communications assets available to support the recovery and coordinate this information with the EOC.

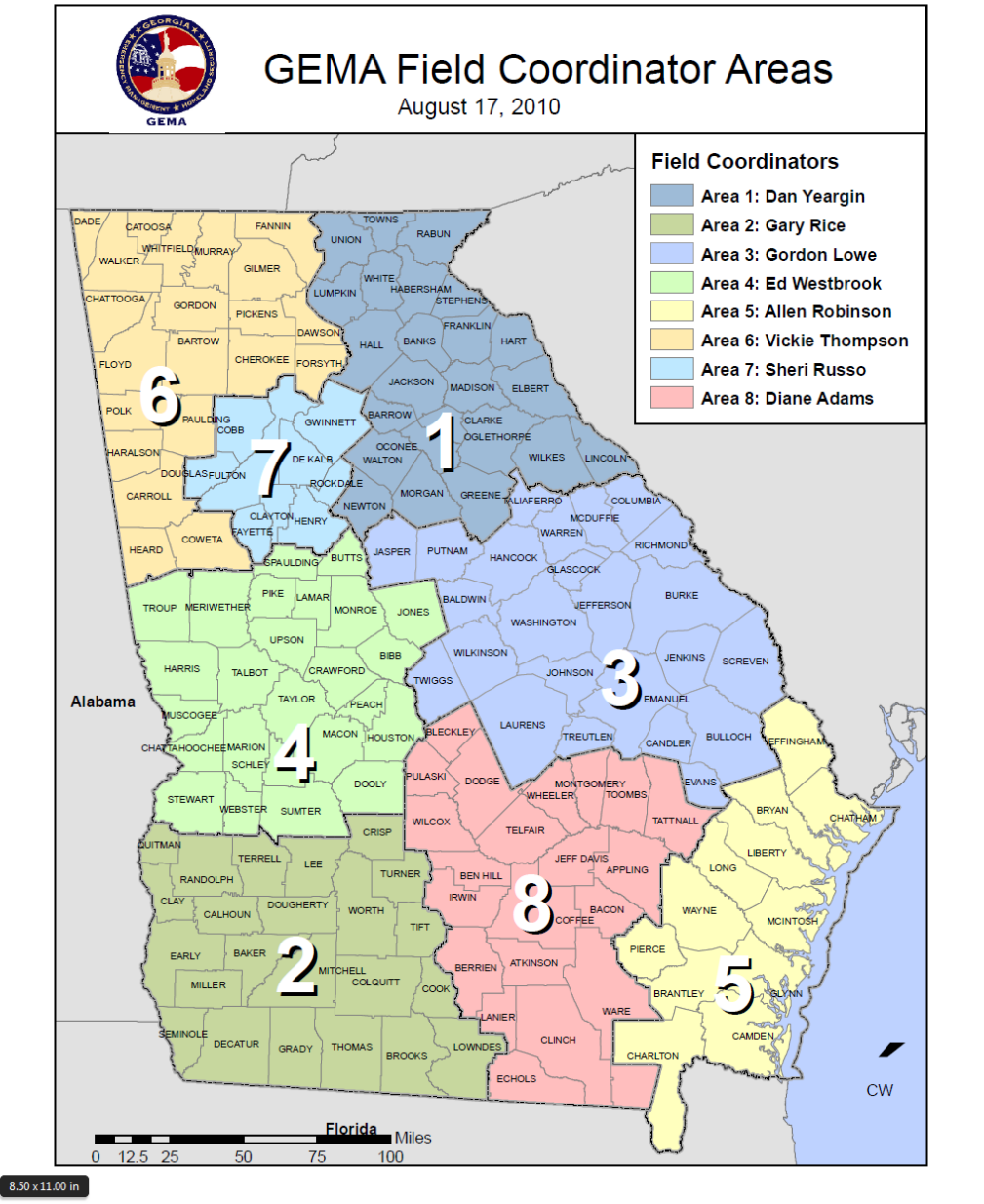
Request the communications assets from volunteer and private sector agencies.

Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

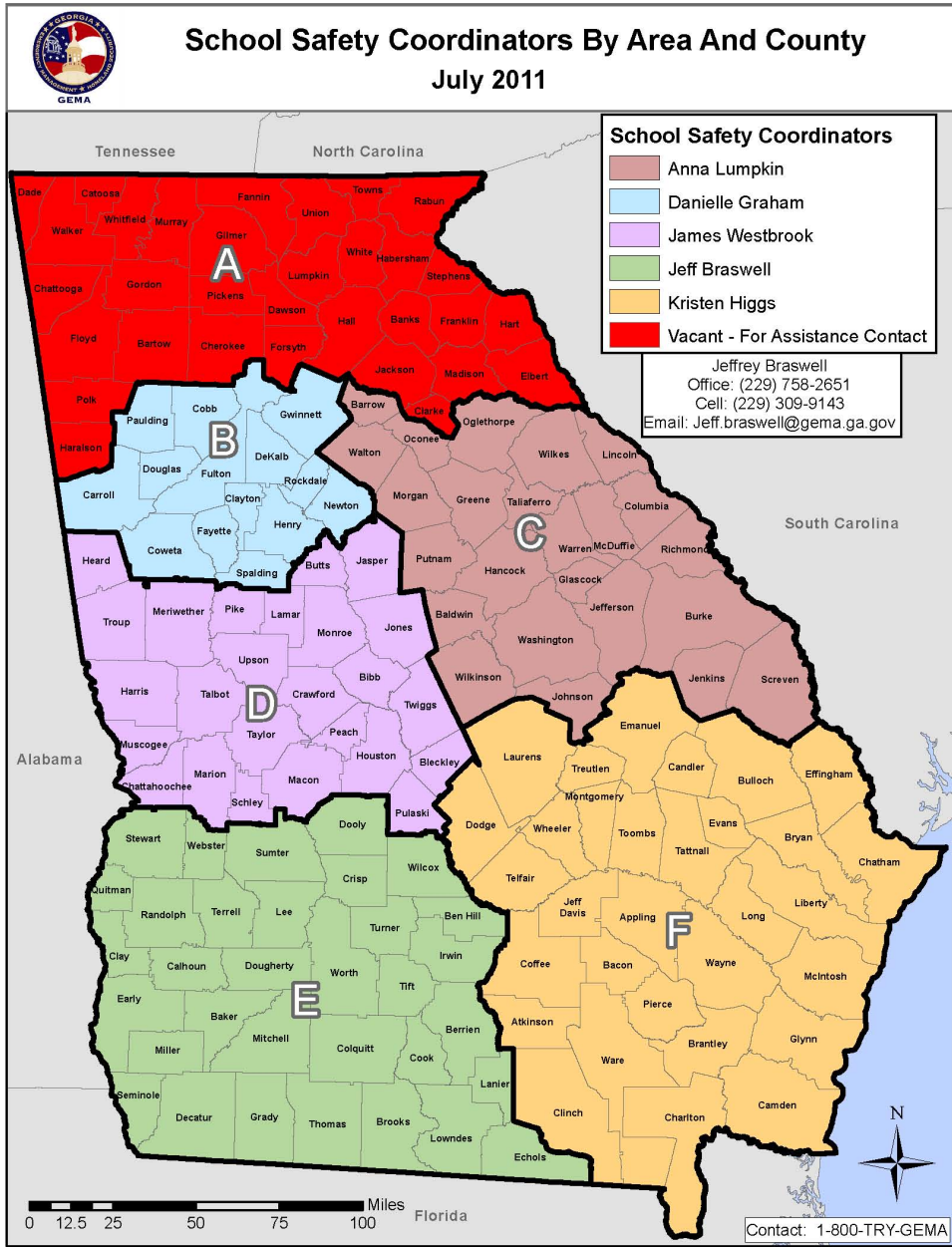
Participate in drills and exercises to evaluate local communications capability.

Maintain records of expenditures and document resources utilized during recovery in accordance with Resource Support policies and procedures and report records to the primary agency.

Map of GEMA Areas



Map of School Safety Coordinator Areas



Hazmat Facility Details

Airgas South, Inc.

Address: 408 N Park Dr
City: Dalton
Zip: 30720
Phone: 1-800-590-6209
Fax:

Aladdin Mills Antioch

Address: 2001 Antioch RD
City: Dalton
Zip: 30722
Phone:
Fax:

Aladdin Mills McFarland

Address: 104 McFarland Rd
City: Dalton
Zip: 30722
Phone:
Fax:

All Purpose Adhesive Company

Address: 2424 Lakeland Rd
City: Dalton
Zip: 30721
Phone: 706-277-6144
Fax:

Almatis, Inc

Address: 1532 Rocky Face Railroad St
City: Rocky Face
Zip: 30740
Phone: 706-278-4434
Fax:

American Polycraft

Address: 107 Callahan Rd SE
City: Dalton
Zip: 30721
Phone: 706-277-9524
Fax:

Americhem

Address: 1015 Abutment Rd
City: Dalton
Zip: 30721
Phone: 706-279-3465
Fax: 330-283-7721 Emergency

Antioch Superette

Address: 1601 Riverbend Rd
City: Dalton
Zip: 30720
Phone:
Fax:

Arrow Engineering

Address: 1711 S Dixie Hwy
City: Dalton
Zip: 30720
Phone: 706-277-2981
Fax:

AT&T

Address: 2602 Railroad St
City: Dalton
Zip: 30719
Phone:
Fax:

Baron Systems & Solutions

Address: 1401 Tunnel Hill-Varnell Rd
City: Dalton
Zip: 30720
Phone: 706-694-2950
Fax:

BayOne Urethane Systems LLC

Address: 2112 S Hamilton St
City: Dalton
Zip: 30720
Phone: 706-271-5966
Fax:

Beaulieu Group, LLC

Address: 3201 N Dalton Bypass
City: Dalton
Zip: 30721
Phone: 706-695-7516
Fax:

Beaulieu Of America

Address: 1101 Riverbend Rd
City: Dalton
Zip: 30721
Phone:
Fax:

Beaulieu Of America

Address: 950 Riverbend Rd
City: Dalton
Zip: 30722
Phone:
Fax:

C & A Floorcoverings, Inc. Finishing Facility

Address: 1000 Vista Dr

City: Dalton

Zip: 30722

Phone:

Fax:

C & A Floorcoverings, Inc. Yarn & Dye Facility

Address: 1210 Royal Dr

City: Dalton

Zip: 30721

Phone:

Fax:

C. W. Mathews Contracting Co., Inc Plant #28

Address: 570 Cherokee Estates Rd

City: Dalton

Zip: 30712

Phone: 706-259-4988

Fax:

Chem-Tech Finishers

Address: 1904 S Hamilton St

City: Dalton

Zip: 30720

Phone:

Fax:

Consolidated Rug Printers

Address: 506 Martha Sue Dr

City: Dalton

Zip: 30721

Phone: 706-226-7016

Fax:

CRB

Address: 1903 S Hamilton St

City: Dalton

Zip: 30720

Phone:

Fax:

Dalton Concrete

Address: 515 brock Drive

City: Dalton

Zip: 30720

Phone:

Fax:

Dalton Fibers, Beaulieu of America

Address: 509 5th Ave

City: Dalton

Zip: 30721

Phone: 706-277-9524

Fax:

Dalton Foam Division of NCFI

Address: 4959 S Dixie Hwy

City: Dalton

Zip: 30720

Phone:

Fax:

Dalton Paper Products Inc

Address: 2520 Lakeland Rd

City: Dalton

Zip: 30721

Phone: 706-277-4466

Fax:

Dalton Utilities-Freeman Springs Water Treatment Plant

Address: 3840 Freeman Springs Rd

City: Rocky Face

Zip: 30740

Phone: 706-278-1313

Fax:

Dalton Utilities-Land Application System

Address: 2101 Riverbend Rd

City: Dalton

Zip: 30722

Phone: 706-278-1313

Fax:

Dalton Utilities-VD Parrott Jr Water Treatment Plant

Address: 4410 Mitchell Bridge Rd

City: Dalton

Zip: 30722

Phone: 706-278-1313

Fax:

Dalton Utilities-Whitfield Acres Wastewater Treatment Plant

Address: Frontier Tr

City: Dalton

Zip: 30722

Phone: 706-278-1313

Fax:

Dalton Utilities_Mill Creek Water Treatment Plant

Address: 1027 Chattanooga Rd

City: Dalton

Zip: 30722

Phone: 706-278-1313

Fax:

Dorsett Industries IP

Address: 1304 May St

City: Dalton

Zip: 30720

Phone: 706-278-1961

Fax:

Dyotech, Inc

Address: 1005 Richards St

City: Dalton

Zip: 30721

Phone: 706-278-0536

Fax:

Fibro Chem, LLC

Address: 1804 Kimberly Park Dr

City: Dalton

Zip: 30720

Phone: 706-278-3514

Fax:

Gas Incorporated

Address: 1725 S Dixie Hwy

City: Dalton

Zip: 30720

Phone: 706-278-3504

Fax:

Global Textile Services

Address: 120 Keen Dr

City: Dalton

Zip: 30720

Phone: 706-226-5647

Fax:

Hamilton Medical Center

Address: 1200 Memorial Dr

City: Dalton

Zip: 30720

Phone: 706-272-6000

Fax:

Harcros Chemicals - Inc

Address: 134 Phelps Rd

City: Dalton

Zip: 30720

Phone: 706-277-9000

Fax:

Hercules Inc Aqualon Division

Address: 1018 Vista Dr

City: Dalton

Zip: 30721

Phone: 706-278-4411

Fax:

Heritage Propane

Address: 3466 S Dixie Hwy

City: Dalton

Zip: 30721

Phone: 706-277-3477

Fax:

IMACC Corporation

Address: 396 Callahan Rd
City: Dalton
Zip: 30721
Phone:
Fax:

Industrial Chemicals Inc

Address: 506 Bear Creek Rd Unit B
City: Dalton
Zip: 30721
Phone: 706-279-1331
Fax:

International Coatings, Inc

Address: 116 Callahan Rd SE
City: Dalton
Zip: 30721
Phone: 706-277-7794
Fax:

J & J Industries, Inc

Address: 818 J & J Dr
City: Dalton
Zip: 30721
Phone: 706-529-2100
Fax:

Judd & Sims, Inc

Address: 100 W Ezzard Ave
City: Dalton
Zip: 30720
Phone: 706-278-2275
Fax:

Lenmar Chemical Corporation

Address: 2474 Lakeland Rd SE
City: Dalton
Zip: 30721
Phone: 706-277-9505
Fax:

Lowes of Dalton

Address: 1212 Cleveland Hwy
City: Dalton
Zip: 30721
Phone: 706-277-2442
Fax:

Madison Industries Inc

Address: 1318 Underwood St
City: Dalton
Zip: 30721
Phone: 706-278-8028
Fax:

Manufactuer's Chemicals Group

Address: 1564 Waring Rd

City: Dalton

Zip: 30721

Phone: 706-259-9463

Fax:

MFG Chemical

Address: 117 Callahan Rd

City: Dalton

Zip: 30720

Phone:

Fax:

MFG Chemical Inc

Address: 1200 Brooks Rd

City: Dalton

Zip: 30721

Phone: 706-226-4114

Fax: 706-275-6044

Mohawk Industries-Durkan

Address: 405 Virgil Dr

City: Dalton

Zip: 30720

Phone:

Fax:

Mohawk Industries-Goodwill

Address: 121 Goodwill Dr

City: Dalton

Zip: 30722

Phone:

Fax:

Mohawk Industries-Green St

Address: 431 Green St

City: Dalton

Zip: 30722

Phone:

Fax:

Mohawk Industries-Phelps

Address: 207 Phelps Rd

City: Dalton

Zip: 30722

Phone:

Fax:

Mohawk Industries-Riverbend

Address: 1215 Riverbend Rd

City: Dalton

Zip: 30722

Phone:

Fax:

Mohawk Industries-South Hamilton

Address: 2100 S Hamilton St

City: Dalton

Zip: 30720

Phone:

Fax:

New South Companies, Inc

Address: 220 Abutment Rd

City: Dalton

Zip: 30721

Phone: 706-277-9454

Fax:

North Georgia Division-Dalton

Address: 419 N Selvidge St

City: Dalton

Zip: 30722

Phone:

Fax:

North Georgia Division-Shop

Address: 114 E Waugh St

City: Dalton

Zip: 30722

Phone:

Fax:

Oriental Weavers

Address: 3295 Dug Gap Rd SW

City: Dalton

Zip: 30721

Phone:

Fax:

Overwraps Packaging Inc

Address: 1902 Kimberly Pard Dr

City: Dalton

Zip: 30720

Phone: 706-226-9551

Fax:

Peach State Labs, Inc

Address: 1202 Dozier St

City: Dalton

Zip: 30719

Phone:

Fax:

Penske Truck Leasing Co LP

Address: 2554 S Dixie Hwy SE

City: Dalton

Zip: 30720

Phone: 706-277-9477

Fax:

Penske Truck Leasing Co LP

Address: 3351 North Dug Gap Rd

City: Dalton

Zip: 30720

Phone:

Fax:

Pilgrams Pride-Hatchery

Address: 5000 Cohutta-Varnell Rd

City: Cohutta

Zip: 30710

Phone: 706-694-3321

Fax:

Pilgrams Pride-Processing

Address: 433 S Hamilton St

City: Dalton

Zip: 30720

Phone: 706-278-3212

Fax:

Pilgrams Pride-Shop

Address: 200 E Kirk St

City: Dalton

Zip: 30720

Phone:

Fax:

Pilot Travel Center # 319

Address: 244 Connector # 3

City: Dalton

Zip: 30720

Phone: 706-277-7934

Fax:

Pliant Corporation

Address: 109 Polypac Dr

City: Dalton

Zip: 30720

Phone: 706-259-9471

Fax:

Polystarr LLC

Address: 208 Brook Hollow Blvd

City: Dalton

Zip: 30720

Phone: 706-279-4114

Fax:

Premier Polymers

Address: 1904 S Hamilton St

City: Dalton

Zip: 30720

Phone:

Fax:

R. E. Carroll, Inc-Warehouse

Address: 1507 Byron St

City: Dalton

Zip: 30721

Phone: 706-529-7319

Fax:

Ready Mix

Address: 515 Brock Dr

City: Dalton

Zip: 30720

Phone:

Fax:

Reddy Ice # 325

Address: 426 S Hamilton St

City: Dalton

Zip: 30720

Phone: 706-278-1071

Fax:

Roberts Capitol, Inc

Address: 300 Cross Plains Blvd

City: Dalton

Zip: 30721

Phone:

Fax:

RSC Equipment Rental # 166

Address: 921 E Morris St

City: Dalton

Zip: 30721

Phone: 706-278-2447

Fax:

Ryder Transportaion # 0404A

Address: 180 Watertower Rd

City: Dalton

Zip: 30720

Phone: 706-277-1965

Fax:

Sanco Inc

Address: 207 Brookhollow Industrial Blvd

City: Dalton

Zip: 30721

Phone: 706-279-3773

Fax:

Seretean Plant

Address: 1510 Coronet Dr

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # 1

Address: 501 E Franklin St

City: Dalton

Zip: 30722

Phone: 706-275-1242

Fax:

Shaw Industries Plant # 18

Address: 1400 E Walnut Ave

City: Dalton

Zip: 30721

Phone:

Fax:

Shaw Industries Plant # 20

Address: 1020 Riverbend Dr

City: Dalton

Zip: 30720

Phone: 706-275-4710

Fax:

Shaw Industries Plant # 21

Address: 330 Brickyard Rd

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # 23

Address: 2603 Lakeland Rd

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # 26/29/30

Address: 3435 Lower Dug Gap Rd

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # 3

Address: 500 E Franklin St

City: Dalton

Zip: 30721

Phone: 706-226-7922

Fax:

Shaw Industries Plant # 34

Address: 201 Connector # 3 SW

City: Dalton

Zip: 30722

Phone:

Fax:

Shaw Industries Plant # 4

Address: 2225 S Hamilton St Ext

City: Dalton

Zip: 30722

Phone: 706-277-9055

Fax:

Shaw Industries Plant # 41/54

Address: 3435 S Dug Gap Rd

City: Dalton

Zip: 30722

Phone:

Fax:

Shaw Industries Plant # 52

Address: 1100 Riverbend Rd

City: Dalton

Zip: 30721

Phone:

Fax:

Shaw Industries Plant # 63

Address: 1401 Underwood St

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # 80

Address: 2230 S Hamilton St

City: Dalton

Zip: 30722

Phone: 706-277-9869

Fax:

Shaw Industries Plant # 81

Address: 201 Springdale Rd

City: Dalton

Zip: 30720

Phone: 706-278-2270

Fax:

Shaw Industries Plant # DJ

Address: 1627 Abutment RD

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # DM

Address: 1627 Abutment RD

City: Dalton

Zip: 30720

Phone:

Fax:

Shaw Industries Plant # MU

Address: 3429 S Dug Gap Rd
City: Dalton
Zip: 30722
Phone:
Fax:

Shaw Industries Plant # UA

Address: 1305 Vista Dr
City: Dalton
Zip: 30720
Phone:
Fax:

Shaw Industries Plant # WD

Address: 2305 Lakeland Rd
City: Dalton
Zip: 30722
Phone:
Fax:

Shaw Industries Plant # WH

Address: 1214 Riverbend Rd
City: Dalton
Zip: 30721
Phone:
Fax:

Shaw Industries Plant # WM

Address: 902 N Hamilton St
City: Dalton
Zip: 30720
Phone:
Fax:

Shaw Industries Plant # WR

Address: 2305 Lakeland Rd
City: Dalton
Zip: 30722
Phone:
Fax:

Shaw Industries Plant # WS

Address: 2305 Lakeland Rd
City: Dalton
Zip: 30722
Phone:
Fax:

Sims Warehouse

Address: 413 Virgil Dr
City: Dalton
Zip: 30721
Phone: 706-278-4054
Fax:

Southeastern Freight Lines

Address: 180 Cross Plains Blvd

City: Dalton

Zip: 30721

Phone:

Fax:

Southern Chemical & Textiles

Address: 653 Peek Rd

City: Dalton

Zip: 30721

Phone: 706-277-3993

Fax:

Specialty Construction Brands

Address: 1804 Kimberly Park Dr

City: Dalton

Zip: 30720

Phone:

Fax:

Standridge Color Corporation

Address: 1408 Coronet Dr

City: Dalton

Zip: 30720

Phone: 706-529-9170

Fax:

Star Technologies, Inc

Address: 216 Brookhollow Industrial Blvd

City: Dalton

Zip: 30721

Phone: 706-428-9825

Fax:

Suburban Propane L.P.

Address: 1902 Abutment Rd

City: Dalton

Zip: 30721

Phone: 706-277-2421

Fax:

Synthetic Turf Resources

Address: 809 Kenner St

City: Dalton

Zip: 30720

Phone: 706-272-4200

Fax:

Textile Coating

Address: 2581 Lakeland Rd

City: Dalton

Zip: 30721

Phone: 706-277-3773

Fax:

Textile Industrial Welding

Address: 109 Lillian Dr
City: Dalton
Zip: 30720
Phone: 706-277-2535
Fax:

Textile Rubber & Chemical Company-Polymer

Address: 1300 Tiarco Dr
City: Dacula
Zip: 30721
Phone: 706-277-1300
Fax:

Textile Rubber & Chemical Company-Tex-L

Address: 1400 Tiarco Dr
City: Dalton
Zip: 30721
Phone: 706-277-1404
Fax:

The Anderson Company

Address: 340 Cross Plains Plains Blvd
City: Dalton
Zip: 30721
Phone: 706-277-2551
Fax:

The DOW Chemical Company

Address: 1468 Prosser Dr SE
City: Dalton
Zip: 30721
Phone: 706-277-2200
Fax:

The Home Depot # 0137

Address: 875 Shugart Rd
City: Dalton
Zip: 30720
Phone: 706-278-8881
Fax:

Tiarco Chemical Division

Address: 1350 Tiarco Dr
City: Dalton
Zip: 30721
Phone: 706-270-5959
Fax:

Tuftco Finishing Systems, Inc

Address: 100 W Industrial Blvd
City: Dalton
Zip: 30720
Phone: 706-277-1110
Fax:

Universal Textile Technologies

Address: 204 W Industrial Blvd

City: Dalton

Zip: 30720

Phone: 706-277-3778

Fax:

UPS Dalton Center

Address: 3560 S Dixie Hwy

City: Dalton

Zip: 30720

Phone: 706-277-1183

Fax:

Vericol, Inc

Address: 1338 Coronet Dr

City: Dalton

Zip: 30720

Phone: 706-279-1710

Fax:

W. F. Taylor Co., Inc

Address: 3601 S Dixie Hwy

City: Dalton

Zip: 30721

Phone:

Fax:

Windstream

Address: 615 S Thornton Ave

City: Dalton

Zip: 30721

Phone:

Fax:

Windstream-South

Address: 350 Cross Plains Blvd

City: Dalton

Zip: 30720

Phone:

Fax:

Windstream-Tunnel Hill

Address: 3138 Chattanooga Rd

City: Tunnel Hill

Zip: 30755

Phone:

Fax:

Wingfoot Commercial Tire Systems # 404

Address: 142A Carbondal Rd

City: Dalton

Zip: 30721

Phone:

Fax:

XL-Brands

Address: 4284 S Dixie Hwy

City: Resaca

Zip: 30735

Phone: 706-272-5800

Fax:

Emergency Shelter Details

Central Church of Christ

Address: 515 N Tibbs Rd
City: Dalton
Zip: 30720
Contact: Steve Griggs
Phone: 706-278-3903
Max Capacity: 100
Size:
Shower: Y
Bathroom: Y
Cook: N
Handicap: Y
Animals: N
24 Hour: N

Dalton State College

Address: 213 College Dr
City: Dalton
Zip: 30720
Contact: Billy Gee
Phone: 706-264-9115
Max Capacity: 450
Size:
Shower: Y
Bathroom: Y
Cook: N
Handicap: Y
Animals: N
24 Hour: Y

Church on the Hill

Address: 1035 Abutment Rd
City: Dalton
Zip: 30720
Contact:
Phone: 706-278-9208
Max Capacity: 100
Size:
Shower: Y
Bathroom: Y
Cook: N
Handicap: Y
Animals: N
24 Hour: N

First Presbyterian Church

Address: 510 S Tibbs Rd
City: Dalton
Zip: 30720
Contact: Ryan Cobb
Phone: 706-847-3696
Max Capacity: 150
Size:

Shower: Y
Bathroom: Y
Cook: N
Handicap: Y
Animals: N
24 Hour: N

St Mark's Episcopal Church

Address: 901 W Emory St
City: Dalton
Zip: 30720
Contact: Bill Weaver
Phone: 706-280-7037
Max Capacity: 300
Size:
Shower: Y
Bathroom: Y
Cook: N
Handicap: Y
Animals: N
24 Hour: N

1st Baptist Church

Address: 311 North Thornton Avenue
City: Dalton
Zip: 30720
Contact: Phillip Cannon
Phone: 7062783097
Max Capacity: 720
Size: 28,800
Shower: Y
Bathroom: Y
Cook: Y
Handicap: Y
Animals: N
24 Hour: Y

Local Agencies

AMATEUR RADIO SERVICE/DALTON-WHITFIELD

Address: 307 Northfield Drive

City: Chatsworth

Zip: 30705

Phone: 7065171816

Fax:

Website: <http://gaares.org/>

AMERICAN RED CROSS - NORTHWEST GEORGIA CHAPTER

Address: 112 John Maddox Dr

City: Rome

Zip: 30165

Phone: 706-291-6648

Fax:

Website:

COHUTTA FIRE DEPT.

Address: 5002 Red Clay Rd.

City: Cohutta

Zip: 30710

Phone: 7066943330

Fax: 7066943330

Website:

COHUTTA CITY COUNCIL

Address: 5002 Red Clay Road

City: Cohutta

Zip: 30710

Phone: 7066943330

Fax: 7066943330

Website:

COHUTTA POLICE DEPT.

Address: 5002 Red Clay Road

City: Cohutta

Zip: 30710

Phone: 7066943330

Fax:

Website:

DALTON BOARD OF EDUCATION

Address: 100 South Hamilton Street

City: Dalton

Zip: 30722

Phone: 7062788766

Fax: 7062264583

Website: www.daltonpublicschools.com

DALTON CITY COUNCIL

Address: 300 West Waugh Street
City: Dalton
Zip: 30720
Phone: 7062789500
Fax: 7062788245
Website: www.cityofdalton-ga.gov

DALTON FIRE DEPARTMENT

Address: 404 School Street
City: Dalton
Zip: 30720
Phone: 7062787363
Fax: 7062727107
Website: www.cityofdalton-ga.gov

DALTON POLICE DEPT.

Address: 301 Jones Street
City: Dalton
Zip: 30720
Phone: 7062789085
Fax: 7062172075
Website: www.cityofdalton-ga.gov

DALTON POLICE DEPT. CHAPLAIN

Address: 301 Jones Street
City: Dalton
Zip: 30720
Phone: 7062789085
Fax: 7062172075
Website: www.cityofdalton-ga.gov

DALTON PUBLIC WORKS

Address: 535 Elm Street , P. O. Box 1205
City: Dalton
Zip: 30720
Phone: 7062787077
Fax: 7062781847
Website: www.cityofdalton-ga.gov

DALTON STATE COLLEGE POLICE

Address: 650 College Drive
City: Dalton
Zip: 30720
Phone: 7062724461
Fax: 7062724588
Website:

DALTON UTILITIES

Address: 1200 V.D. Parrott Jr. Parkway
City: Dalton
Zip: 30721
Phone: 7062781313
Fax: 7065291434
Website: www.dutil.com

DALTON-WHITFIELD REGIONAL SOLID WASTE MGT. AUTH.

Address: 4350 Gazaway Road

City: Dalton

Zip: 30721

Phone: 7062772545

Fax: 7062772546

Website:

GEORGIA ARMY NATIONAL GUARD

Address: 709 West Crawford Street

City: Dalton

Zip: 30720

Phone: 6785698141

Fax: 7062722314

Website:

GEORGIA DEPT. OF AGRICULTURE

Address: P.O. BOX 7638

City: Gainesville

Zip: 30504

Phone: 7705355955

Fax: 7705316483

Website:

GEORGIA FORESTRY COMMISSION

Address: 2517 Cleveland Highway

City: Dalton

Zip: 30721

Phone: 7062722943

Fax: 7062722944

Website: www.gfc.state.ga.us

GEORGIA POWER COMPANY

Address: 1289 Abutment Road

City: Dalton

Zip: 30721

Phone: 7063705550

Fax: 7063705521

Website: georgiapower.com

GEORGIA STATE PATROL

Address: 2401 Chattanooga Road

City: Dalton

Zip: 30721

Phone: 7062722200

Fax: 7062722404

Website:

HAMILTON MEDICAL CENTER

Address: P.O. Box 1168 , 1200 Memorial Drive

City: Dalton

Zip: 30722

Phone: 7062726000

Fax: 7062726111

Website: www.hamiltonhealth.com

HAMILTON MEDICAL CENTER CHAPLAIN

Address: P.O. Box 1168 , 1200 Memorial Drive

City: Dalton

Zip: 30720

Phone: 7062726000

Fax: 7062726111

Website: www.hamiltonhealth.com

HIGHLAND RIVERS COMMUNITY SERVICE BOARD

Address: 1710 Whitehouse Drive, Suite 204

City: Dalton

Zip: 30720

Phone: 7062705000

Fax: 7062705124

Website: highlanddrivers.org

HUMANE SOCIETY OF NORTH WEST GEORGIA

Address: P.O. Box 3946-and-1703 Cleveland Hwy.

City: Dalton

Zip: 30719

Phone: 7062265002

Fax:

Website: hsnwga.org

NORTH GEORGIA EMC

Address: 1850 Cleveland Highway

City: Dalton

Zip: 30722

Phone: 7062599441

Fax: 7062727590

Website: www.ngemc.com

NORTHWEST GEORGIA FAMILY CRISIS CENTER, INC.

Address: P.O. BOX 554

City: Dalton

Zip: 30720

Phone: 7062786595

Fax: 7062782026

Website:

NORTHWEST GEORGIA TRADE AND CONVENTION CENTER

Address: 2211 Dug Gap Battle Road

City: Dalton

Zip: 30720

Phone: 7062727676

Fax: 7062785811

Website: nwgctcc.com

PROVIDENCE MINISTRIES

Address: 711 South Hamilton St

City: Dalton

Zip: 30720

Phone: 706-275-0268

Fax:

Website:

SALVATION ARMY DLATON-WHITFIELD

Address: 1101 A North Thornton Avenue

City: Dalton

Zip: 30720

Phone: 7062783966

Fax: 7062782269

Website: sadaltoncorps@alltel.net

TUNNEL HILL CITY COUNCIL

Address: 201 G. Vaughn Parkway

City: Tunnell Hill

Zip: 30755

Phone: 7066735535

Fax: 7066736434

Website:

TUNNEL HILL POLICE DEPT.

Address: 201 G. Vaughn Parkway

City: Tunnell Hill

Zip: 30755

Phone: 7066735535

Fax: 7066736434

Website:

VARNELL CITY COUNCIL

Address: 207 West Varnell Main St

City: Varnell

Zip: 30756

Phone: 7066948800

Fax: 7066942150

Website: <http://www.cityofvarnell.com>

VARNELL POLICE DEPT.

Address: 207 West Varnell Main St.

City: Varnell

Zip: 30756

Phone: 7066943141

Fax: 7066942150

Website:

WHITFIELD COUNTY ANIMAL SHELTER

Address: 172 Gillespie Drive

City: Dalton

Zip: 30721

Phone: 7062782018

Fax: 7062787817

Website: whitfieldcountyga.com

WHITFIELD COUNTY BUILDING AND GROUNDS

Address: 522 School Street

City: Dalton

Zip: 30720

Phone: 7062757511

Fax: 7062757543

Website: www.whitfieldcountyga.com

WHITFIELD COUNTY DFCS

Address: 1142 North Thornton Ave.
City: Dalton
Zip: 30722
Phone: 7062722331
Fax: 7062722895 -and- 7062722719
Website: Georgia.gov

WHITFIELD COUNTY ENVIRONMENTAL HEALTH

Address: 1407 Burleyson Drive
City: Dalton
Zip: 30720
Phone: 7062722005
Fax: 7062722442
Website:

WHITFIELD COUNTY FIRE DEPARTMENT

Address: 804 Professional Boulevard
City: Dalton
Zip: 30720
Phone: 7062597433
Fax: 7062596372
Website: www.whitfieldcountyga.com

WHITFIELD COUNTY RECREATION DEPT.

Address: 176 Gillespie Drive
City: Dalton
Zip: 30721
Phone: 7062268341
Fax: 7062791515
Website: www.whitfieldcountyga.com

WHITFIELD COUNTY ZONING AND DEVELOPMENT

Address: 1407 Burleyson Drive
City: Dalton
Zip: 30720
Phone: 7062757474
Fax: 7062757443
Website: www.whitfieldcountyga.com

WHITFIELD COUNTY ANIMAL CONTROL

Address: 805 Professional Boulevard
City: Dalton
Zip: 30720
Phone: 7062592529
Fax: 7062793160
Website:

WHITFIELD COUNTY BOARD OF COMMISSIONERS

Address: 301 W Crawford St.
City: Dalton
Zip: 30720
Phone: 7062757500
Fax: 7062757501
Website: www.whitfieldcountyga.com

WHITFIELD COUNTY BOARD OF EDUCATION

Address: 1306 South Thornton Ave.

City: Dalton

Zip: 30720

Phone: 7062176780

Fax: 7062176755

Website: www.whitfield.k12.ga.us

WHITFIELD COUNTY CORONER'S OFFICE

Address: 2521 East Walnut Ave.

City: Dalton

Zip: 30721

Phone: 7062756235

Fax: 7062758765

Website:

WHITFIELD County E 911

Address: 804 Professional Blvd.

City: Dalton

Zip: 30720

Phone: 706-370-4911

Fax: 7062597263

Website: http://www.whitfieldcountyga.com/Fire_EMA/EMA.htm

WHITFIELD COUNTY EMA

Address: 804 Professional Boulevard

City: Dalton

Zip: 30720

Phone: 7062593730

Fax: 7063707263

Website: whitfieldcountyga.com

WHITFIELD COUNTY EXTENSION SERVICE

Address: 1407 Burleyson Drive

City: Dalton

Zip: 30720

Phone: 7062788207

Fax: 7062727054

Website: www.extension.caes.uga.edu

WHITFIELD COUNTY HEALTH DEPARTMENT

Address: 808 Professional Boulevard

City: Dalton

Zip: 30720

Phone: 7062812320

Fax: 7062812325

Website:

WHITFIELD COUNTY IT DEPARTMENT

Address: 301 W Crawford St

City: Dalton

Zip: 30720

Phone: 706-281-4800

Fax:

Website:

WHITFIELD COUNTY LEPC

Address: 804 Professional Blvd

City: Dalton

Zip: 30720

Phone: 706-876-2510

Fax:

Website:

WHITFIELD COUNTY PUBLIC WORKS

Address: 170 Gillespie Drive

City: Dalton

Zip: 30721

Phone: 7062787167

Fax: 7062782165

Website: www.whitfieldcountyga.com

WHITFIELD COUNTY SHERIFF'S OFFICE

Address: 805 Professional Boulevard

City: Dalton

Zip: 30720

Phone: 7062781233

Fax: 7062776174(Central Control)

Website: wcso.com

WHITFIELD COUNTY TRANSIT

Address: 178 Gillespe Dr

City: Dalton

Zip: 30721

Phone: 7062783606

Fax: 7062782072

Website:

WHITFIELD EMS

Address: 1105 Memorial Drive

City: Dalton

Zip: 30720

Phone: 7062789211

Fax: 7062264095

Website: www.whitfieldems.com

WINDSTREAM

Address: 914 Vista Drive

City: Dalton

Zip: 30721

Phone: 7062797723

Fax: 7062797724

Website: www.windstream.com

Local Government

Government Official Name: Jerry Albertson

Title: Commissioner

Jurisdiction: Whitfield County

Office Phone: 7062757500

Fax Phone:

Email: jalbertson@whitfieldcountyga.com

Government Official Name: Brad Arnold
Title: County Administrator
Jurisdiction: Whitfield County
Office Phone: 7062757500
Fax Phone: 7062757501
Email: barnold@whitfieldcountyga.com

Government Official Name: Mike Babb
Title: Commission Chairperson
Jurisdiction: Whitfield County
Office Phone: 7062757500
Fax Phone: 7062757501
Email: mbabb@whitfieldcountyga.com

Government Official Name: Odell Cochran
Title: Commissioner
Jurisdiction: Whitfield County
Office Phone: 7062757500
Fax Phone: 7062757501
Email: hoodieman@hotmail.com

Government Official Name: Mike Cowan
Title: Commissioner
Jurisdiction: Whitfield County
Office Phone: 7062757500
Fax Phone: 7062757501
Email: mcowan@whitfieldcountyga.com

Government Official Name: Kenny Gowin
Title: Mayor
Jurisdiction: Tunnel Hill
Office Phone: 7066732355
Fax Phone: 7066736434
Email: mayorgowin@alltel.net

Government Official Name: Blake Griffin
Title: City/County Manager
Jurisdiction: Tunnel Hill
Office Phone: 7066732355
Fax Phone: 7066736434
Email: lbgriffin@alltel.net

Government Official Name: Don Henderson
Title: Mayor
Jurisdiction: Cohutta
Office Phone: 7066943411
Fax Phone: 7066943411
Email:

Government Official Name: Brenda Houston
Title: City/County Clerk
Jurisdiction: Tunnel Hill
Office Phone: 7066732355
Fax Phone: 7066736434
Email: bfhouston@alltel.net

Government Official Name: Doug Keener
Title: Commissioner
Jurisdiction: Whitfield County
Office Phone: 7062757500
Fax Phone: 7062757501
Email: dkeener@whitfieldcountyga.com

Government Official Name: Ben Manis
Title: Mayor Protem
Jurisdiction: Cohutta
Office Phone: 7066943641
Fax Phone: 7066943330
Email: lutherblue@alltel.net

Government Official Name: Lindsey Metcalf
Title: Mayor
Jurisdiction: Varnell
Office Phone: 7066948800
Fax Phone: 7066942150
Email:

Government Official Name: Ralph Morgan
Title: City/County Manager
Jurisdiction: Varnell
Office Phone: 7066948800
Fax Phone: 7066942150
Email:

Government Official Name: David Owens
Title: Mayor Protem
Jurisdiction: Varnell
Office Phone: 7066948800
Fax Phone: 7066942150
Email:

Government Official Name: Walter Parsons
Title: City/County Manager
Jurisdiction: City of Dalton
Office Phone: 7062789500
Fax Phone: 7062788245
Email: wparsons.ca@citydalton.net

Government Official Name: Butch Sanders
Title: City/County Manager
Jurisdiction: City of Dalton
Office Phone: 7062789500
Fax Phone: 7062788245
Email: bsanders.ca@citydalton.net

Government Official Name: Robert Smalley
Title: City/County Attorney
Jurisdiction: Whitfield County
Office Phone: 7062784499
Fax Phone: 7062785002
Email:

State-Wide Contacts

Agency Name: A-1 Shipley's Waste
Contact Name: A-1 Shipley's Waste
Office Phone: 4236227039
Radio Model:
Radio Number:

Agency Name: American Containment
Contact Name: American Containment
Office Phone: 8002607198
Radio Model:
Radio Number:

Agency Name: CHEMTREC
Contact Name: CHEMTREC
Office Phone: 8004249300
Radio Model:
Radio Number:

Agency Name: Clean Harbors Environmental
Contact Name: Clean Harbors Environmental
Office Phone: 7709340902
Radio Model:
Radio Number:

Agency Name: Communications
Contact Name: Georgia Emergency Management Agency
Office Phone: 4046357200
Radio Model:
Radio Number:

Agency Name: Department of Natural Resources
Contact Name: Department of Natural Resources
Office Phone: 4046564300
Radio Model:
Radio Number:

Agency Name: DOT
Contact Name: Department of Transportation
Office Phone: 7062722211
Radio Model:
Radio Number:

Agency Name: EPA
Contact Name: Environmental Protection Agency
Office Phone: 4046567802
Radio Model:
Radio Number:

Agency Name: EPD
Contact Name: Environmental Protection Division
Office Phone: 8002414113
Radio Model:
Radio Number:

Agency Name: EPD (Emergency Response 24 hr. reporting)
Contact Name: Environmental Protection Division
Office Phone: 4046566905
Radio Model:
Radio Number:

Agency Name: EPD (Hazardous Waste)
Contact Name: Environmental Protection Division
Office Phone: 4046567802
Radio Model:
Radio Number:

Agency Name: EPD (Radiological Waste)
Contact Name: Environmental Protection Division
Office Phone: 4043622675
Radio Model:
Radio Number:

Agency Name: EPD (Solid Waste)
Contact Name: Environmental Protection Division
Office Phone: 4043622696
Radio Model:
Radio Number:

Agency Name: Ferguson Harbor Inc.
Contact Name: Ferguson Harbor Inc.
Office Phone: 8002351344
Radio Model:
Radio Number:

Agency Name: GBI
Contact Name: GBI (Georgia Bureau of Investigation)
Office Phone: 7066294470
Radio Model:
Radio Number:

Agency Name: Georgia Emergency Management Agency
Contact Name: Georgia Emergency Management Agency
Office Phone: 4046357000
Radio Model:
Radio Number:

Agency Name: Georgia Emergency Management Agency
Contact Name: Vickie Thompson
Office Phone: 770-749-4433
Radio Model:
Radio Number: 016

Agency Name: Georgia Environmental Services
Contact Name: Georgia Environmental Services
Office Phone: 8889684098
Radio Model:
Radio Number:

Agency Name: Georgia State Patrol
Contact Name: Georgia State Patrol
Office Phone: 7062722200
Radio Model:
Radio Number:

Agency Name: Hepaco
Contact Name: Hepaco
Office Phone: 8008414542
Radio Model:
Radio Number:

Agency Name: Hulcher Professional Services Inc.
Contact Name: Hulcher Professional Services Inc.
Office Phone: 8006375471
Radio Model:
Radio Number:

Agency Name: Kam Inc.
Contact Name: Kam Inc.
Office Phone: 7063245765
Radio Model:
Radio Number:

Agency Name: Marion Environmental
Contact Name: Marion Environmental
Office Phone: 8888888149
Radio Model:
Radio Number:

Agency Name: National Weather Service
Contact Name: National Weather Service
Office Phone: 7704861133
Radio Model:
Radio Number:

Agency Name: Operations
Contact Name: Georgia Emergency Management Agency
Office Phone: 4046357200
Radio Model:
Radio Number:

Agency Name: Public Assistance
Contact Name: Georgia Emergency Management Agency
Office Phone: 4046357060
Radio Model:
Radio Number:

Agency Name: Remtech
Contact Name: Remtech
Office Phone: 8003773648
Radio Model:
Radio Number:

Agency Name: Shaw Environmental
Contact Name: Shaw Environmental
Office Phone: 8005379540
Radio Model:
Radio Number:

Agency Name: Spill Tech Services
Contact Name: Spill Tech Services
Office Phone: 7062717949
Radio Model:
Radio Number:

Agency Name: Stericycle
Contact Name: Stericycle
Office Phone: 8004424272
Radio Model:
Radio Number:

Agency Name: SWS Environmental First Response
Contact Name: SWS Environmental First Response
Office Phone: 8003775320
Radio Model:
Radio Number:

Media Contacts

Media Name: CHANNEL 12 - WDES
Media Type: Television
Contact Name:
Office Phone:
Cell Phone:
Fax:

Email:

Media Name: CHANNEL 2 WSB - ATLANTA

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: CHANNEL 3 WRCB

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: CHANNEL 5 - ATLANTA

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: CHANNEL 9 - WTVG

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: CHARTER COMMUNICATIONS

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: DAILY CITIZEN NEWS

Media Type: Newspapers

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: EL TEMPO / LA BUENO

Media Type: Radio

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: EL TIEMPO

Media Type: Newspapers

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: FOX 61 NEWS

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: NORTH GEORGIA TELEVISION

Media Type: Television

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Media Name: US 101 NEWS RADIO

Media Type: Radio

Contact Name:

Office Phone:

Cell Phone:

Fax:

Email:

Other Contacts

Local Resolution

Ordinance 07162012

To amend Chapter 6 of the *Whitfield County Code of Ordinances*, entitled Civil Emergency Management, by repealing in their entirety existing sections 6-4, captioned "Powers During an Emergency or Disaster" section 6-7, captioned "Penalties;" section 6-12, captioned "Imposition of Curfews During Time of Emergency;" section 6-13, captioned "Registration of Building and Repair Service Contractor Required During State of Emergency;" section 6-14, captioned "Definitions;" and section 6-15, captioned "Registration; Certification" and by replacing therewith a new section 6-4, captioned "Emergency Management and Response Powers;" by replacing therewith a new section 6-7, captioned "Enforcement and Remedies;" by replacing therewith a new section 6-12, captioned "Closed or Restricted Areas and Curfews During Emergency;" by replacing therewith a new section 6-13, captioned "Authority to Waive Procedures and Fee Structures;" by replacing therewith a new section 6-14, captioned "Registration of Building and Repair Services;" by reserving section 6-15 for the future; and for other purposes.

BE IT ORDAINED by the Board of Commissioners of Whitfield County and by the authority of same, **IT IS HEREBY ORDAINED** as follows:

1. Amend existing Section 6-4, captioned "Powers during an emergency or disaster," by repealing in its entirety existing section 6-4 and replacing therewith a new section 6-4, to be captioned "Emergency Management and Response Powers," as follows:

Sec. 6-4. Emergency Management and Response Powers

(a) Declaration of Local Emergency.

(i) *Grant of authority.* In the event of an actual or threatened occurrence of a disaster or emergency, which may result in the large-scale loss of life, injury, property damage or destruction or in the major disruption of routine community affairs, business or governmental operations in the county and which is of sufficient severity and magnitude to warrant extraordinary assistance by federal, state and local departments and agencies to supplement the efforts of available public and private resources, the Chair of the Board of Commissioners may declare a local emergency for Whitfield County. The form of the declaration shall be similar to that provided in subsection (b) of this Code section.

(ii) *Request for state assistance.* Consistent with a declaration of local emergency, the Chair may request the Governor to provide assistance, provided that the disaster or emergency is beyond the capacity of the county to meet adequately and state assistance is necessary to supplement local efforts to save

lives and protect property, public health and safety, or to avert or lessen the threat of a disaster.

(iii) *Continuance.* The declaration of local emergency shall continue until the Chair finds that emergency conditions no longer exist, at which time, the Chair shall execute and file with the Clerk of the Board of Commissioners a document marking the end of the state of emergency. No state of local emergency shall continue for longer than 30 days, unless renewed by the Chair. The Board of Commissioners may, by resolution, end a state of local emergency at any time.

(iv) *Effect of declaration of emergency.*

(A) *Activation of emergency operations plan.* A declaration of emergency by the Governor or a declaration of local emergency by the Chair shall automatically activate the county emergency operations plan and shall be the authority for deployment of personnel and use of any forces to which the plan applies and for use or distribution of any supplies, equipment, materials, and facilities assembled, stockpiled or arranged to be made available pursuant to the Georgia Emergency Management Act or any other laws applicable to emergencies or disasters.

(1) The Whitfield County Emergency Management Agency (“EMA”) Director shall have the legal authority to exercise the powers and discharge the duties conferred upon the emergency management agency, including the implementation of the emergency operations plan, coordination of the emergency responses of public and private agencies and organizations, coordination of recovery efforts with state and federal officials, and inspection of emergency or disaster sites.

(2) In responding and conducting necessary and appropriate investigations, the Director or his/her designee is authorized to enter at a reasonable time upon any property, public or private, for the purpose of investigating and inspecting sites involved with emergency management functions. The Director is authorized to execute a right of entry and/or agreement to use property for these purposes on behalf of the County; however, any such document shall be later presented for ratification at a meeting of the Board of Commissioners.

(3) No person shall refuse entry or access to any authorized representative or agent of the county who requests entry for purposes of inspection, and who presents appropriate credentials. Nor shall any person obstruct, hamper or interfere with any such representative while that individual is in the process of carrying out his or her official duties.

(B) *Emergency powers.* Following a declaration of emergency and during the continuance of such state of emergency, the Chair is authorized to implement local emergency measures to protect life and property or to bring the emergency situation

under control. In exercising this authority, the Chair may cause to become effective any of the following sections of this chapter as appropriate: Section 5 (registration of building and repair services) to become effective if the Governor declares a state of emergency; and Section 6 (closed or restricted areas and curfews). If any of these sections are included in a declaration of local emergency, the same shall be filed in the office of the Clerk of the Board of Commissioners and shall be in effect until the declaration of local emergency has terminated.

(C) *Authority to waive procedures and fees.* Pursuant to a declaration of emergency, the Board of Commissioners is authorized to cause to be effective any of the subsections of Section 4 of this chapter as appropriate. The implementation of such subsections shall be filed in the office of the Clerk of the Board of Commissioners.

(D) *Additional emergency powers.* The Chair of the Board of Commissioners shall have, and may exercise for such period as the declared emergency exists or continues, the following additional emergency powers:

(1) To direct and compel the evacuation of all or part of the population from any stricken or threatened area, for the preservation of life or other disaster mitigation, response or recovery;

(2) To prescribe routes, modes of transportation and destinations in connection with evacuation;

(3) To suspend or limit the sale, dispensing or transportation of alcoholic beverages, firearms, explosives and flammable liquids and substances;

(4) To make provision for the availability and use of temporary emergency housing, emergency shelters and/or emergency medical shelters.

(5) To transfer the direction, personnel or functions of any county departments and agencies or units thereof for the purpose of performing or facilitating emergency services;

(6) To utilize all available resources of the county and subordinate agencies over which the county has budgetary control as reasonably necessary to cope with the emergency or disaster;

(7) To utilize public property when necessary to cope with the emergency or disaster or when there is compelling necessity for the protection of lives, health and welfare; and/or the property of citizens;

(8) To suspend any law, code provision or regulation prescribing the procedures for conduct of county business, or the orders, rules or regulations of any county agency, if strict compliance with any ordinance, resolution, order, rule or regulation would in any way prevent, hinder or delay necessary action in coping with the emergency or disaster, provided that such suspension shall provide for the minimum deviation from the requirements under the circumstances and further provided that, when practicable, specialists shall be assigned to avoid adverse effects resulting from such suspension;

(9) To provide benefits to citizens upon execution of an intergovernmental agreement for grants to meet disaster-related necessary expenses or serious needs of individuals or families adversely affected by an emergency or disaster in cases

where the individuals or families are unable to meet the expenses or needs from other means, provided that such grants are authorized only when matching state or federal funds are available for such purposes;

(10) To perform and exercise such other functions, powers and duties as may be deemed necessary to promote and secure the safety and protection of the civilian population, including individuals with household pets and service animals prior to, during and following a major disaster or emergency.

(b) Form of Declaration of Local Emergency.

Upon the declaration of local emergency, an official "Declaration of Local Emergency," in substantially the same form set forth below, shall be signed and filed in the office of the County Clerk and shall be communicated to the citizens of the affected area using the most effective and efficient means available. The declaration shall state the nature of the emergency or disaster, the conditions that require the declaration and any sections of this chapter which shall be in effect.

"DECLARATION OF LOCAL EMERGENCY

WHEREAS, Whitfield County, Georgia has experienced an event of critical significance as a result of [description of event] on [date]; and

WHEREAS, in the judgment of the Chair of the Whitfield County Board of Commissioners, with advice from the Whitfield County Emergency Management Agency, there exist emergency circumstances located in [describe geographic location] requiring extraordinary and immediate corrective actions for the protection of the health, safety and welfare of the citizens of Whitfield County, including individuals with household pets and service animals; and

WHEREAS, to prevent or minimize injury to people and damage to property resulting from this event.

NOW, THEREFORE, pursuant to the authority vested in me by local and state law; IT IS HEREBY DECLARED that a local state of emergency exists and shall continue until the conditions requiring this declaration are abated.

THEREFORE, IT IS ORDERED:

(1) That the Whitfield County Emergency Management Agency activates the Emergency Operations Plan;

(2) That the following sections of the Whitfield County Code be implemented: *[If deemed appropriate, choose from the following: Section 5 Registration of Building and Repair Services to be effective only if the Governor has declared a state of emergency; and/or Section 6 Closed or Restricted Areas and Curfews]*; and

(3) That the following measures also be implemented: *[If deemed appropriate, select items from Section 2(a)(iv)(C) or (D) or such other measures as appropriate.]*

ENTERED at [time] on [date]

[Signed]

Chair, Whitfield County Board of Commissioners.

(c) Contracts with Municipalities.

In addition to the normal agreements embodied in the county's emergency operations plan for mutual emergency assistance, the Board of Commissioners may contract with any municipality for the administration of an emergency response program.

2. Amend Section 6-7, captioned "Penalties," by repealing existing section 6-7 in its entirety and replacing therewith a new section 6-7, to be captioned "Enforcement and Remedies," as follows:

Sec. 6-7. Enforcement and Remedies.

(a) Law Enforcement.

In accordance with O.C.G.A. § 38-3-4, the Whitfield County Sheriff's Office shall be authorized to enforce the orders, rules and regulations contained in this chapter and/or implemented by the Chair or local governing authority during a declared emergency.

(b) Penalties.

Failure to comply with any of the requirements or provisions of the regulations contained in this chapter, or with any code section, order, rule or regulation made effective by the Chair or local governing authority upon or after the declaration of an emergency shall constitute a violation of the provisions of this chapter. Any person who violates any provision in this chapter shall, upon conviction thereof, be guilty of a misdemeanor punishable by a fine not exceeding \$1,000.00, imprisonment for a term not exceeding 60 days, or both such fine and imprisonment, for each violation. Each person assisting in the commission of a violation shall be guilty of separate offenses. Each day during which a violation or failure to comply continues shall constitute a separate violation.

(c) Injunctive Relief.

In accordance with O.C.G.A. § 38-3-5, in addition to the remedies prescribed in this section, the EMA Director is authorized to obtain an injunction to restrain violation of laws, code sections, orders, rules and regulations which are contained in the Georgia Emergency Management Act and/or this code, and/or which are implemented by the local governing authority during a declared emergency.

(d) *Enforcement.*

Except as otherwise provided in this chapter, this ordinance may be enforced by the Sheriff's Office, the EMA Director and /or his or her designee.

3. Amend Section 6-12, captioned "Imposition of Curfews During Time of Emergency or Disaster," by repealing in its entirety existing section 6-12 and replacing therewith a new section 6-12, to be captioned "Closed or Restricted Areas and Curfews During Emergency," as follows:

Sec. 6-12 Closed or Restricted Areas and Curfews During Emergency

(a) To preserve, protect or sustain the life, health, welfare or safety of persons, or their property, within a designated area under a declaration of emergency, it shall be unlawful for any person to travel, loiter, wander or stroll in or upon the public streets, highways, roads, lanes, parks or other public grounds, public places, public buildings, places of amusement, eating places, vacant lots or any other place during a declared emergency between hours specified by the Chair until the curfew is lifted.

(b) To promote order, protect lives, minimize the potential for looting and other crimes, and facilitate recovery operations during an emergency, the Chair shall have discretion to impose reentry restrictions on certain areas. The Chair shall exercise such discretion in accordance with the county emergency operations plan, which shall be followed during emergencies.

(c) The provisions of this section shall not apply to persons acting in the following capacities:

- (i) Authorized and essential law enforcement personnel;
- (ii) Authorized and essential health care providers;
- (iii) Authorized and essential personnel of the county;
- (iv) Authorized National Guard or federal military personnel;
- (v) Authorized and essential firefighters;
- (vi) Authorized and essential emergency response personnel;
- (vii) Authorized and essential personnel or volunteers working with or through the county emergency management agency (EMA);
- (viii) Authorized and essential utility repair crews;
- (ix) Citizens seeking to restore order to their homes or businesses while on their own property or place of business;
- (x) Other authorized and essential persons as designated on a list compiled by EMA, the Director of Public Safety and/or the Sheriff of the county.

(a) *Enforceability.* This section shall be enforced by officers of the law enforcement personnel approved to provide aid and assistance during the emergency. Nothing

contained in this section shall prohibit a law enforcement officer from bringing other charges under state law.

(b) *Effective Date.* This section shall become effective only upon the signing of a declaration of emergency, stating this section is in effect.

4. Amend Section 6-13, captioned "Registration of Building and Repair Service Contractor Required During State of Emergency," by repealing in its entirety existing section 6-13 and replacing therewith a new section 6-13, to be captioned "Authority to Waive Procedures and Fee Structures," as follows:

6-13. Authority to Waive Procedures and Fee Structures

(a) *County Business.*

Upon declaration of an emergency or disaster by the Governor or Chair of the Board of Commissioners, the affairs and business of the county may be conducted at places other than the regular or usual location, within or outside of the county, when it is not prudent, expedient or possible to conduct business at the regular location. When such meetings occur outside of the county, all actions taken by the Board of Commissioners shall be as valid and binding as if performed within the county. Such meetings may be called by the presiding officer or any two members of the governing body without regard to or compliance with time-consuming procedures and formalities otherwise required by law. *[Note: Local legislation should be reviewed to determine whether there are restrictions upon moving the meeting location if it is only a locally declared emergency and not a state of emergency declared by the Governor.]*

(b) *Public Works Contracts.*

Upon declaration of an emergency or disaster by the Governor or Chair of the Board of Commissioners, the Board of Commissioners may contract for public works without letting such contract out to the lowest, responsible bidder and without advertising and posting notification of such contract for four weeks; provided, however, that the emergency must be of such nature that immediate action is required and that the action is necessary for the protection of the public health, safety and welfare. Any public works contract entered into pursuant to this subsection shall be entered on the minutes of the county as soon as practical and the nature of the emergency described therein in accordance with O.C.G.A. § 36-91-22(e).

(c) *Purchasing.*

Upon declaration of an emergency or disaster by the Governor or Chair of the Board of Commissioners, the purchasing ordinances, regulations or policies may be suspended.

County officials shall continue to seek to obtain the best prices during the state of local emergency.

(d) Code Enforcement.

Upon declaration of a state of emergency or disaster by the Governor or the Chair of the Board of Commissioners, the Board of Commissioners may temporarily suspend the enforcement of the ordinances of the county, or any portion thereof, where the emergency is of such nature that immediate action outside the code is required, such suspension is consistent with the protection of the public health, safety and welfare, and such suspension is not inconsistent with any federal or state statutes or regulations.

(e) Fees.

Upon declaration of a state of emergency or disaster by the Governor or the Chair of the Board of Commissioners, the Board of Commissioners may temporarily reduce or suspend any permit fees, application fees or other rate structures as necessary to encourage the rebuilding of the areas impacted by the disaster or emergency. The term "fees" include fees or rates charged by the county for building permits, land disturbance permits, zoning applications, special land use permits, temporary land use permits and other fees relating to the reconstruction, repair and clean-up of areas impacted by the disaster or emergency. The term "fees" does not include fees collected by the county on behalf of the state or federal government or fees charged by the county pursuant to a state or federal statute or regulation.

(f) Temporary Dwellings.

Upon the declaration of a state of emergency or disaster by the Governor or Chair of the Board of Commissioners, the Board of Commissioners or its designees may issue temporary mobile home, trailer, recreational vehicle or other temporary dwelling structures or parks in any zoning district, even though not otherwise permitted by development code, while the primary dwelling is being repaired, provided that such temporary dwellings or parks are designed by an engineer and the plans are approved by the county Health Department and Development Services. The temporary permit shall not exceed six months in duration. In the case of a continuing hardship, and in the discretion of the Board of Commissioners or its designee, the permit may be extended for a period of up to an additional six months. Upon expiration of the temporary permit and/or extension, the temporary dwelling must be removed.

5. Amend Section 6-14, captioned "Definitions," by repealing in its entirety existing section 6-14 and replacing therewith a new section 6-14, to be captioned "Registration of Building and Repair Services," as follows:

6-14. Registration of Building and Repair Services

- (a) In accordance with O.C.G.A. § 38-3-56, before building, constructing, repairing, renovating or making improvements to any real property, including dwellings, homes, buildings, structures or fixtures within an area in the unincorporated area of the county designated in a declared emergency or disaster, any person, firm, partnership, corporation or other entity must register with the Whitfield County Building Inspectors Office and secure a building permit that is posted at the work site. Each day any such entity does business in the unincorporated areas of the county without complying with this ordinance constitutes a separate offense.
- (b) The cost of registration fees in a declared emergency or disaster is fixed at \$ 0 per annum. Registration is nontransferable. The cost of the emergency building permit shall be equal to the cost for a building permit under existing regulations. The permit shall only be authorized for repairs.
- (c) When registering, any person, partnership, corporation or other entity making application must, under oath, complete an application, providing the following information:

- (i) Name of applicant;
- (ii) Permanent address and phone number of applicant;
- (iii) Applicant's Social Security number or federal Employer Identification number;
- (iv) If applicant is a corporation, the state and date of incorporation;
- (v) Tag registration information for each vehicle to be used in the business;
- (vi) List of cities and/or counties where the applicant has conducted business within the past 12 months;
- (vii) Georgia sales tax number or authorization;
- (viii) Georgia business license number, if required;
- (ix) Copy of license from the Secretary of State, if required.

- (d) ***Effective Date.*** This section shall become effective only upon a declaration of emergency by the Governor and a local declaration stating this section is in effect. Unless otherwise specified in the declaration of emergency or otherwise extended by the Board of Commissioners, the provisions of this Code section shall remain in effect during the state of emergency and for a subsequent recovery period of three months.

- 6. Amend section 6-15, captioned "Registration; Certification," by repealing in its entirety and reserving for the future section 6-15.
- 7. These amendments shall become effective immediately following enactment by the Board of Commissioners of Whitfield County, Georgia, the public health, safety, and welfare requiring it.

8. All ordinances or parts of ordinances in conflict herewith are hereby repealed.
9. It is hereby declared to be the intention of the Board of Commissioners of Whitfield County that the sections, paragraphs, sentences, clauses, and phrases of this Ordinance are severable and if any section, paragraph, sentence, clause, or phrase shall be declared unconstitutional or otherwise invalid by a court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining sections, paragraphs, sentences, clauses, or phrases herein.

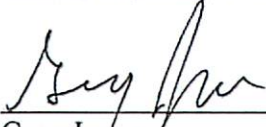
SO ORDAINED, this 16th day of July, 2012.



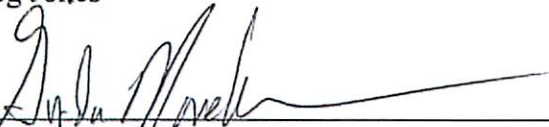
Mike Babb, Chairman



Harold Brooker, Vice Chairman



Greg Jones



Gordon Morehouse

ABSENT

Robby Staten

Attest:



Samantha Bearden, Whitfield County Clerk

SEAL

Incident Annexes

Support Annexes

SOGs/SOPs

DALTON POLICE DEPARTMENT

			<i>Effective Date</i> May 1, 1998	<i>Number</i> GO88-2.8
<i>Subject</i> News Media/Public Information				
<i>Reference</i> GA Code Ann. 16-6-23; 50-18-72			<i>Revised</i> January 22, 2008	
<i>Distribution</i> All Personnel	<i>Re-evaluation Date</i> January 22, 2010		<i>No. Pages</i> 44	

I. Policy

It is the policy of the Dalton Police Department that personnel are committed to cooperate fully with news media representatives in support of their "right-to-know" guarantees of the First Amendment. Personnel will provide factual and timely information on a fair and impartial basis without jeopardizing the rights of victims or persons accused of crimes, or compromising sensitive investigations. Information will be released in compliance with the Georgia Open Records Act O.C.G.A. 50-18-70.

II. Public Records

- A. Except for the restrictions cited in this policy, miscellaneous incident, arrest, and other criminal incident information on file of a routine nature are considered to be in the public domain and will be made equally available to all news media representatives.
- B. Special news releases that concern a recent event, arrest, or crime will be available to all news representatives.
- C. See Appendix A for a guide to the Georgia Open Record's Act.

III. Procedures

- A. Duties of the Public Relations Specialist.
 - 1. Distribute information to the media and employees within the agency following Dalton Police Department policies and procedures;
 - 2. Be available for on-call response to the media;
 - 3. Inform the media of major public events requiring an extended presence of departmental personnel;
 - 4. Assist the media with covering routine stories and at the scenes of incidents;
 - 5. Coordinate release of authorized information concerning investigations and operations.
 - 6. Coordinate and authorize the release of information about victims, witnesses, and suspects;
 - 7. Develop positive working relationships with local media representatives by:

RESTRICTED LAW ENFORCEMENT DATA

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- a. Establishing working guidelines;
 - b. Determining local media deadlines and help media representatives meet their deadlines; and
 - c. Preparing and distributing periodic news releases.
- 8. Arrange and coordinate press conference when needed.
- B. Other Personnel
 - 1. It is important that the agency “speak with one voice” in providing accurate and consistent information. Employees should:
 - a. Direct media representatives to the Public Relations Specialist, lead investigating officer, incident commander, or shift supervisor when asked details regarding an accident, crime, or other incident;
 - b. Assist news personnel as directed by the Public Relations Specialist in covering routine stories, and at accident and incident scenes;
 - c. Not say, “no comment”;
 - d. Not speculate about liability issues or causation; and
 - e. Use secure communications methods for transmitting sensitive information.
 - 2. Ranking officers at crime or incident scenes may release factual information of a general nature to the media, as governed by this or other policies (i.e. death notifications, juveniles, etc.), or if given prior approval by the Public Relations Specialist.

IV. **Information that shall be Released**

- A. Arrestee
 - 1. The accused's name, date of birth, residence, occupation, marital status, and other background information, except social security number.
 - 2. The exact charge, such as the complaint or warrant information and indictments.
 - 3. The identities of the investigating officers and arresting officers and the length of the investigation.
 - 4. The circumstances immediately surrounding the arrest, time, location, resistance or pursuit, if any, possession or use of a weapon by the suspect or police.
 - 5. Information necessary to obtain public assistance in apprehension of a suspect.
- B. Incident Information
 - 1. Time, substance, and location of complaints or requests for assistance.

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2. The location, date and time, injuries sustained, damages, and a description of how the incident occurred.
3. Amount and type of property taken.
4. The name, age and address of any adult charged with a crime (see 'A' above).
5. Information warning the public of danger or the nature or frequency of crime in the community.

V. **Information that shall not be Released**

- A. Opinions about a defendant's guilt or innocence.
- B. Admissions, confessions, or the contents of a statement attributed to the defendant, or a refusal to make an admission, confession, or statement.
- C. Reference to the results of investigative procedures such as fingerprints, polygraphs, ballistics or laboratory tests, wiretaps, electronic surveillance, or refusal to take requested tests.
- D. Statements concerning the identity, character, or credibility of a prospective witness.
- E. Prior criminal record of arrests without dispositions, and character of a defendant.
- F. Opinions concerning evidence or argument in the case and whether it is anticipated that such evidence is essential.
- G. The identities of victims or intended victims of sex crimes, or child abuse, or related information, which would tend to lead to the victim's identification.
- H. The identity of any juvenile under the age of 17 who is a suspect or defendant in any case.
- I. The identity of any critically injured or deceased person prior to the notification of next of kin. (Exception will be when notification has been attempted but is not possible within a reasonable amount of time).
- J. Contents of suicide notes.
- K. The specific cause of death until determined by the county coroner or state medical examiner.
- L. Specifics of the crime or any information that could be known only by the guilty party.
- M. Information received from other law enforcement agencies without their concurrence in releasing said information.
- N. Suspect information, except that information deemed necessary to warn the public of the danger of an un-apprehended suspect or to assist in effecting the arrest of the suspect.
- O. Social security numbers.

RESTRICTED LAW ENFORCEMENT DATA

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- P. Supplemental reports without the express consent of the reporting officer or the officer's supervisor.

VI. **Information that is Restricted to Release by the Chief of Police or Designee**

- A. Statements of departmental policy, official responses to criticisms, comments critical of another agency, institution, or public official, or statements pertaining to pending litigation involving the department.
- B. Information regarding an internal investigation of alleged misconduct by members of the department, or the disciplinary action taken as a result of any such investigation.
- C. The names of department members subject to disciplinary action as a result of an ongoing or completed investigation.

VII. **Photographs and Suspect Interviews**

- A. Members of the department should neither encourage nor discourage the photographing of suspects or defendants when they are in public places. In no event should the accused be photographed in a posed position.
- B. Photographs or "mug shots" of an un-apprehended suspect may be released at the discretion of the chief of police or division commander.
- C. News media representatives shall not be permitted to interview persons in custody.

VIII. **Access to Crime and Incident Scenes**

- A. Direct access to crime and incident scenes by media representatives shall be allowed only after all known evidence has been processed and the on-site investigation completed.
 - 1. Prior to the processing of crime scenes, the officer in charge shall restrict news media representatives and photographers outside the perimeter established by the officer in charge.
 - 2. The Public Relations Specialist will establish a news media staging area outside the perimeter of the crime scene and will be responsible for obtaining information from the commanding officer and providing updates to the members of the news media.
- B. After the crime scene has been released by the officer in charge, access will not be restricted except that permission must be obtained from the owner if the location is on private property.
- C. Media access to fire scenes is controlled by the fire officer in charge. The ranking police officer at the fire scene shall confer with the fire official and assist in establishing an observation point for the media.
- D. Media access to disaster scenes is controlled by the civil defense authority. If unavailable, access will be limited to the on-scene command post.
- E. In hostage or barricade situations, the officer in charge shall designate a preliminary press area upon arriving at the scene.

RESTRICTED LAW ENFORCEMENT DATA

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- F. The Public Relations Specialist may be called to any scene at the discretion of the officer in charge.

IX. **Juveniles**

- A. Arrest reports and other information regarding the identity of persons under the age of 17 may not be released to the media, public agencies, or other unauthorized persons, except accident reports which include juveniles may be released.
- B. Information regarding juveniles may be released to the following upon showing of proper identification:
1. The juvenile, parents or guardian, and juvenile's attorney, if ordered by juvenile court.
 2. The district attorney's office.
 3. Law enforcement agency where the juvenile resides.
 4. Juvenile court, probation, or other agencies, as set forth in OCGA 15-11- 82-83.

X. **Incidents Involving Multiple Agencies**

When incidents involve more than one agency, the ranking police officer shall confer with officials in the other agency(s) to determine who will be responsible for releasing or coordinating the release of information to the news media. This will usually be the agency having primary jurisdiction over the incident.

XI. **Responsibilities for the Release of Information**

- A. The Public Relations Specialist shall be appointed by the Chief of Police:
- B. The chief of police shall be notified as soon as possible regarding ongoing criminal investigations that may prompt inquiries from the news media.
- C. Only the chief of police or his designees is authorized to call press conferences.

XII. **Participation in Policy**

All employees are public relations ambassadors of the department and are encouraged to bring suggestions that would enhance public awareness of department programs and activities to the attention of the chief of police.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

		<i>Effective Date</i> November 30, 2004	<i>Number</i> GO04-4.27
<i>Subject</i> Responding to Suspicious Mail – Biological Threats			
<i>Reference</i>		<i>Revised</i> March 25, 2008	
<i>Distribution</i> All Sworn Personnel	<i>Re-evaluation Date</i> March 25, 2010	<i>No. Pages</i> 4	

I. Policy

It is the policy of the Dalton Police Department to respond to incidents of suspicious mail or other biological threats in the same manner as other hazardous materials.

II. Definitions

Biological weapons: Any microorganism, such as a bacteria or virus, used intentionally to inflict harm upon others.

Bioterrorism: The concept of threatening or intimidating, either through overt action or mere implication, an injury or attack through the use of biological weapons. This includes hoaxes calculated to instill fear.

III. Procedure

A. Assessment

1. The initial response will vary depending on the size and scope of the threat.
2. The responding officer should not:
 - a. move, touch, or open the item;
 - b. smell or taste the contents
 - c. allow anyone to clean up if spilled
3. The first responder should perform a scene survey to determine the risk to themselves or others prior to approaching the suspicious item.
4. Officers should consider the size of the item and assume an explosive device/secondary device is possibly present if the item is large enough to contain such a device.
5. If it is determined an explosive device is present, policy GO91-6.5 will be followed prior to dealing with the biological threat.
6. An interview should be conducted with the person reporting the suspicious item to determine:
 - a. Who has had physical contact with the item
 - b. Why the caller believes the item is suspicious.
 - c. If there is a return address on the item.
 - d. If the item has been opened.
 - e. If there are foreign substances inside.

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- f. If anyone has called with a threat or indicated by leaving a note that the item contains a threat.
 - g. Get medical assistance for anyone determined to have had physical contact with the item. Keep victims away from non-contaminated individuals when possible.
7. Observe the item from a safe distance or by using binoculars to determine:
- a. If a powdery substance is present on the item.
 - b. If mail is from an unexpected or unfamiliar source.
 - c. If mail is addressed to someone no longer working or residing at the address.
 - d. If mail has no return address, or one that can't be verified as legitimate.
 - e. If mail has obvious misspellings of common words.
 - f. If mail is of an unusual shape, size or weight. (weight verified by anyone handling the item)
 - g. If the mail has an unusual amount of tape or string.
 - h. If mail is marked personal or confidential.
 - i. If mail has a strange odor or stain.
 - j. If the mail has a postmark that does not match the return address.
 - k. If the mail has excessive postage.
 - l. If the mail is addressed in block print or is written/typed poorly.
 - m. If the mail has protruding wires or aluminum foil.
 - n. If the mail has a sound coming from it.
8. If it can be determined that a threat does not exist or it is a hoax, a report will be prepared and the item taken into evidence for further investigation by local, state, or federal employees.
9. The Federal Bureau of Investigation will be notified concerning all acts of terrorism.

B. Containment

1. Procedures for containment will be the same as in GO92-6.2, III B, H-K, which says:
- Rescue the injured only if prudent, at officer's discretion. The officer should consider the entire incident before jeopardizing own safety.
- Report to Whitfield County 911:
- a. Situation description
 - b. Any identification placards or signs
 - c. Any known victims
 - d. Other safety hazards, considerations
 - e. Report update to DFD on the fire department radio priority
- Initiate evacuation, downwind first. If necessary, use "Emergency Response Guidebook" as evacuations guideline.

RESTRICTED LAW ENFORCEMENT DATA

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Establish command post location upwind, uphill at a safe distance. Report exact location and give the approach route to dispatcher.

2. Dalton Fire Department first on scene

- a. Supervisor responds to command post and stages other units in a safe area.
- b. Operates as a liaison to the police department at command post until relieved by superior.

The ranking fire department officer at the command post is designated the incident commander. The ranking police officer at the command post shall take direction from the incident commander, which is consistent with police responsibility at a hazardous materials incident (perimeter and traffic control, evacuation, etc.).

3. Perimeter control

- a. The first officer on the scene shall determine the outer perimeter by using the "Emergency Response Guidebook," or consulting with the Dalton Fire Department.
- b. Responsibilities of the first supervisor on the scene:
 - (1) Assign an officer(s) to secure the outer perimeter.
 - (2) Assign an officer to the Dalton Fire Department staging sector.
- c. The officer securing the outer perimeter of the incident shall deny entry or access to the scene, except for public safety personnel that are essential to the operation of the hazardous material incident (i.e., fire, police, EMS personnel, or others authorized to enter the scene by the incident commander).

If personnel that are authorized to enter the hazardous material incident scene are not easily identified by uniform or other means, the perimeter control officer may give the personnel a piece of crime scene tape. The tape should be fixed to the personnel's belt to make them easily identifiable on the incident scene.

All personnel authorized to enter the incident area will be directed to enter through the staging sector area as established by the Dalton Fire Department incident command system. All personnel must access the incident through the staging sector.

- d. The officer assigned to secure the perimeter of the scene shall maintain a route for easy entry and exit of emergency vehicles.
- e. The perimeter control officer shall see that citizens are denied access to the outer perimeter area. The citizens should be advised to move upwind and updrift when leaving the area.
- f. The outer perimeter is subject to be moved farther away from the incident at the discretion of the incident commander.

4. Evacuation

- a. The Dalton Fire Department incident commander calls for the evacuation of a specific area (refer to GO07-6.8 Emergency Evacuations).
- b. The Dalton Fire Department will determine the exact area to be evacuated.

RESTRICTED LAW ENFORCEMENT DATA

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- c. The Whitfield County 911 Center will contact the Whitfield County Emergency Management Agency director, the American Red Cross, and the Salvation Army to initiate the opening of shelters and to provide public transportation as directed in the "Whitfield Emergency Management Disaster Plan," if needed. The police department will establish evacuation mass transit locations. These will be utilized by civilians that have no other means of transportation. The American Red Cross and the public school systems will provide buses for the transportation at these locations.
 - d. The police department supervisor on duty will coordinate the recall of off-duty personnel and contact other law enforcement agencies (see list) as needed for evacuation assistance. The police department command will notify local media (see list) to broadcast evacuation notice, mass transit locations, and evacuation shelter sites.
 - e. The areas to be evacuated will be divided up into evacuation sectors. Units will be assigned to evacuate the sectors with the greatest potential danger first. No law enforcement personnel will be assigned to enter areas that may expose them to the effects of hazardous materials without first being provided with appropriate protective equipment.
 - f. Officers will evacuate sectors in the quickest way possible. This could include public address systems on patrol vehicles or going door to door.
 - g. As evacuation sectors are cleared, the officers will notify the incident command post.
 - h. Units will patrol the evacuated areas, as safety dictates, to prevent looting or unauthorized re-entry.
- C. Portions of this directive are included in GO98-6.2.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

		<i>Effective Date</i> January 27, 2004	<i>Number</i> GO04-6.1
<i>Subject</i> Emergency Call-Out Procedure			
<i>Reference</i>			<i>Revised</i> March 25, 2008
<i>Distribution</i> All Personnel	<i>Re-evaluation Date</i> March 25, 2010	<i>No. Pages</i> 2	

I. Policy

It is the policy of the Dalton Police Department to call out personnel when needed for additional support for on duty personnel.

II. Definition

Call Out - A call out will occur when an individual is contacted by any member of the Dalton Police Department or Whitfield County 911 at the direction of a command staff member or supervisor and the individual is informed he/she must report for duty.

III. Procedure

The on duty supervisor will make the determination as to when and who to call out in an emergency situation or major incident. These include, but are not limited to the following:

- A. Police officer involved shooting.
- B. Serious injury to an officer or employee.
- C. Natural disaster, civil unrest, or major unplanned event.
- D. Biological disaster.
- E. Homicides in our jurisdiction, where assistance is needed.
- F. Any serious crime in which assistance is needed.
- G. A hostage situation.

IV. General Guidelines:

It will be the responsibility of the on duty supervisor to utilize the services of specific departmental personnel, depending on the circumstances of the emergency situation and to call on other agency resources as needed.

- A. The individual, who has been called out by the department, must report to the designated location in a timely manner and shall remain on duty until relieved from duty by a member of the department, supervisor or command staff. If the individual is called out to perform a job related task, the individual will remain at work until the job task has been completed or it has been determined that there is no need to remain because the task cannot be completed.

RESTRICTED LAW ENFORCEMENT DATA

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- B. Command staff or a supervisor shall be responsible for the following when having employees called out:
1. To ensure that the person is needed.
 2. To be available when the individual arrives, to inform him/her in detail of the incident or situation.
 3. To render assistance or to designate some one to assist the individuals that have been called out
 4. To report, in writing, any problems which take place with a call out to their immediate supervisor through the chain of command to the Chief of Police.
 5. There are certain situations where an on duty supervisor will contact his immediate supervisor and command staff, to implement a strategic plan of calling in the entire resources of the department. Such time would be in case of a biological disaster, natural disaster or large civil unrest.
- C. All employees of the Dalton Police Department are subject to be called out and shall have the following responsibilities:
1. To provide the Dalton Police Department with a home telephone number and street address. Some personnel have departmental pagers and mobile telephones and are required to monitor them when off duty, for emergency call outs. Any changes in the above should be reported to the employee's division secretary as soon as possible.
 2. To report to duty as soon as possible when called.
 3. To complete the tasks as soon as possible.
 4. To report, in writing, any unnecessary call out to their supervisor. The supervisor shall report through the chain of command to the Chief of Police.
- V. When an individual has been called out by the department, he/she shall be compensated a minimum of two hours for being called out.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

		<i>Effective Date</i> May 1, 1998	<i>Number</i> GO92-6.2
<i>Subject</i> Hazardous Materials Incident Response			
<i>Reference</i>		<i>Revised</i> March 25, 2008	
<i>Distribution</i> All Sworn Personnel	<i>Re-evaluation Date</i> March 25, 2010		<i>No. Pages</i> 4

I. Policy

It is the policy of the Dalton Police Department that hazardous materials incidents will be conducted safely and efficiently to ensure the safety of officers and citizens, and to reduce public systems disruptions.

II. Definitions

- A. Known Product - A hazardous material that has been positively identified by the responder, and its chemical and physical properties are understood.
- B. Nonvolatile - Does not evaporate readily at normal temperatures and pressures.
- C. Unknown Product - A hazardous material that has not been identified by responder; or the responder knows the product's name, but has no information on the product's chemical, physical, or hazardous properties.
- D. Volatile - Evaporating readily at normal temperatures and pressures.

III. Procedure

- A. Small spills: 1 - 20 gallons known products
 - 1. Upon arrival, the officer will determine the size of the spill. This can be done by determining the carrier and container of the equipment. The small spill scenario will basically involve small motor vehicles (i.e., automobiles, pick-up trucks, etc.)
 - 2. Seeing that it is a small spill, as noted above, the officer will then determine product identification. This can be done by confirming the vehicle's type of fuel and contents with owner or operator.
 - 3. If this is a commonly encountered product (i.e., gasoline diesel fuel, etc.), the officer will then determine if the product is volatile or nonvolatile. Volatile products will vaporize rapidly into the atmosphere in Dalton's climate, while nonvolatile products will not.
 - 4. Volatile products such as gasoline, alcohols, and acetone, will evaporate most any time of the year, while diesel fuel, kerosene, and other heavy products will be volatile mostly during the hottest months. Nonvolatile products (heavy oils, lubricants, some antifreezes, etc.) will not evaporate at any time of the year.
 - 5. Once the determination of volatile/non-volatile has been made, the officer can follow the actions in the guidelines of this directive.

6. Nonvolatile
 - a. Secure the area with vehicle; call for traffic control assistance as needed.
 - b. Call for Department of Public Works assistance to remove product from road Monday - Friday, 08:00 through 17:00 hours.
 - c. Call for Dalton Fire Department assistance after hours until Public Works can be notified.
7. Volatile:
 - a. Secure the area with vehicle in a manner that will not cause ignition of the product.
 - b. Determine if there is a traffic hazard.
8. Traffic hazard:
 - a. Call for Department of Public Works assistance to secure traffic hazard Monday - Friday, 08:00 – 17:00 hours.
 - b. Call for Dalton Fire Department assistance after hours until Public Works can be notified.
9. No traffic hazard:

Officer goes in service when area is safe.
- B. Large spills /any vapor release from a vehicle or commercial establishment of known or unknown products
 1. Dalton Police Department
 - a. Approach the incident upwind and upgrade but maintain a safe distance.
 - b. Upon arrival of the first officer on the scene:
 - (1) Report the incident as a possible hazardous material accident.
 - (2) Notify the watch supervisor/officer in charge.
 - (3) Notify Dalton Fire Department and other applicable agencies.
 - c. Stay upwind and upgrade.
 - d. Evacuate the area of nonessential personnel.
 - e. Avoid contact with any liquid or fumes.
 - f. Eliminate ignition sources (i.e., lighted cigarettes, flares, and combustible engines).
 - g. Rescue the injured only if prudent, at officer's discretion. The officer should consider the entire incident before jeopardizing own safety.

RESTRICTED LAW ENFORCEMENT DATA

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- h. Report to Whitfield County 911:
 - (1) Situation description
 - (2) Any identification placards or signs
 - (3) Any known victims
 - (4) Other safety hazards, considerations
 - (5) Report update to DFD on the fire department radio priority
 - i. Initiate evacuation, downwind first. If necessary, use "Emergency Response Guidebook" as evacuations guideline.
 - j. Establish command post location upwind, uphill at a safe distance. Report exact location and give the approach route to dispatcher.
2. Dalton Fire Department first on scene
- a. Supervisor responds to command post and stages other units in a safe area.
 - b. Operates as a liaison to the police department at command post until relieved by superior.
3. The ranking fire department officer at the command post is designated the incident commander. The ranking police officer at the command post shall take direction from the incident commander which is consistent with police responsibility at a hazardous materials incident (perimeter and traffic control, evacuation, etc.).

C. Perimeter control

- 1. The first officer on the scene shall determine the outer perimeter by using the "Emergency Response Guidebook," or consulting with the Dalton Fire Department.
- 2. Responsibilities of the first supervisor on the scene:
 - a. Assign an officer(s) to secure the outer perimeter.
 - b. Assign an officer to the Dalton Fire Department staging sector.
- 3. The officer securing the outer perimeter of the incident shall deny entry or access to the scene, except for public safety personnel that are essential to the operation of the hazardous material incident (i.e., fire, police, EMS personnel, or others authorized to enter the scene by the incident commander).

If personnel that are authorized to enter the hazardous material incident scene are not easily identified by uniform or other means, the perimeter control officer may give the personnel a piece of crime scene tape. The tape should be fixed to the personnel's belt to make them easily identifiable on the incident scene.

All personnel authorized to enter the incident area will be directed to enter through the staging sector area as established by the Dalton Fire Department incident command system. All personnel must access the incident through the staging sector.

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4. The officer assigned to secure the perimeter of the scene shall maintain a route for easy entry and exit of emergency vehicles.
5. The perimeter control officer shall see that citizens are denied access to the outer perimeter area. The citizens should be advised to move upwind and upgrade when leaving the area.
6. The outer perimeter is subject to be moved farther away from the incident at the discretion of the incident commander.

D. Evacuation

1. The Dalton Fire Department incident commander calls for the evacuation of a specific area (refer to GO07-6.8, Emergency Evacuations).
2. The Dalton Fire Department will determine the exact area to be evacuated.
3. The Whitfield County 911 Center will contact the Whitfield County Emergency Management Agency director, the American Red Cross, and the Salvation Army to initiate the opening of shelters and to provide public transportation as directed in the "Whitfield Emergency Management Disaster Plan," if needed. The police department will establish evacuation mass transit locations. These will be utilized by civilians that have no other means of transportation. The American Red Cross and the public school systems will provide buses for the transportation at these locations.
4. The police department supervisor on duty will coordinate the recall of off-duty personnel and contact other law enforcement agencies (see list) as needed for evacuation assistance. The police department command will notify local media and Reverse 911 (see list) to broadcast evacuation notice, mass transit locations, and evacuation shelter sites.
5. The areas to be evacuated will be divided up into evacuation sectors. Units will be assigned to evacuate the sectors with the greatest potential danger first. No law enforcement personnel will be assigned to enter areas that may expose them to the effects of hazardous materials without first being provided with appropriate protective equipment.
6. Officers will evacuate sectors in the quickest way possible. This could include public address systems on patrol vehicles or going door to door.
7. As evacuation sectors are cleared, the officers will notify the incident command post.
8. Units will patrol the evacuated areas, as safety dictates, to prevent looting or unauthorized re-entry.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

		<i>Effective Date</i> May 1, 1998	<i>Number</i> GO91-6.4
<i>Subject</i> Hostage/Barricaded Person			
<i>Reference</i> IACP Training Keys 234-235, 315-316			<i>Revised</i> March 25, 2008
<i>Distribution</i> All Sworn Personnel	<i>Re-evaluation Date</i> March 25, 2010	<i>No. Pages</i> 5	

I. Policy

It is the policy of the Dalton Police Department to use a coordinated team approach and every other means reasonably possible to successfully resolve hostage or barricaded person incidents without injury or loss of life.

II. Definitions

- A. Barricaded Person - An individual who resists being taken into custody by using or threatening to use weapons, generally from behind cover or in an enclosed area.
- B. Hostage - A person held against their will as security pending the fulfillment of certain terms/demands by a third party.
- C. Hostage-Taker - A person who takes another against their will to force a third party to meet demands/satisfy a need.
- D. Marksman - An officer specially trained in and proficient with rifles.
- E. Negotiation - Communication with another to resolve conflict by reaching agreement, typically involving concessions on both sides. A bargaining process.
- F. Special Response Team - A small group of law enforcement officers, highly trained and skilled in the use of special weapons, tactics, equipment and countermeasures.

III. General Information & Guidelines

- A. Information
 - 1. The ultimate goal in a hostage situation is to trade the safe release of hostages in return for the safe surrender of the hostage-taker(s). In a barricaded person incident, it is the safe capture or surrender of the barricaded person.
 - 2. Beyond prisoners who take hostages or barricade themselves, perpetrators and their motives fall into three categories:
 - a. Criminals who use hostages as shields or to barter for their freedom

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- b. Mentally deranged/emotionally unstable persons whose actions are irrational and who seize hostages as a means of reducing tension or solving a problem
- c. Terrorists whose actions are a means of expressing/furthering a political cause, and/or disrupting or overthrowing an existing government, forcing release of prisoners, demanding money, etc.

B. Guidelines

- 1. All sworn officers need to have a basic knowledge of hostage/barricaded person incidents and negotiation techniques, as specialists will not always be available.
- 2. Until relieved, the senior officer at the scene will assume command of the incident.
- 3. No officer shall commence an offensive action against the hostage-taker/barricaded person unless at least one of the following conditions exists:
 - a. Directed to do so by the commander on the scene or his designee
 - b. There are clear and articulable circumstances that lead the officer to believe his/her life or that of an innocent third party (hostage, for example) is in imminent danger and no other option is available.
- 4. Every means possible shall be used to prevent the incident from going mobile - containment is the primary initial objective.

IV. Patrol Response

A. In General

- 1. If the suspect physically controls the scene and victims:
 - a. Contain the scene
 - b. Establish communication with hostage-taker
 - c. Obtain as much information as possible
 - d. Set the stage for further negotiations
 - e. Consume as much time as possible
 - f. Advise Whitfield County 911 to dispatch fire and ambulance units at a safe distance near the scene.
- 2. Direct and immediate intervention is only authorized when:
 - a. Suspect does not physically control scene and victims
 - b. Hostages have already been killed, and others' lives are in imminent danger
 - c. There is clear opportunity, minimal risk, and high probability of success in resolving incident

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B. First Responding Officer's Duties

1. Notify Whitfield County 911 that hostage/barricaded person situation exists, what the location is, request back-up and a supervisor, and advise of approaches (streets/areas) which may be unsafe.
2. Intervene if appropriate conditions exist (A.2. above)
3. If intervention is inappropriate:
 - a. Contain the scene
 - b. Assist injured persons and evacuate them
 - c. Evacuate bystanders, but detain witnesses for debriefing
 - d. Take a cover position and await back-up
 - e. Keep the situation from escalating or going mobile if at all possible

C. First Supervisor on-the-scene

1. Assess the situation
2. Contain the scene if not already accomplished
3. Determine manpower requirements and request same
4. Establish and maintain inner and outer perimeters. Outer perimeter personnel will convert to a pursuit and control function should the situation become mobile.

The outer perimeter units will control the travel routes if the scene becomes mobile. Unmarked police vehicles will be responsible for surveillance if needed.
5. Evacuate the area if not already accomplished
6. Establish a field command post
7. Request a hostage negotiator be en route to the scene
8. Advise Whitfield County 911 to dispatch watch commander or commander on call, and to call the assistant district attorney on call and request that he/she stand by
9. Keep Whitfield County 911 informed of decisions and actions
10. Attempt to establish communication with hostage-taker if not already established
11. Brief commander on his arrival, and provide him with a diagram of the area which depicts deployment of officers
12. Notify the Public Relations Specialist to handle media inquiries in accordance with GO88-2.8 (News Media/Public Information). A location for media representatives should be established away from the scene and the Field Command Post.

RESTRICTED LAW ENFORCEMENT DATA

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V. **Criminal Investigation Division Response**

- A. CID personnel called to the scene shall report to and be supervised by the field commander.
- B. CID responsibilities will include:
 - 1. Intelligence gathering and analysis of:
 - a. Hostage/barricaded person setting and location
 - b. Hostages
 - c. Hostage-takers/barricaded persons
 - 2. Interviewing witnesses, hostages, suspects and officers
 - 3. Arrest of the suspect(s). (CID may or may not be the personnel taking the suspect(s) into custody. However, they shall effect the formal arrest.)

VI. **Outside Agency Assistance**

- A. The field commander is authorized to request assistance from Whitfield County S.O., The Georgia Bureau of Investigation, the Georgia State Patrol, Post 5, the Whitfield County District Attorney's Office, and Special Response Team (SRT). (Note: It may take 1-4 hours to assemble the SRT).
- B. If possible, any assault (including the use of chemical agents) will be carried out by the SRT, supplemented by DPD officers as needed.
- C. If there is not enough time to assemble the GBI/GSP SRT, DPD officers will be selected to perform this function.
- D. The field commander is authorized to request the assistance of any other needed person or agency in the community (DFACS, psychiatrist, minister, etc.).

VII. **Jurisdiction**

- A. If the incident involves a foreign official or an official guest of the United States, or the incident involves the commission of a federal crime (bank robbery, for example), the FBI has concurrent jurisdiction.
- B. When control of the situation has been initiated by DPD, operational command is retained by the department unless or until the FBI clearly indicates a wish to assume command.
- C. If the FBI assumes command, DPD personnel and resources will shift to an assist mode and responsibility for the termination or conclusion of the operation and will shift to the FBI.
- D. If the FBI desires the jurisdiction to remain concurrent, joint decision-making will be undertaken by the field commander and the senior FBI agent at the scene. Every effort shall be made to ensure mutual agreement in the decision-making process prior to conducting an assault.

VIII. **Dismantling the Operation**

- A. No officer shall quit his/her post or assignment until dismissed by the field commander.

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- B. Outer perimeter may be dismantled once hostage scene has been searched.
- C. Maintain inner perimeter until scene has been processed for evidence.
- D. Scene itself should remain secure until interviews with hostages and hostage-takers are completed, as this inquiry may reveal other crimes took place at the scene, necessitating additional search for evidence.
- E. The incident commander or his designee shall be responsible for preparing an After Action report. To include any proposed recommendations for revisions of training, operational of administrative procedures. After action reports will be forwarded to the Chief of Police.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

			<i>Effective Date</i> May 1, 1998	<i>Number</i> GO92-6.3
<i>Subject</i> Unusual Occurrences				
<i>Reference</i>			<i>Revised</i> March 25, 2008	
<i>Distribution</i> All Sworn Personnel	<i>Re-evaluation Date</i> March 25, 2010		<i>No. Pages</i> 3	

I. Policy

It is the policy of this department to respond to all unusual occurrences within the corporate limits and to bring such events to a safe conclusion.

II. Definitions

An unusual occurrence is defined as an incident that does not often take place and is exceptional in nature. Unusual occurrences can be natural disasters, incidents of terrorism, weapons of mass destruction, violence at educational facilities, civil disturbances as well as other types of incidents.

III. Procedure

Whenever any situation arises that constitutes an unusual occurrence within the city of Dalton, the following procedures will be followed:

- A. Personnel notification: Whenever an unusual occurrence arises, all off-duty police department personnel and the chief of police shall be notified. The chief of police or his designee shall coordinate activities of all law enforcement personnel involved.
- B. Equipment requirements: Police personnel who respond to an unusual occurrence shall report wearing full uniform, vest, and issued weapons. All equipment designated for use in any unusual occurrence shall be available for distribution.
- C. Communications: The Whitfield County 911 Center is designated as the primary Communications center during any unusual occurrence.
- D. Incident command post: An incident command post will be established in a safe location near the scene of the disturbance. The command post will be staffed with at least one representative of each agency involved.
- E. If the Emergency Operations Center is activated, a representative from the Police Department will be sent to help staff the EOC.
- F. The incident commander will assess the situation and activate only needed sections of Incident Command, including command, operations, planning, logistics and finance.
- G. The Incident Commander will summon other resources as needed, e.g., EMS, Fire, Hazmat, Public works, etc.
- H. Perimeter traffic control: Traffic/security check points shall be established at each

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entrance and exit of the affected area. All persons desiring entry into the affected area will be denied access except persons on official business.

- I. Liaison: The chief of police shall be responsible for establishing and maintaining liaison with the District Attorney's Office during a unusual occurrence. Legal advice on police procedures will be obtained through consultation with the district attorney and the city attorney. The chief of police shall also be responsible for establishing and maintaining liaison with any other agencies who are notified during a unusual occurrence. In order to provide community relations, the Public Relations Specialist will conduct briefings with community leaders and the news media.
- J. Public facility security: Public facilities in the city of Dalton shall be afforded security as directed by the chief of police.
- K. Law enforcement/Military support:
 - 1. In accordance with the department's plan for providing aid to other jurisdictions in unusual occurrence situations, the department will request support as needs arise. Support agencies include:
 - a. Whitfield County Sheriff's Department
 - b. Georgia State Patrol
 - c. Georgia Bureau of Investigation
 - 2. If it becomes necessary, the chief of police will notify the mayor to request assistance from the National Guard by notifying the governor. The governor may then, in his discretion, if he deems the apprehension well founded or the disaster or emergency of sufficient magnitude, order into active service of the state, for such a period to such extent, and in such manner as he may deem necessary, all or part of the organized militia (O.C.G. 38-2.6).
- L. De-escalation procedures: The following actions will be taken by police department personnel to de-escalate adverse conditions as they arise during a civil disturbance:
 - 1. Seal affected area, except for an escape route.
 - 2. Notify Georgia State Patrol Riot Squad/National Guard/Corrections Riot Squad if needed.
 - 3. Coordinate activities of all law enforcement agencies/support agencies involved.
 - 4. Control crowds/disperse assembly/arrest persons, if necessary
 - 5. Establish security patrols in affected area.
 - 6. Assist in evacuation (if necessary).
 - 7. Post-occurrence duties include the continuance of security in affected areas and the maintenance of traffic/security checkpoints.
- M. Arrests: Any arrests made will be made following the guidelines in the written directive GO91-4.9 Arrests/Arrest Warrants.
- N. Mass arrests: If mass arrests have been effected, the following guidelines will be used:

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1. Mass arrestees will be searched incident to arrest prior to transport, hands cuffed behind back. Arresting officer shall make a positive identification of arrestee before transporting to detention facility, if possible.
 2. Contraband and illegal weapons/concealed firearms will be tagged and identified for additional charges against the arrestees.
 3. Transportation shall be made either in police vehicle or bus to the Whitfield County Jail.
- O. The Governor may, in his discretion, enact curfews, restrictions on sales of alcoholic beverages, gasoline, weapons, ammunition and restrictions on access in the affected area (OCG 45-12).
- P. The incident commander or his designee shall prepare an After Action report that shall include but not be limited to the need for additional training, required policy changes or the revision of operational procedures.

This policy supersedes any policies previously issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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DALTON POLICE DEPARTMENT

		<i>Effective Date</i> November 27, 2007	<i>Number</i> GO07-6.8
<i>Subject</i> Emergency Evacuations			
<i>Reference</i>		<i>Revised</i>	
<i>Distribution</i> All Sworn Personnel	<i>Re-evaluation Date</i> November 27, 2009	<i>No. Pages</i> 4	

I. Policy

It is the policy of the Dalton Police Department that incidents involving emergency evacuations will be conducted safely and efficiently to ensure the safety of officers and citizens.

II. Definitions

- A. The Incident Command System is a model for the management of critical incidents and other emergencies that provides a common, uniform approach to the command and management of emergencies at the local, county, and state levels. The incident command system will be used for single-agency responses, single-jurisdiction/multi-agency responses, and multi-jurisdiction/multi-agency emergency and disaster responses.
- B. Hazardous material incident - A spill or release into the atmosphere of chemicals of toxic or volatile nature, which are hazardous to human life or the environment.
- C. A natural disaster is defined as an event related to some atmospheric or seismic event, such as flooding, tornadoes, high wind, or earthquakes.

III. Procedure

- A. The decision to evacuate portions of the city may depend on several variables. The decision should be based on the specific incident, the level of perceived danger, and the ability to safely evacuate the area(s) in question. Since every situation that may require evacuations cannot be identified, this policy is intended to provide guidance in situations where the need to evacuate an area has been determined, and specifically applies to GO92-6.2 (III) (D).

The line supervisor has the authority to initiate an evacuation. In cases of hazardous material releases, the supervisor should confer with the Incident Commander of the fire department in accordance with GO92-6.2 (III) (D), 1-2.

- B. The Incident Command System or ICS will be used to manage all evacuations and the type of emergency determines the Incident Commander.

Examples: a) hostage situation, bomb threat, would be Police
 b) fire or hazardous materials spill, would be Fire

RESTRICTED LAW ENFORCEMENT DATA

The data contained in this manual is confidential for internal department use only, and will not be divulged outside the department without the written approval of the Chief of Police.

C. **Duties and Responsibilities**

1. **First-line Supervisor:**

- a. On the radio, identify that he/she is the Incident Commander. Depending on the scope of the situation, other sections of the Incident Command System should be staffed (operations, planning, finance, logistics).
- b. Notify the appropriate division commander, and give periodic updates of the situation.
- c. Establish a command post in a safe area that will allow monitoring of all operations (via sight, radio, or other communication methods).
- d. Identify the possible area(s) to be evacuated (evacuations caused by hazardous material release will require conference from the fire department incident commander) using the beat and zone designations.
- e. Evaluate the situation to determine whether the Automated Emergency Notification System should be activated (GO06-7.7)
- f. Determine what additional personnel and resources may be needed, and make the necessary notifications. If other resources are needed, establish a staging area for all reporting resources. **This will require that someone be delegated to manage the staging area and any reporting resources.**
- g. **Immediately**, contact another police department supervisor to assume command of all other law enforcement services under ICS during the evacuation procedures.
- h. Contact the department Public Relations Specialist to liaison with media.
- i. If necessary, request the assistance of other agencies by notifying the Whitfield County Emergency Management Agency (EMA) Director.
- j. Determine a safe location for evacuees to assemble to await further information, and/or receive medical triage.
- k. Contact the Dalton/Whitfield American Red Cross to determine shelter location(s) if needed.
- l. If the need exists, assemble evacuation teams and assign specific zones within beats that are to be evacuated. If other agencies are involved with evacuations, one Dalton Police Department member should be assigned with other personnel in order to maximize coverage, and knowledge of the geographic jurisdiction. A team leader should be assigned.
- m. Maintain communication with all evacuation team leaders, and note what area(s) have been cleared using the beat and zone designations.
- n. After determining it is safe to do so, assign the Public Relations Specialist to contact all media sources to notify community members that re-entry of the affected area(s) is permissible.

RESTRICTED LAW ENFORCEMENT DATA

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2. **Law Enforcement Services Section Commander**

- a. Immediately respond and assume command of all law enforcement services, not directly related to the evacuation, until relieved by the Incident Commander.
- b. Plan for additional resources if necessary.
- c. Assist the Incident Commander as needed.

3. **Evacuation team members/leader**

- a. All personnel shall maintain contact with assigned team members.
- b. Document the zones visited and cleared and report the information to the team leader.
- c. Notify the team leader of any special circumstances, problems encountered or additional equipment needed.
- d. Team leaders shall maintain communication with the Incident Commander and give regular updates on the situation.
- e. Once all team assignments are completed, team members shall report to the staging area, unless dispatched directly to another task/area.

4. **Public Relations Specialist**

- a. Respond immediately to the command post for a briefing by the Incident Commander.
- b. Gather the necessary information for release to the community via media resources.
- c. In coordination with the Incident Commander, contact the Whitfield County EMA Director for activation of the emergency broadcast system.
- d. Establish a media briefing area, and arrange for regular media updates as necessary.
- e. Do not release new information without coordination with the Incident Commander.
- f. If multiple agencies/jurisdictions are involved, coordinate media responses jointly, if necessary.

- D. Units will patrol the evacuated areas, as safety dictates, to prevent looting or unauthorized re-entry.
- E. All personnel authorized to enter the incident area will be directed to enter through the staging area as established by the incident commander. All personnel must access the incident through the staging area.
- F. No law enforcement personnel will be assigned or allowed to enter areas determined to be contaminated with hazardous materials without proper personal protective equipment.
- G. If necessary, the Incident Commander or designee should coordinate with Whitfield County Animal Control Department for evacuation and boarding of pets or other animals.

RESTRICTED LAW ENFORCEMENT DATA

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IV. **Deactivation**

- A. When the Incident Commander determines that the evacuated areas are safe to enter, he/she will coordinate with the Public Relations Specialist to release that information to the media/public.
- B. All evacuation team members must check out through the staging area in order to achieve accountability of all personnel.
- C. The Incident Commander will provide a briefing to his/her division commander immediately after completion of the operation, and a written after-action report within 72 hours.

This policy supersedes any previous policies issued.

BY ORDER OF

CHIEF OF POLICE

RESTRICTED LAW ENFORCEMENT DATA

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Business Continuity/Emergency Preparedness Plan

County: Whitfield

Completed by: Dr. Abe Singh

County Director

Date: 07/15/2008

Contact number: (706) 272-2711

(706) 272-2709

Communication

Whitfield County will maintain a current emergency phone tree with multiple contact numbers (home, cell, pager, radio) for staff members. Emergency contact numbers for staff member's families will also be maintained. (*Attachment #1*)

Abe Singh, Director, will contact the Regional Director(s) to advise them of the situation and any need for assistance.

- Initial assessment of emergency/disaster
- Operational capability of agency facility
- Availability of local staff to assist or need for assistance from region
- Shelter openings and operations

Whitfield County will maintain current contact numbers for key local emergency personnel to include: Local Emergency Manager, Law Enforcement, Fire Department, EMT, ARC, Local Health Department shelter representative, Utility companies responsible for office service, etc.) (*Attachment #2*) Whitfield County will develop a protocol to work with community partners in emergency/disaster situations. County will maintain on-going contact with community partners to ensure that all contacts and numbers are updated.

Whitfield County will maintain current contact numbers for key Department of Human Resources personnel. (Regional Directors, DFCS Emergency Management Director, Emergency Operations Center) (*Attachment #3*)

Whitfield County will notify DHR personnel and inform staff and customers of unusual or unexpected interruptions in county services.

Whitfield County will communicate with designated DHR/DFCS staff at designated intervals to give status reports on-going situations.

Whitfield County will make arrangements with designated individuals or agencies to provide interpreting and translation services to non-English speaking residents in emergency situations. (*Attachment #4*)

DHR Division of Family and Children Services

Actions To Address Potential Workforce Demands

List of critical services:

Receipt and investigation of reports of child abuse and neglect. Safety and provision of services to guardianship customers. Safety and provision of services to foster children.

Issuance of TANF, Food Stamp and Medicaid benefits.

- Identify staff, customers, constituents, etc. who would be affected if critical services were delayed or postponed.
Office of Child Protection staff, abused/neglected children, foster parents, foster children, Adult Protective Services guardianship customers, Office of Family Independence staff and customers.
- What affect would the delay or postponing of services have on individuals, agencies, etc?
Children and families would be at risk.

List of non-critical services:

Adoptive home studies, child life histories, panel reviews, home evaluations.

- Identify staff, customers, constituents, etc. who would be affected if non-critical services were delayed or postponed.
Foster children, adoptive and foster families, juvenile court, relative resources, and resource development staff.
- What affect would the delay or postponing of services have on individuals, agencies, etc.?
Training, certification of foster/adoptive resources and judicial reviews will be delayed and will have to be rescheduled. Relative placements will be delayed.

In the event that the county office is rendered unusable for a limited period, staff will be relocated to surrounding counties in the region. Is computer access available?

Yes **X** No _____

Type of agreement with relocation facility: Verbal **X** Written _____ (If verbal, document agreement)

Neighboring counties (Murray, Catoosa and Gordon) have agreed to work out staggered and extended work hours to allow Whitfield county staff access to computer terminals.

In the event that the county office is rendered unusable, child maltreatment referrals will be accepted by **Lamar Long, OCP Administrator** and forwarded to child protection staff for investigation. Child protection staff will access on-line data by **use of PC Tablets and/or computer access at home. OCP staff without computer/internet access will be assigned to another DFCS office.**

List of critical data that is on hard drive:

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DHR Division of Family and Children Services

Business Continuity/Emergency Preparedness Plan, Phone/Emergency contact lists for staff, guardianships, foster parents and foster children.

List of critical data that is on paper files only:

Agency Floor plan with evacuation routes and designated location of first aid kits and agency floor plan with workstations designated.

Alternative worksites have been identified for the following staff.

Office of Child Protection staff with PC Tablets and/or computer access at home will work out of their home provided they are accessible via phone and/or Internet. OCP staff without computer/internet access and Office of Family Independence staff will be assigned to another DFCS office. Support staff will be assigned to an alternate site depending on identified need.

List of all services that could be performed at alternative worksites:

Access to GroupWise/GO Mail, registration/certification of TANF, Food Stamp, Medicaid benefits, OCP staff completion of forms and documentation of case contacts.

- Identify equipment that would be required to perform these services.
Computer, printer, phones, copy/fax machine.
- Plan to secure equipment for alternative worksites in place.
For long-term relocation IT will be contacted regarding relocation and activation of computers.

List of all services that could not be performed at alternative worksites:

Face to face customer contacts cannot be performed out of county or from the home.

- Plan developed to maintain services that could not be performed at alternative worksites.

In the event that the county office is rendered unusable, case records will be relocated to a storage facility as soon as arrangements could be made.

Type of agreement with relocation facility. Verbal _____ Written X (If verbal secure written documentation) Arrangements have been made with **Burt Watts, landlord** to relocate the records?

Staff members identified to safeguard records.

Office Manager and support staff.

Staff members trained on policies for safeguarding confidential records? Yes X No

Number of staff members who are reservist or members of the National Guard: 1

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DHR Division of Family and Children Services

In the event these staff members are called to serve on active duty, the workloads will be adjusted as follows.

Caseload will be redistributed to existing staff.

If the DFCS emergency response teams are called to assist with local or regional emergencies, the workloads will be adjusted as follows.

Supervisor workload will be covered by additional agency supervisors with assistance from regional program specialist. Case Manager's caseloads will be covered by county staff and/or regional team staff.

List of staff members assigned to DFCS emergency response team. (*Attachment #5*)

Actions To Ensure Safety of Foster Children

County Department will maintain a current database on all foster children that includes but is not limited to the following:

- Child's name
- Foster Parents
- Address
- Phone (work, home and cell)
- Emergency contact number
- Birth Parents
- Address
- Phone (work, home and cell)
- School Attended
- Address
- Phone
- Emergency Protocol Procedures
- Identify any special needs the foster child may have that will require special consideration during an emergency (medicines, etc.).

If the child is boarded in another county, identify county contact information.

A copy of the information will be maintained on and off-site and accessible to multiple staff members.

Abe Sing, Director Lamar Long, OCP Administrator Ashley Parham, OCP Supervisor Anita Ball, OCP Supervisor Jaime Stafford, OCP Supervisor

County Department will take additional precautions to ensure the safety of foster children by providing information on local emergency planning.

- Information will include lists and locations of emergency/special needs shelters in local and surrounding counties. (Shelter information can be obtained from the (OHS/GEMA website: www.ohs-gema.state.ga.us) Steps; 1. Select Response; 2. Citizen & Residents; 3. Evacuation; 4. Find a shelter; 5. Select a site

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DHR Division of Family and Children Services

- *During Hurricane Season OHS/GEMA will add a direct link to their home page to access shelter information.*
- Instructions/guidance in discussing the need for emergency planning with foster children. (FEMA website for KIDS: www.fema.gov/kids/)
- Information on the development of a family emergency/disaster plan. (OHS/GEMA website: www.ohs-gema.state.ga.us)
- Instructions for maintaining contact with DFCS staff members during emergency or evacuation situations. Instructions will include the toll free number to the DFCS Call Center as well as situations that would require the foster parents to contact the Call Center. (*Multiple numbers*)
- DFCS staff member's responsibilities during emergency/disaster.

Whitfield County will provide additional information for the foster parents and children on an as needed basis. Information may include crisis counseling, written materials from a recognized organization such as National Association of School Psychology. (website: nasponline.org) Training from the American Red Cross or other recognized organizations on emergency preparation and response in the home.
(*Maintain data on training including dates, attendees, subject matter and sponsor.*)

Safety and Security of Staff, Customers, Files, Facilities and Equipment

Whitfield County will provide guidelines (based on OSHA standards and risk assessments – Fight or Flee). See website www.osha.gov for guidelines to determine the use of fire extinguishers; and designate and train staff on the proper use of the devices. Designated staff must be aware of the locations of all extinguishers.

Whitfield County will display building evacuation routes in prominent locations throughout all facilities including in restrooms, conference/training rooms and customer waiting areas.

Whitfield County will hold evacuation drills as often as needed so that all staff persons are familiar with all evacuation exits from multiple locations within the facility. This information will be provided to all new staff members during initial orientation.

(Attachment #6)

Whitfield County will ensure that adequate first aid supplies are available in multiple identified locations throughout the facility. First aid supplies will be monitored by a checklist and will be replenished as needed. **(Attachment #7)**

Whitfield County will ensure that emergency lighting devices including flashlights are available near stairwell and exits and will maintain an adequate supply of replacement batteries.

Whitfield County will require sign-in/sign-out procedures for all staff leaving the building during regular work hours and require general information about the intended

DHR Division of Family and Children Services

destination and expected return time. Designated staff members will secure the sign in/out sheets prior to evacuation from the facility.

Primary: Chad Gerrells, OCP Supervisor

Alternate: Danny Nuckolls, OCP Supervisor

Whitfield County will maintain a floor-space outline that identifies specific workstations to which staff is assigned.

Copies will be maintained off site by Director, Administrative OPS Coordinator, Office Manager, OCP Supervisors and OFI Supervisors.

Whitfield County will designate staff members to determine (based on information provided by local emergency personnel) when it is safe to re-enter the facility.

County Director will notify supervisors who will notify their staff when it is safe to re-enter.

Whitfield County will maintain effective after hours building access procedures for all locations.

Whitfield County will maintain an adequate supply of bottled water and breathing masks.

Whitfield County will provide additional masks to staff responsible for transporting children and other clients.

Whitfield County will designate a staff member and an alternate to be on-site following an emergency/disaster to ensure security of equipment and files and to consult with rescue staff on recovery.

Primary: Abe Singh, Director

Alternate: Lamar Long, OCP Administrator

If necessary, the county will make arrangements with I.T. for equipment to be disconnected and transferred to the designated alternative location.

Primary: Bob Pipkin, OFI Supervisor

Alternate: Connie Long, OFI Supervisor and Kris Keylon, Economic Support Administrator

Whitfield County will designate a staff member to maintain an inventory list and a copy of the list will be maintained off-site.

Jo Long, Office Manager will maintain list and a copy of the list will be maintained off-site by Jo Long and Cindy Swinford, Administrative OPS Coordinator.

County will designate a staff member to maintain back-up tapes in a fireproof location and off-site.

Designee: Cindy Swinford, Administrative OPS Coordinator

Whitfield County will conduct emergency/evacuation drills quarterly.

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DHR Division of Family and Children Services

Drills conducted quarterly. The drills are alternated between fire, tornado, and bomb threat. Drills are planned and announced to staff to avoid panic and fear. Drills are coordinated with ARC/EMA staff.

Procurement and Accounting Procedures in Disaster/Emergencies

Abe Singh, County Director, will ensure that records are maintained for any disaster related expenditures for possible state reimbursement from FEMA. The County will maintain the following:

- A separate file for disaster related expenditures that will be copied and filed as each expense occurs.
- Purchase orders, invoices, telephone bills, travel expenses, staff time sheets and any other expenses related to the disaster will be maintained in the file.
- Program codes provided by financial services will be applied to expenses for reimbursement if disaster expenses are approved
- County will follow the guidelines in the DFCS Administrative Policy and Procedures Manual, Emergency Purchase Policy Section.
- County will consult with Field Manager on all purchases and expenditures exceeding a specified amount and requiring solicitation and competitive bidding.

Shelter Identification, Inspection, Approval

Congregate Shelters

Whitfield County will cooperate with local Emergency Agencies to open and initially operate congregate shelters until ARC can assume responsibility. In addition, county will provide support services to ARC on an as needed basis for the duration of the sheltering period. County will contact ARC in advance of an emergency and obtain ARC Shelter Operations information kits to include registration packets. Designated staff members will maintain Shelter Operations Kits both on and off-site.

***Bob Pipkin, OFI Supervisor, Connie Long, OFI Supervisor, and Kris Keylon,
Economic Support Administrator
Lamar Long, OCP Administrator***

DHR Division of Family and Children Services

Abe Singh, County Director, will use the telephone tree or alternate means of communication to alert staff that shelter operations are to begin.

List of county staff trained in shelter operations.(Attachment #8)

List of county staff trained in American Red Cross Safety(Attachment #8)

List of approved and inspected American Red Cross shelters. (OHS/GEMA website: www.ohs-gema.state.ga.us) Steps; 1. Select Response; 2. Citizen &Residents; 3. Evacuation; 4. Find a shelter; 5. Select a site

During Hurricane Season OHS/GEMA will add a direct link to their home page to access shelter information.

Designated county staff member will coordinate with the local emergency manager and the local ARC representative to maintain an accurate and updated list of local approved ARC shelters. **ARC survey forms should be updated as changes occur.**

A copy of the ARC survey form will be maintained by the County Department. A copy of the ARC survey has been forwarded to (Myra K. Watts, 2 Peachtree Street, NW, 21st Floor, Atlanta, Ga. 30303-3142) at the Division Office. (Survey forms are used to update the OHS/GEMA shelter database.)

Schedule for first responders to the shelter.

With prior warning schedules will be prepared in advance. If there is no warnings schedule will be developed at time of need.

Schedule of shifts for staff to operate the shelter.

Staff will be assigned minimum eight-hour shifts.

Guidelines for sheltering activities has been provided to staff members designated to provide shelter support.

Whitfield County will make arrangements with designated individuals or agencies to provide interpreting and translation services to non-English speaking residents in shelter situations. (Attachment #4)

Special Needs Shelters (Subject to change)

The local Emergency Manager in consultation with the Department of Public Health will determine the need to open a Special Needs Shelter in a designated area. DFCS will be responsible for the non-medical operations of the special needs shelter. DHR survey forms, facilities agreements and all forms associated with the DHR Special Needs Shelters will be maintained by the County Department. A copy of DHR survey forms and the facility agreements signed by the appropriate officials should be forwarded to Myra K. Watts, 2 Peachtree Street, NW, 21st Floor, Atlanta, Ga. 30303-3142 at the Division office. (Survey forms are used to update the OHS/GEMA shelter database.)

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DHR Division of Family and Children Services

(Refer to the DHR Special Needs Shelter Management Manual for specific instructions.)

Staff available to assist with Emergency Airport (Hartsfield/Jackson) or quarantine shelters. **None at this time.**

Staff who have received training in Emergency Airport (Hartsfield/Jackson or quarantine shelters. **None at this time.**

Pet Shelters

Pet shelters are the responsibility of the Georgia Department of Agriculture.

- County Department can provide information on the locations of pet shelters.
OHS/GEMA website: www.ohs-gema.state.ga.us) Steps; 1. Select Response; 2. Citizen & Residents; 3. Evacuation; 4. Find a shelter; 5. Select a site

Note: Only guide/support animals are allowed in congregate shelters.

Evacuation and Re-entry

Whitfield County will determine the potential hazard zones in their area (in flood plains, near flood prone rivers or streams, hurricane prone coastal areas, hazardous material driving routes) and will develop advance preparations for orderly evacuation and re-entry. Planning will include the following:

- Abe Singh, County Director, will make advance survey to determine steps necessary to prevent agency property damage or loss.
- Abe Singh, County Director, will formalize a shutdown plan with specific staff responsibilities and implementation timeframes.
- Staff members will be trained on facility shutdown procedures **quarterly at staff meetings.**
- Agency will maintain an advance plan negotiated with each employee, foster parent and adult guardianship caregiver (coordinate with the Office of Aging as applicable) to establish the individual's relocation site in the event of an evacuation.
- Abe Singh, County Director, will ensure the development of written evacuation instructions, including a pre-arranged contact number for the reporting of safe evacuation locations and for the receipt of re-entry instructions. Instructions will be provided to all staff, foster parents and adult guardianship caregivers.
- Abe Singh, County Director, (after receiving approval from the local EMA) will notify staff and will permit re-entry following an evacuation. (Re-entry passes will be distributed in advance of the evacuation.)

Individuals and Households Program and Disaster Food Stamp Program

DHR Division of Family and Children Services

Whitfield County staff will work with Division staff to determine the need and the availability of the Individuals and Households Program and the Disaster Food Stamp Program.

County will complete the Pre-Disaster Assessment Form in preparation for the Disaster Food Stamp Program. County will locate a site and provide staff to administer the Disaster Food Stamp Program.

Training

Before implementing the emergency plan, Abe Singh, County Director, will designate and train enough staff to assist in the safe and orderly emergency evacuation of all staff and guests. Training will be provided when the plan is initially developed and given to all new staff members. Staff will be retrained when their actions or responsibilities under the plan change or when the plan changes due to a change in the layout or design of the facility. County will educate staff about the types of emergencies that may occur and train them in the proper course of action. County will ensure that staff understands the functions and elements of the emergency plan, including types of potential emergencies, reporting procedures, alarm systems, evacuation plans and shut down procedures. The County will provide clear communication to staff who will be in charge during an emergency to minimize confusion.

ATTACHMENT #1				
WORKER	HOME OR CELL #	CELL#	EM. CONTACT	EM. CONTACT #
Acosta, Gebarb	706-278-3694	706-271-6707	David Acosta	706-270-4142
Aguilar, Julissa	N/A	706-217-9223	Elvira Sandoval	706-275-8064
Ainley, Clark	706-866-5550	706-581-5309	Linda Ainley	423-238-7111
Allen, Sherry	706-259-4969	N/A	Terry Allen	706-581-6902
Ball, Anita	706-517-3466	706-581-5666	Glenn Ball	706-517-3466
Bell, Latonya	404-254-5716	678-296-6880	Mamie Bell	404-577-4323
Bates, Deanna	706-625-2559	770-324-6908	Hoyt Bates	706-629-1234
Bates, Jennifer	706-226-4663	706-463-1714	Donnie Bates	706-272-7040
Beavers, Laura	706-529-0437	706-581-0929	Scott Beavers	706-537-0214
Blevins, Tracey	706-965-8298	706-580-7034	Bobby Blevins	706-965-8298
Bohannon, Rebakah	423-316-7679	706-316-7679	Deborah Bohannon	770-773-3101
Brady, Donna	706-956-8408	423-313-7081	Rick Brady	423-443-1442
Bredeson, Teresa	706-259-8161	706-581-5671	Vernus Bredeson	706-259-8161
Brown, Crystal	706-971-3961	706-971-9670	Donald Phillips	706-372-0271
Brown, Erin	706-529-5362	706-271-5661	Rick Brown	706-270-2028
Brown, Janette	706-226-1149	N/A	Ken Brown	706-226-0602
Byers, Barbara	706-673-5692	N/A	Polly Farmer	706-673-5672
Carter, Debra	423-867-5518	706-581-5776	Mildred Carter	256-237-6313
Carter, LaToya	423-290-5763	423-290-5763	Veronica Carter	423-903-2535
Castoe, Haley	706-517-4261	706-581-5931	Jennifer Sluder	706-695-6573
Chappell, Jackie	706-278-4186	N/A	Bill Chappell	706-281-1602
Clark, Angela	423-867-0255	706-581-6767	Preston Clark	706-271-6239
Clark, Barbara	423-503-8085	706-581-0061	Lisa Diller	423-238-2417
Criswell, Amanda	706-218-5190	706-218-2270	Leslie Crisswell	706-937-4621
Crow, Carol	706-278-6161	N/A	Allen Crow	706-226-3198
Cruz, Lourdes	706-624-9639	N/A	Gregorio Cruz	706-624-9639
Derrick, Wendy	706-694-2672	706-270-1289	Tonya Johnson	706-694-2311
Dickson, Denita	706-847-7504	706-581-6288	Dave Butts	706-537-1549
Dossett, Keri	423-238-2737		Tia Pointer	423-255-3622
Edwards, Sheila	706-272-2331	706-280-2128	Julie Edwards	706-271-5366
Fields, Keith	706-278-1318	706-581-0742	Patrick Fields	706-313-3389
Fraire, Maria	706-264-2097	706-264-2097	Jonathon Alvarado	706-313-5469
Gerrells, Chad	706-935-7000	706-581-0912	Jackie Gerrells	706-935-7000
Gray, Sharon	706-529-2055	N/A	Anne Moore	706-278-3263
Graydon, Lacin	423-894-4177	706-581-0925	Douglas Graydon	706-764-1085
Guess, Pat	706-673-7140	N/A	Mark Guess	706-971-9699
Haley, Rebecca	706-259-5010	706-581-0953	Sam Haley	706-259-9076
Hayes, Rhonda	706-516-3956	706-581-5554	Sherry Hayes	706-695-5400
Haynes, Deborah	706-581-0129	N/A	Lydia Sparks	706-695-6785
Holland, Ernestine	706-277-0017	706-581-6119	George Holland	706-277-1998
Huijon, Rosie	706-277-7239	706-270-4737	Carlos Zapata	706-313-9410
Johnson, Elsa	706-694-8970	706-264-8604	Cindy Johnson	706-694-4298
Keyser, Rose	706-260-7345	706-260-7345	Bill Keyser	706-260-0098
Keylon, Kris	706-529-0657	706-581-5291	Kevin Keylon	706-278-3903
Kimball, Jon	N/A	770-366-7440	Shane Farr	423-827-4808
Kipp, Andy	706-764-2924	N/A	Sharon Kipp	706-638-2432
Kirk, Kevin	423-710-3195	423-290-5618	Caroline Kirk	423-290-5509
Landen, Sandra	706-673-5429	N/A	Steve Landen	706-218-2528
Long, Connie	706-278-7995	N/A	Lamar Long	706-272-2824
Long, Jo	706-270-0091	N/A	GayShaughnessy	706-673-6533

[illegible]

ATTACHMENT #2 LOCAL EMERGENCY CONTACTS

LOCAL EMERGENCY MANAGER - CARL COLLINS (706) 259-3730

WHITFIELD COUNTY SHERIFF -- (706) 278-1233

COHUTTA POLICE DEPARTMENT -- (706) 694-3330

DALTON POLICE DEPARTMENT -- (706) 278-9085

TUNNELL HILL POLICE DEPARTMENT -- (706) 673-5535

VARNELL POLICE DEPARTMENT -- (706) 694-3141

WHITFIELD COUNTY FIRE DEPARTMENT - (706) 259-7433

DALTON FIRE DEPARTMENT -- (706) 278-9085

EMERGENCY MEDICAL SERVICE -- (706) 278 -- 9211

AMERICAN RED CROSS -- (706) 278-5144

DALTON UTILITIES - ELECTRIC & WATER (706) 278-1313

WINDSTREAM -- PHONE (706) 279-7010

GTA -- PHONE 1-800-653-3627

ATTACHMENT #3 DEPARTMENT OF HUMAN RESOURCES PERSONNEL

DINAH PARIS -- REGIONAL DIRECTOR -- REGION 1
(706) 781-2351 dpparis@dhr.state.ga.us

FRANK BILLARD-- DFCS EMERGENCY MANAGER
(404) 657-6210 404-657-0602
dfbillard@dhr.state.ga.us

HOWARD JOHNSON -- DFCS EMERGENCY COORDINATOR
(404) 657-5168 404-657-0602
hjohnson@dhr.state.ga.us

MYRA WATTS -- SHELTER DATA BASE MANAGER
(404) 463-3466 (404) 657-0602
mkwatts@dhr.state.ga.us

ELIZABETH OTWELL -- EMERGENCY POLICY SPECIALIST
(404) 463-3964 (404) 657-0602
eaotwell@dhr.state.ga.us

EOC DUTY DESK -- EMERGENCY OPERATIONS CENTER
(404) 463-8932 (404) 657-0602

ELLEN GARRARD -- FS FIELD PROGRAM SPECIALIST -- REGION 1
(706) 802-5873 exgarrard@dhr.state.ga.us

LANGUAGE BANK

LANGUAGE	NAME	TELEPHONE NUMBER
Arabic	Mona Serritt	226-2543
	Romi Shawrich	695-8258
Chinese	Jimmy Wong	226-8683
	Kitty Chang	278-6886
	Wilson Wong	226-8683
Danish	Marie Dollar	278-4537
Flemish	Carl Bouckaert	278-6666
	Micke Bouckaert	226-2152 home 226-2152
French	Beth Biron	272-4459 home
	Carl Bouckaert	278-2666
	Micke Bouckaert	226-2152
	Mr. R.L. Brown	278-5140
	Peggy DeJaham	278-8757
	Paul Fontana	278-8859
	Mr. F.C. Miller	278-1466
	Mary Ellen Miller	278-1466
	Miriam Parker	278-4160
	Melva Phelps	226-2753 259-5964 home
	Lee Spaulding	673-2064
	Claudine Robinson	673-6005
German	Ranier Arnold	278-8757
	Elona Bender	278-2105 226-4235 home
	Carl Bouckaert	278-6666
	Marie Dollar	278-4537
	Anna Franks	278-2105 259-8228 home
	Inga Gronhagen	278-1243
	Ms. Judy Stascheit	259-6387
	Ms. Judith Weber	226-9419
	Wally Wigginton	259-5102
	John Wilson	226-2753

Attachment 4

Greek	Mr. Natis Kyriakon	259-7880
Latin	Jan McNeill	278-8757
Hindu	Dr. M. Aslam Sandvi	278-2105 278-5780 home
Hindi	Mr. Binesh Gupta	277-9554
Hungarian	Ms. Judith Weber	226-9419
Italian	Mario Trimboli Charles Manzione Miriam Parker	278-7489 278-0502 278-4160
Korean	Missy Jenkins	278-3222
Lithuanian	Tina Longino	695-7780
Japanese	Berrien Long Lee Spaulding M/M Horton Presley	278-8757 673-2064 259-4460
Norwegian	Marie Dollar	278-4537
Portuguese	Lee Spaulding Mrs. Mariane Taylor	673-2064 226-2597 home 270-4920 cell
Russian	Berrien Long Dr. Joe Fulton	278-8757 226-8142 home 272-4510 work
Sign Language	Kay Sims Randy Sims	278-2105 226-1329 home 226-1329
Spanish	Glenda Kessler Dr. Stephen Fromm Dr. L.N. Gregg John Longino Miriam Parker Hiroko Pellom Octavio Perez	278-1867 278-6403 278-7632 695-7780 278-4160 278-2105 259-5481 278-2115

Attachment 4

Dr. Robert Raitz	278-6359
	278-7249 home
Filo Raventos	226-8492
	272-7115
Marcy Reed	259-9000
John Ruiz	278-8757
Lee Spaulding	673-2064
Rose Stewart	259-7566
	695-5717 home
Kathy Behling	278-8757
Bill Underwood	278-5944
Ms. Connie Whelahan	673-6814
Carol Zimbrick	278-8757
	226-5318 home
Sabrina Jackson	226-5533
	673-356 home
Sandra Olmedo	770-614-1600
Bi-Linqual Resources Group	
Swedish	
Marie Dollar	278-4537

ATTACHMENT #5 DFCS EMERGENCY RESPONSE TEAM:

WHITFIELD COUNTY DFCS

Abe Singh
Kris Keylon
Bob Pipkin
Connie Long
Chad Gerrells
Becky Haley
Lamar Long
Ashley Parham
Danny Nuckolls
Cynthia Swinford
Jo Long
Jaime Stafford
Anita Ball

ATTACHMENT #8 STAFF TRAINED IN SHELTER OPERATIONS/AMERICAN
RED CROSS SAFETY

Whitfield County DFCS:

Ashley Parham
Bob Pipkin
Anita Ball
Lamar Long
Kris Keylon
Clarke Ainley
Becky Haley
Julissa Aguilar (Speaks Spanish)
Lourdes Cruz (Speaks Spanish)
Chad Gerrells
Jo Long
Barbara Byers
Abe Singh
Cynthia Swinford
Jaime Stafford
Danny Nuckolls
Connie Long

Conference Room

Training Room

Break Room

File Room

Front Office

Lobby

Front Entrance

SECOND FLOOR

29	27	25	23	21	71	73
31	26	24	22	19	69	74
33	M	W	16	17	67	72
35				15	65	70
37		Break Room	14	13	63	68
39	36	File	12	11	W	66
41	38	Room	10	9		64
43	42	File	8	7	61	62
45		Room	6	5		60
47	44		S	3		58
49	46	Front		2	E	
51		Office	1			
53	48	Lobby		M	57	56
52	50	Front Entrance		W	55	54

Attachment			
WORKER	Office Numbers		
Acosta, Gebarb	17		
Aguilar, Julissa	42		
Ainley, Clark	44		
Allen, Sherry	12		
Ball, Anita	82		
Bell, Latonya	84		
Bates, Deanna	8		
Bates, Jennifer	54		
Beavers, Laura	39		
Blevins, Tracey	62		
Bohannon, Rebakah	78		
Brady, Donna	38		
Bredeson, Teresa	23		
Brown, Crystal	77		
Brown, Erin	53		
Brown, Janette	71		
Byers, Barbara	70		
Carter, Debra	73		
Carter, LaToya	48		
Castoe, Haley	46		
Chappell, Jackie	9		
Clark, Angela	41		
Clark, Barbara	85		
Criswell, Amanda	31		
Crow, Carol	5		
Cruz, Lourdes	61		
Derrick, Wendy	7		
Dickson, Denita	37		
Dossett, Keri	47		
Edwards, Sheila	04A		
Fields, Keith	45		
Fraire, Maria	60		
Gerrells, Chad	52		
Gray, Sharon	56		
Graydon, Lacin	51		
Guess, Pat	22		
Haley, Rebecca	29		
Hayes, Rhonda	76		
Haynes, Deborah	27		
Holland, Ernestine	24		
Huijon, Rosie	72		
Johnson, Elsa	79		
Keylon, Kris	64		
Keyser, Rose	1		
Kimball, Jon	67		
Kipp, Andy	16		
Kirk, Kevin	36		
Landen, Sandra	74		
Long, Connie	58		
Long, Jo	Annex 3		

[illegible]

Pre – Disaster County Assessment Form

Use this form to assess resources that may be available if a FSP Disaster is declared for your county.

If you have general questions regarding this form, please contact Cindy Swinford, **ADM.OPTS. Coordinator:** contact information is provided below:

Whitfield County DFCS
1142 N. Thornton Rd
Dalton, GA 30722
(706) 272-2709

This form is included in the County's Emergency Plan and a completed copy is to be routed to Cindy Swinford .

CONTACTS

List the telephone numbers for FSPD contacts. List a daytime, night and weekend number. (Please list work numbers. Home and cell numbers can be added at a later date.)

OFI State Manager: Jon Anderson 404-657-8701 (W) 770-310-5362 ©

FS Unit Manager: Batisa Edwards 404-657-3605 (W) 404-376-5060 ©

DFSP Coordinator: 706-272-2709 (W) (H) 770-584-1775 ©

Regional Director: Dinah Paris 706-781-2351 (W) 678-296-3994 ©

Regional Manager: Ann Jacks 706-744-0045 (W) 770-324-7551 ©

Reg. Emer. Coord.: Mark Greenway 706-635-2361(W) 770-367-2557 ©

County Director: Abe Singh 706-272-2711 (W) 404-509-1947 ©

FSP Program Spec: Ellen Garrad 706-802-5873 (W) 706-5066534 ©

County Staff: OFI Administrator, Kris Keylon 706 272 2869 (W), 706 529-0657 (H)
FI CM Supv: Connie Long 706-278-7995 (H) 706-272-2866 (W) and Bob Pipkin
706 272-2882 (W) 706-260-6315

List County DFCS staff, other than the county Director, who would need to be contacted should there be a FSP disaster program implemented in your county.

SITE LOCATION/EQUIPMENT/CONNECTIVITY:

Please provide (3) potential sites to operate a DFSP. Things to consider include: shelter for 1 ¾ times your County's caseload size; parking; bathroom facilities; electrical outlets; telephone lines; computer access; and housing for staff. Provide contact names and telephone numbers for the sites. Note: This would normally not be your own local DFCS office. In the event of a disaster you are usually dealing with an amplified population in addition to your normal day-to-day duties. (Churches, schools, civic centers, auditoriums, libraries, recreation departments) The contact person should be someone who could answer questions to IT about telephone lines and/or connectivity.

1) Whitfield County Red Cross-706-278-5144 Laura Clearly

2) Whitfield County Health Dept. 706-279-9600 Dr. Mark Alam

3) United Methodist Church. 706 278-4010 Mike LaChapeele

EQUIPMENT CONTACT: Brad Pasto/State Level-Tony Denson/BAS

CONNECTIVITY CONTACT: DHR Help Desk/Tony Denson/BAS

Equipment Needed: Number of Computer setups (Monitor, PC, Printer) Outlets 20

For your information, a list of items needed for a FSP disaster is attached.

COMMUNITY PARTNERS:

Please provide (3) Community organizations that could provide volunteers and services who could assist with disaster relief. Provide names and telephone numbers.

1) United Methodist Children's Home 706-278-4010

2) Whitfield County DFCS Board 706-272-2711

3) First Baptist Church of Dalton 706-278-2911

NUMBER OF STAFF NEEDED

Anticipate initial applicants at a rate of 1 ¾ times the county's caseload. Current recipients are issued disaster benefits without making applications.

Appendix E-1

Crowd Control Staff: Provide information, organize the applicants, post signs and information, address handicap issues for the disabled and elderly, and provide assistance with completing applications. Volunteers can be used for crowd control.

Number needed At least 15

Screeners: Screen applications to determine if already a recipient or if disaster benefits have already been issued. One screener for every 2 – 3 case managers is the norm.

Number needed 5

Case managers: Accept and process applications. Consider number of applicants at 1 ¾ times current caseload for the county. Count on: each worker taking 6 applications per hour per day; that the average workday for staff will be 9 hours; and that a normal disaster program would run approximately 7 days. The state sets the time frame, but for our purposes we will use the normal 7 days.

EBT Issuance Clerks: Issue benefits. One clerk assigned for every 10 case managers.

Number needed 10

Please provide the name and phone number of your County EBT Coordinator.

Bob Pipkin 706-272-2882

Supervisor/Manager: One manager for the screening process, one for the application process and one for the issuance process.

Number Needed 5

SECURITY: Identify security providers. At a minimum, security is needed for parking, crowd control and issuance site. (Volunteers, military, local law enforcement, GSP (Red Cross))

Identify possible resources that can provide security:

Whitfield County Sheriff Department and City of Dalton Police Department

LANGUAGE ACCESSIBILITY:

Demographic Information: Identify the county population 135,567 (2007 Estimate)

Identify the % of elderly 65 years and older 26%

Identify the % of non- English speaking individuals (What language?) 56%
Hispanic/Latino; 19% other

Interpreter Services:

Identify interpreter services. Provide names, contact numbers and language spoken.

- 1) Translation Station/Spanish and other Languages 770-234-9387
- 2) Julissa Aguilar/Spanish 706-217-9223
- 3) Isabel Rodriguez/706-428-9878/Spanish

TRAINING: FSPD Training Information

FSPD Training Coordinator, Kim Donald, 404-657-3608
Region I FS Program Specialist Ellen Garrard.

MEDIA:

Identify local media that can release public service announcements:

WDAL 1430 Radio Spanish, Dalton, Ga.

The Daily Citizen, Dalton, Ga.

1230 Radio, Dalton, Ga.

FORMS SHIPMENT:

Provide an address to ship forms, types of forms (Level II or Level III), and quantities of each form.

Whitfield County DFCS, 1142 N. Thornton Rd. Dalton, GA 30722

Contact: Cindy Swinford at (706) 272-2709.

County Department will consider the following for the Disaster Food Stamp Program.

Disaster Food Stamp Program

Items for Consideration

Facility Needs/Issues

Handicap Accessible
Adequate parking for applicants and staff
Ample waiting area
Large enough to handle expected applicants
Computers must be secured at night
EBT card storage during issuance hours
Make diagram of crowd flow
Use barrier ribbons for line flow control
Arrange for security for parking area, crowd control, and EBT card security
Make arrangements for tents and Portable toilets
Have area available for training of staff coming from outside the county
Arrange for county staff to be trained prior to the beginning of the program
Arrange for computers, printers, printer paper, ribbons, and cartridges
Copy machine
Cell phones or pagers
Phones
Fax machine
Signs to clearly mark entrance and exits
Fraud flyers in Spanish and English
Spanish speaking staff, if appropriate
Chairs and tables
Is transportation available to the site?
Ticket numbers for crowd control
List of contact numbers

Potential Supply List

Paper for computers, fax machine, copier, etc.
Manual forms
Case folders
Boxes to file case folders
Calculators
Clipboards
Pens and pencils
Markers
Stapler and staples
Tape (scotch, masking and duct)
Pencil sharpener
Post-it-notes
Carbon paper
Paper clips
Scissors
Batteries
Toner Cartridges for Printers
Poster boards
Notebooks
Name badges
Flip chart and pads

Human Comfort Items

First Aid kit
Toilet paper
Paper towels
Soap
Water, ice, soft drinks
Fans
Portable toilets
Tents
Coolers
Coffee
Cups
Snacks
Bug repellent
Tissues
Garbage bags
Hotel rooms for out-of-county staff
Make meal arrangements for on-site feeding of staff

SOP NUMBER: 335

SUBJECT: Dalton Fire Dispatch Policy

Origination: Dec. 27, 1999 ♦ Last Revision: November 7, 2008 ♦ Effective: November 7, 2008

APPROVAL:	<i>Director</i>	<i>Deputy Director</i>	<i>Training Supervisor</i>	<i>Shift Supervisors</i>		
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This section provides guidelines for dispatching Dalton Fire Department.

A. **Resources Available**

Dalton Fire Department is comprised of 5 stations. A list of stations, location and equipment follows:

Station 1	404 School St.	Engine 1, Engine 10, Tower 1 Squad 1, Command Unit (Car 4)
Station 2	1024 Abutment Rd.	Engine 2
Station 3	1601 Haig Mill Rd.	Ladder 3
Station 4	1800 Dug Gap Rd.	Engine 4
Station 5	1290 Cross Plains Trail	Engine 5

B. **Alarm Assignment / Response Assignments**

1. A notebook containing the Dalton Fire Department Alarm Assignments is located at the DFD & Supervisor workstations. In order to determine the correct response:
 - a. Find the road where the incident is occurring. The column beside it will show the correct alarm assignment.
 - b. Turn to the appropriate alarm assignment page and find the category of call to determine the correct units to dispatch.
 - c. The initial dispatch will always be the first alarm. The incident commander will make any request for second or subsequent alarms.

2. Dalton Fire Department assists EMS on the following type calls:
- a. Vehicle accident with entrapment or possible entrapment, multiple victims, rollover, ejection, fuel spill, car vs. pedestrian or car vs. bicycle or motorcycle.
 - b. Industrial accidents
 - c. Medical calls when EMS backup is needed and unavailable
 - d. Any accident involving a train
 - e. When a patient is unconscious or not breathing
 - f. Any fall greater than 10 feet
 - g. Code 3 calls when EMS will have a delay
 - h. Code 2 calls when EMS has advised they will have an extended delay (15 minutes or more) and request that FIRE be enroute. When Dispatching Dalton Fire to these types of call make sure to include that EMS will have an **extended delay**, and that the patient has no **priority symptoms**.
 - i. When dispatching Dalton FD to assist EMS, make them aware of the circumstances of the call to which they are responding. If EMS is Code Red, and DFD is responding, they need to know that they will be first on scene and the ambulance will be delayed. If they are paged to assist EMS, they need to know the nature of the call. For example, will they be assisting EMS on a cardiac arrest or is it simply a lift assist for a difficult-to-maneuver patient? Be sure to give them all information relevant to the call so that they may determine their correct response code.
 - j. Dalton Fire Department does not respond to medical calls at Skilled Health Care Facilities, Treatment Centers (*ADAC*), or Assisted Living Facilities, with a trained nursing staff unless WEMS request them be sent.
 - k. **LifeForce:** If DFD personnel request Lifeforce be called 911 will make the call to request them, giving as much information as possible why they have been requested. You do not have to call EMS by phone to inform them Lifeforce has been requested, they are scanning so they will probably know when you do request it. If EMS calls and questions why you are requesting Lifeforce, you will tell them you have a request from the fire department personnel on the scene. If EMS in turn cancels the chopper you will inform the scene commander from the fire department that EMS has canceled Lifeforce. You will also need to give Lifeforce the fire department frequency for them to talk to on scene personnel while they are

enroute. You will give them the priority fire department frequency, which is **Tx-156.105 tone 114.8 Rx-154.010 tone 114.8**. 911 will not get into a discussion with EMS about canceling the chopper nor will 911 cancel unless told to do so by personnel who made the request. All DFD personnel are qualified to make the decision to request Lifeforce. If EMS has any questions regarding the fire department requesting Lifeforce refer them to the on-scene commander from the fire department.

C. **Dispatch Guideline**

1. Determine appropriate response by referring to the Dalton Fire Department Alarm Assignment notebook (located at the DFD & Supervisors Terminal).
2. On the DispatchWorks screen click Tones.
3. Select appropriate station / unit (s) under Dalton Fire in the order set forth below:

Encoding, Paging, Toning Stations & Units

- a. Station 1 – select the appropriate Station 1 units from the tone list (Engine 1, Engine 10, or Tower 1) then apply.
 - b. Station 2, Station 3, Station 4 or Station 5 – select the station and apply.
 - c. Station 1 and Station 2, 3, 4, or 5 – select Substation(s) first and apply, then select Station 1 units (Engine 1, 10, or Tower 1) and apply.
 - d. Station 1, Tower 1 and Substation – select Substation(s) first and apply, then select Tower 1 and Apply, then select Station 1 and apply
4. When all tones have been sent, announce the units that should respond, the location of the incident, the reason for the dispatch and the time out. Repeat this message once. Give road directions. Repeat only if requested by Dalton Fire Department personnel. Also include from Station at the beginning of directions.
 5. If mutual aid from Whitfield County Fire Department is being paged out also, include that information in the dispatch. It is necessary that responders know when units from other departments are responding.

Example 1 – Attention Engine 4, be en route to 105 Brook Way in reference to a vehicle fire. Attention Engine 4 be en route to 105 Brook Way in reference to a vehicle fire. Directions from station 4, Dug Gap Rd, turn left on East Dug Gap

Mountain Rd, turn 1st right on W. Brookhaven Circle, turn 1st right Brook Way,
Time out 10:30.

D. **Record Keeping**

The following information will be entered into the CAD (in addition to the information entered by the call-taker):

1. Dispatch time of each unit responding
2. En route time of each unit responding
3. Arrival time of each unit responding
4. In service time of each unit
5. Initial report given by first unit on scene
6. Any subsequent reports or updates given by any unit on scene
7. Any other agencies/companies requested to respond (e.g. wrecker service, power company)
8. Any other information pertinent to the call. If in doubt about whether to enter information, enter it. Too much information is better than too little.

E. **Daily Radio Check**

1. Radio check is conducted daily at 07:30. If there are any active calls at 07:30, test pages should be delayed until all fire department units are back in service.
 - a. On the Dalton Fire Department frequency announce, “KEC 411, Dalton Fire Department, (day), (date), Dispatcher _____. All stations standby for radio check.” Pause for approximately 30 seconds.
 - b. On the DispatchWorks screen, click Tones.
 - c. Under Dalton Fire, select Station 1 Eng. 1, Station 1 Eng. 10, and Station 1 Tower 1 and click Apply.
 - d. Announce “Station 1” and wait for acknowledgement.
 - e. Select Station 2, click Apply, announce “Station 2” and wait for acknowledgement.
 - f. Repeat e. above for Stations 3, 4 and 5.

g. Follow the checklist that is located at the DFD dispatch console, beginning with Engine 1 and continuing through to Tower 1A. Announce each unit, wait for acknowledgement and proceed to the next one, checking each one off as you receive acknowledgement.

h. After radio checks are complete, announce “Radio check complete, (day), (date) at (time).”

2. Each Thursday, Radio check is conducted on the Backup Repeater.

a. Dalton Fire Department will be responsible for changing repeaters when needed. A radio check will follow each change to ensure proper operability.

3. Each Friday, radio check is conducted on the Backup Radio.

a. On the DispatchWorks screen, right-click the Fire-EMS (16 CH.) on the right half of channel. Select Ch. 3 (DFD) and close the window.

b. On the DispatchWorks screen, select Tones. Scroll down to the “Fire & EMS” heading.

c. Continue with test pages as above. Be sure that each tone you select is preceded by CH-3. (Anything preceded by CH-7 is Whitfield Co Fire Dept, Cohutta Fire Dept or Georgia Forestry).

F. **Mutual Aid**

1. Dalton Fire Department gives and receives mutual aid from Whitfield County Fire Department.
2. When Whitfield County Fire Department requests mutual aid, page the requested units immediately.
3. If Dalton Fire Department needs mutual aid, the request must come from the officer in charge of the scene. Determine the type and number of units needed before making the request.

G. **Prior Automatic Aid Agreements with Whitfield County Fire Department**

1. City Response to County Locations

By previous agreement with Whitfield County Fire Department, Dalton Fire Department will respond to some locations that are in the county, but are closer to a city fire station. If you receive a call from one of these areas, and it is county

jurisdiction, send the city response indicated below, in addition to the normal county response. Do not wait for a request from the officer in charge to send these units. Dalton Fire Department should be paged for mutual aid for all incidents that require a Code 3 response from EMS.

Station 3

I – 75 NB Exit 336 – 341

Chattanooga Rd/North Bypass

From GSP Post 5 on Chattanooga Rd / North Bypass to Cleveland Hwy / 71, Dalton Fire Ladder 3 responds to assist Whitfield County Fire Units on any type of emergency incident.

Station 4

I – 75 SB Exit 333 – 328

Brier Dr

Brook Way

Brookview Dr

Brookview Ln

Cascade Way

Courtland Ln

Courtland Dr

Dug Gap Rd (1300 – 2032)

Eagle Point Dr

East Brookhaven Cir

East Dug Gap Mtn Rd

Forest Ln

Harris Dr

Hemlock St

Holland Ave

Katlau Dr

Jackson Ave

Lacey Ln

Laurel Ln

Market St (Outlet Mall)

Mineral Springs Rd

Mountain Brook Dr

Pearson Dr

Prospect Way

Shields Rd

Sourwood Dr

Southcrest Dr

S. Tibbs Rd

Valleybrook Dr

Villa Way

Wabash Dr

West Brookhaven Cir

West Dug Gap Mtn Rd

Wildwood Lane

Wisteria Dr

Wren Way

Station 5

North Bypass / 52 Connector

From Cleveland Hwy / 71 to Underwood Street on the Bypass, Dalton Fire Engine 5 responds to assist Whitfield County Fire Units with any type of emergency incident.

2. County Response to City Locations

By previous agreement with Whitfield County Fire Department, WCFD will respond to calls at some locations that are in the city. These locations may be closer to a county fire station, or the county may have equipment that would assist the city with fire suppression in these areas. If you receive a call from one of these locations, and it is in the city, send the normal city response along with the county response indicated. Do not wait for a request from the officer in charge to send these units.

Station 1 (and Station 3 if indicated by WCFD Alarm Responses)

Beulah Dr	Amberfield Sub	Heather Way
Brenda Dr.	Sienna Dr.	Hosta Dr.
Hazel Dr	Thistle Dr	
Fairway Dr	Goldenrod Ln	

Station 2 (and Station 1 if indicated by WCFD Alarm Responses)

Nob North Dr

Tanker 7 and Tanker 6 (WCFD responds only to structure fires in these areas)

Mt. Sinai St
Knoll Dr
Botany Woods Dr
Grand View Way
Ravine Way Court
N. Ravine Way
S. Ravine Way
Battlefield Park Dr

Station 8 (and Station 3 if indicated by WCFD Alarm Responses)

Dalton Municipal Airport

Station 9 (and Station 6 if indicated by WCFD Alarm Responses)

Goose Hill Rd
Bucks Bluff
Wildberry Rd
Millstone Cir

Pinetail Cir
Woods Point
Overlook Trail
Stoney Run

H. **Interstate 75 Incidents**

1. Law enforcement personnel will be dispatched to all incidents on the interstate to ensure the safety of fire crews.

I. **Special Operations Team**

1. The Specialized Operations Team (SOT) is comprised of Dalton Fire Department personnel trained in specialized rescue techniques.
2. The Special Operations Team is equipped and trained for the following types of incidents:

Swift Water Rescue
Trench Rescue
High / Low Angle Rescue
Confined Space Rescue
Collapse Rescue

3. The SOT may respond to incidents inside Whitfield County or in surrounding counties. Team activation must be approved by the Battalion Chief on duty at the time of the incident.
4. If 911 receives a call requesting SOT personnel or resources, the dispatcher will contact the Dalton Fire Department Battalion Chief on duty and connect the requestor and the Battalion Chief. The dispatcher will monitor the call to find out what resources may be needed from 911.
5. If the Battalion Chief cannot be reached at Station 1, the dispatcher will attempt to make contact by cell phone at 280-1118. If the Battalion Chief cannot be reached at either number, the dispatcher will attempt to make contact by radio. The dispatcher will advise the Battalion Chief to contact dispatch by phone as soon as possible.

J. Dalton Fire Department Radio Repeaters

1. **Repeater:** a device for receiving electronic communication signals and delivering corresponding amplified ones. (*Merriam-Webster Online Dictionary*)
2. Dalton Fire Department has two repeaters; a main repeater and a backup, each is located on Dug Gap Mountain.
3. Main Repeater: the main repeater is used for day to day operations. The main repeater should be used when all possible, if the main repeater fails dispatch should contact the Battalion Chief to have the repeaters switched.
4. Backup Repeater: the backup repeater is used when the main repeater fails. When the backup repeaters is in use a low background tone will be heard for the first five seconds of each transmission so the DFD personnel and 911 Dispatch are aware that the backup is being used.
5. If all else fails and these procedures do not work contact the Dalton Fire Department Battalion Chief, his portable and the console at Station 1 are capable of swapping the repeaters.
6. The power sources to both repeater sites are monitored by WC911. A monitoring device is located under the computer monitors at the Supervisors workstation in dispatch. This device monitors the status of the power to each site. The unit monitors each of these areas. The Dalton Fire Battalion Chief should be notified anytime the monitor is activated and the activation is determined to be a power failure (not a test).
 - a. The monitor is equipped with indicator lights, buttons, and audible alarms.
 1. Main repeater power
 - Commercial Power = **Pri** button lighted green
 - Generator Power = **Back-up** button lighted yellow
 - No Power = **Emer** button lighted red
 - a. On the right side of the monitor the **Pri** (Primary / Main Repeater) button will be lighted when commercial power is operating at the repeater sites. When commercial power fails for more than 5 seconds the generator will start and the **Back-up** button will light up and an audible alarm will sound. If the generator fails the UPS will take over as the power source and the **Emer** button will light up and an alarm will sound, this alarm should be silenced by pressing the UPS button in.

Note: If a series of beeps are heard every few seconds on the DFD priority radio, this indicates that the repeater is on “Battery back-up” and the Battalion Chief on duty should be notified.

- b. The main repeater building and radio tower are located on Dug Gap Mountain, and accessed from Dug Gap Battle Road.
- c. The generator tested weekly and this will set off the alarm, the alarm should be silenced and once the test is complete the alarm should be reset.

2. Backup repeater power

- Commercial Power = **Sec** button lighted green
 - Generator Power = **Back-up** button lighted yellow
 - No Power = **Emer** button lighted red
 - UPS Power=No green light, no red light, or no yellow light, but everything else is operating normally.
- a. On the left side of the monitor the **Sec** (Secondary / Back-up Repeater) button will be lighted when commercial power is operating at the repeater sites. When commercial power fails for more than 5 seconds the generator will start and the **Back-up** button will light up and an audible alarm will sound. If the generator fails the UPS will take over as the power source, the monitor will not be showing any lights.
 - b. The DFD back-up repeater building and radio tower are also located on Dug Gap Mountain. Whitfield County Fire and EMS main repeaters are located in this building.
 - c. The generator for this site is tested weekly at a time still to be determined by DFD Administration. When the generator activates for the test the alarm will go off. The alarm should be silenced and once the test is complete the alarm should be reset.

K. Emergency Fax Procedures

1. According to ISO (Insurance Safety Office) Dalton Fire Departments must have a system in place to notify the stations about emergency incidents, even when the radio system is not operating.
2. This procedure should only be used when all Dalton Fire Department radios are not working.
3. To meet the ISO requirements, dispatch faxes should be sent to the appropriate station(s) whenever the radio system has failed. Whitfield County E-911 has been issued these emergency fax numbers.
4. These fax numbers are for emergency faxes only! In case all radios are out of service. This system then provides a way to get the call to the station(s). Under no circumstances are these numbers to be shared with anyone outside the 911 center, period. All regular faxes should be faxed to the existing non-emergency fax number already provided and in use by the 911 center.

Station 1 Emergency Fax	281-1300
Station 2 Emergency Fax	226-0297
Station 3 Emergency Fax	529-5994
Station 4 Emergency Fax	529-5995
Station 5 Emergency Fax	529-5996

5. Computer Aided Dispatch Force Fax
 - a. The Emergency Fax numbers have also been setup in the CAD system. This is the preferred way to use the Emergency Dispatch Fax. Simple complete a CAD Incident Form and force fax it using the **[F] FAX** option.
 - b. After the **[F] FAX** option is selected a menu will appear select **[R] RESCUE** and all of the Dalton Fire Department Fax links will appear.
 - c. Select from the following list of emergency faxes.

DFD All Stations Emergency Fax	20	DFD ALL EFAX
DFD Station 1 Emergency Fax	21	DFD 1 EMERFAX
DFD Station 2 Emergency Fax	22	DFD 2 EMERFAX
DFD Station 3 Emergency Fax	23	DFD 3 EMERFAX
DFD Station 4 Emergency Fax	24	DFD 4 EMERFAX
DFD Station 5 Emergency Fax	25	DFD 5 EMERFAX

- d. Remember to fax each station that needs to respond.

6. Conventional Fax Machine

- a. When using the manual fax machine make sure to fill out a DFD Emergency Fax form located in the drawer at the DFD Terminal and Supervisors Terminal, then fax it to the appropriate station(s).
- b. Use the one touch dial option by selecting the required numbers 11-15 on the fax machine front panel, then press send. You can only send one fax at a time.
- c. If it becomes necessary the phone numbers can be manually dialed. Remember to dial 9 first and send the faxes to all responding stations.

Station 1 Emergency Fax	#11 DFDE1	281-1300
Station 2 Emergency Fax	#12 DFDE2	226-0297
Station 3 Emergency Fax	#13 DFDE3	529-5994
Station 4 Emergency Fax	#14 DFDE4	529-5995
Station 5 Emergency Fax	#15 DFDE5	529-5996

7. Testing the Emergency Fax System

- a. Every Thursday at 8:00 AM the Emergency Fax System should be tested.
 - i. Create a **TEST** CAD using 804 Professional Blvd. and place the name of the person performing the test in the name field. In the comments put this is only a test.
 - ii. Select one station at a time and send the fax using the emergency fax numbers.
 - iii. Fax all 5 stations one at a time, using the same CAD.
 - iv. Then select the All Stations Fax.
 - v. After all the faxes have been sent **END** the CAD with a **C** disposition.

L. Hazardous Materials Dispatching

1. Telecommunicators should use **Priority Dispatch Fire Protocols** to process all hazardous materials incidents, including gas leaks and fuel spills.
2. Telecommunicators should provide as much information as possible about the incident during the initial dispatch. Any information obtained about the materials or chemicals provided by the caller should be given to responding units while enroute.
 - a. **Example:** during a gas leak advise if its propane or natural gas, how large is the container, etc.
 - b. **Example:** during a fuel leak relay what type of fuel and how much is on the ground and if possible how large is the tank.
 - c. **Example:** during a hazmat incident the caller advises that a greenish cloud is coming from a 50 gallon barrel make sure to advise the responders the details including which direction the cloud is traveling.
3. Telecommunicators should provide current weather information prior to the arrival of the 1st unit when possible. This applies to all hazardous conditions, hazardous materials, gas leaks and fuel spills.
 - a. The following weather information should be transmitted.
 - wind direction
 - wind speed
 - weather conditions
 - humidity
 - temperature
 - b. Weather information can be obtained from the following sources:
 - <http://weather.dtn.com/dtnweather/> (Username & Password = whitfieldco2)
 - <http://www.weather.com/>
 - Cable TV Weather Channel
4. Telecommunicators should use all available resources to research the chemical or materials involved in the incident such as the ERG, GCIC, Wiser, Cameo and Internet Searches for MSDS sheets (minimum of 3 resources required).

5. Once the information is obtained 911 should relay the information to Command if requested.

This policy supersedes any previous policies issued.

BY ORDER OF

Fire Chief

Claude Craig

From: Jim Quarles
Sent: Wednesday, February 28, 2007 11:19 AM
To: Claude Craig
Subject: Emergency Plans

**Whitfield County Sheriff's Office
Policies and Procedures**

Subject: Emergency Evacuation Plans	Policy Number:
Issue Date:	Revision Date:
Approval Authority Title and Signature:	

POLICY:

It is the policy of the Whitfield County Detention Facility to establish and maintain contingency plans which will enable properly trained staff to respond effectively to emergencies and coordinate such activities with local law enforcement and emergency service agencies. Emergency plans are critical to the safe and secure operation of this facility.

PENOLOGICAL INTEREST:

It is in the penological interest of the Whitfield County Detention Facility to provide reasonable and necessary security and safety standards, control, supervision, and oversight of inmates while confined to this facility, also rapid response and controls of incidents involving the evacuation of the inmates of this facility.

PROCEDURE:

This procedure outlines the general content of evacuation plans and incidents which could cause the evacuation of this facility and may effect the management and control of the detention operations. Under such circumstances, total evacuation of the detention facility could or should be appropriate. Therefore, mode of transportation, proximity of transportation routes traveled by vehicle, as well as egress areas and secondary locations, maintaining the safety and security of the inmates being evacuated and the community at large will all be taken into consideration.

The Jail Commander or their designee is responsible for the overall management of the emergency evacuation plan program.

Notification:

The Command Staff will be promptly notified of the existence of any situation which may have the potential of a total evacuation of the Whitfield County Detention Facility.

1. In the event that an evacuation is deemed necessary, the Shift supervisor or their designee will secure all inmates phones and then notify the Command Staff, the Command Staff shall be the Jail Division Commander, the Captain of Patrol, the Major of Operations and the Sheriff. The shift supervisor will maintain an up-to-date list of organizations i.e. Hamilton Medical Center, Whitfield

County EMS, Whitfield County Board of Education Transportation Division, Dalton Police Department, Georgia State Patrol and the Whitfield County Office of Emergency Management and their current telephone numbers to allow for immediate notification, as needed.

Procedure for Staff:

1. When notified by Emergency Services of a situation which may be cause of the facility being evacuated, all Command Staff will be notified and the situation will be closely monitored by the shift supervisor and updates will be given to the Jail Commander or their designee every ten minutes. The Shift supervisor will assume command until arrival of the Jail Commander or their designee. Central Control will be alerted to the circumstances and place all in-house staff on stand-by to assist in a possible evacuation.
2. The Shift supervisor or their designee will have Central Control to place pages to all detention supervisors and off duty staff placing them on stand-by for a possible evacuation of the facility.
3. Once it is established that a full evacuation is needed of the Detention Facility all Command Staff will be notified, all detention supervisors and off duty staff will be called in to assist in the evacuation.
4. The Jail Commander or their designee will assume total command during the crisis unless relieved by the Major of Operations or the Sheriff. In the event of a prolonged crisis, a relief schedule for all participants to include the Command Staff will be established.
5. The Jail Commander will establish a command post and an alternate command post located at the secondary site from which administrative staff can direct a response to the emergency. The site will be a location outside the secure perimeter of the facility with sufficient radio and telephone access to serve the needs of the command post staff and sufficient space for all tactical planning needs. An agreement will be drawn up between the Whitfield County Sheriff's Office and the Whitfield County Office of Emergency Management for the use of their Mobile Command Unit during this crisis.
6. The Patrol Commander or their designee will put into action the call-up of all off duty patrol staff to assist with the security and movement of the inmate population to the secondary location.
7. The Patrol Commander will leave in place the current Patrol shift to handle all calls of assistance from the general population of Whitfield County.
8. An agreement has been entered into with the Whitfield County Board of Education Transportation Division & their Director of Security for the use of 12 forty-four passenger school buses and drivers; these will be used in the transportation of the inmates to the secondary secure site. A notification system will be set up by the Whitfield County Board of Education Director of Security to alert the drivers and to have them on scene in a timely manner.
9. An agreement has been entered into with the North Georgia Agriculture Fair Association for the use of the Fair Grounds and its structures & kitchen facility for the housing and feeding of the displaced inmates for a period not to exceed 72 hours.

10. The Jail Commander or their designee will be responsible for the notification of the Whitfield County School Board Transportation Division & Security Director and having them on site for the transportation of the inmates.
11. The Patrol Commander or their designee will be responsible for the assignment of one patrol officer / one mandated detention officer with each bus for security purposes during the transportation of the inmates. All staff members assigned to this security detail will be responsible for the perimeter security of the secondary location. Once these staff members arrive at the secondary location they will unload the inmates and place them in a secure location and stay on site for the purpose of setting up security for the containment of the other inmates arriving.
12. The Patrol Commander or their designee will be responsible for the perimeter security of the Detention Facility; they will coordinate with the Dalton Police Department in regards to the perimeter security of the secondary location. Once all inmates have been transferred to the secondary location the perimeter security will be turned over to the Whitfield County Sheriff's Office Patrol Division.
13. The Jail Commander or their designee will be responsible for notifying EMS and having medical staff on scene at the primary location and the secondary location during the loading and unloading of the inmates to assist in the event of a medical emergency.
14. The Sheriff or their designee will be responsible to do all press releases both printed and electronic.

Evacuation of Inmates:

1. When the order is given to evacuate the facility a pre-determined team consisting of one housing sergeant and eight housing staff members will be responsible for the safe and secure evacuation of the inmates. This team will be equipped with the necessary tools to effect the evacuation of the inmates in a safe and secure means.
2. A two person audit team will be created to keep track of the number of inmates being placed on the bus for transportation and the number of inmates arriving at the secondary location. These two team members will have matching numbers through out the evacuation process, if for some reason the numbers do not match it will be the responsibility of these two team members to find the error or to sound the alarm of an escape.
3. Once transportation has arrived this team will begin the evacuation process starting in South 1 - I block, all inmates will be secured with flex cuffs, a head count will be performed, they will have each of the inmates to secure their blankets and walk orderly out of the block into the gravel yard where another team of eight detention officers will be waiting to walk them to the buses. The team escorting the inmates to the transportation area will conduct a head count of the inmates as they are loaded and this head count will match the head count given by the housing evacuation team. When the housing team clears a block they will move onto the next leaving the female inmates as the last to be evacuated.
4. When the inmates arrive at the designated bus for transportation they will be placed on the bus by the two mandated officers who will act as security in the transportation of the inmates to the secondary location, these two officers along with audit team will then take a head count of all inmates assigned to their bus.

5. The Jail Commander or their designee will detail a staff member to inspect each vacant Block to see that all room are secure and to secure all doors leading into and out of the Block. Also the Jail Commander will designate three staff members to act as security for the vacant facility until it is re-populated.
6. Upon arrival at the secondary facility a head count will be conducted by the audit team and the male inmates will be placed in the north east building which is considered to be the exhibit hall and secured with a perimeter guard. The female inmates will be placed in the west building which is considered to be the commercial business exhibitors building.
7. A head count will be conducted upon the arrival of each bus at the secondary location and the head count at the primary location will be compared to make certain all inmates are accounted for.
8. In the event of a successful escape during the movement of the inmates the Jail Commander or their designee will instruct the Criminal Investigation Division along with the Georgia State Patrol to conduct searches in an attempt to apprehend the escapee or escapees in a timely manner.
9. The food service staff will be located in the kitchen area of the secondary location between the two exhibit buildings. Only one hot and one cold meal will be prepared each day of displacement.
10. The Jail Commander or their designee will have the Whitfield County Sheriff's Office Medical staff on scene at the secondary location. They shall have with them all necessary supplies and equipment to maintain a degree of emergency treatment for any injured person. There will also be a schedule in place to provide on site emergency medical treatment 24 hours a day for the injured person or until they can be transferred to a permanent medical facility.
11. If it appears the displacement of the inmates will last longer than 24 hours but less than 72 hours the Jail Commander or their designee will make arrangements for a total of 25 portable toilets to be placed at the secondary site.
12. When it appears the displacement of the inmates will last longer than 72 hours the secondary location will be abandoned and the inmates will be located where bed space can be found within the State Of Georgia.

Employees are required to review emergency plans at least once a year, and are encouraged to do so at any time. In addition to the training provided by the facility, new employees should familiarize themselves with the areas surrounding the facility, so that they can be effectively used, if called upon to assist in the apprehension of escapees, or in other emergency plan implementation that involves extra-institutional activity.

Revision:

Review and revision of emergency plans will be on an annual basis, and as circumstances dictate, e.g., new phone numbers or staff changes.

**WHITFIELD COUNTY
VOLUNTEER MANAGEMENT
OPERATING GUIDE**



**Whitfield County
Recovery Function
Whitfield County, Georgia
SOG 2012-001**

Volunteer Management

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Volunteer Management

I. PURPOSE.

The Volunteer Management Operating Guide augments the Whitfield County Local Emergency operations Plan and:

- Describes the coordination processes used to ensure the most efficient and effective utilization of volunteers during incidents of significance.
- Describes the way in which the Volunteer Center is established and carries out its primary disaster role during disaster response and recovery, and to manage volunteers effectively.
- Defines the roles and responsibilities of Volunteer Center Staff.

II. POLICIES.

A. The Whitfield County Emergency Management Agency.

1. Coordinates the recruitment of volunteer personnel to augment the personnel and facilities of the county, and maintains a register of persons with various training and skills.
2. Coordinates with 2-1-1, Red Cross, Salvation Army, CERT, private business or labor organizations to assist in emergency response and recovery operations.

B. General.

1. The 2-1-1, CERT, Red Cross and Salvation Army leaders are responsible for all governmental activities involved with the jurisdiction's volunteer management system.
2. The 2-1-1, CERT and, Red Cross and Salvation Army leader takes the lead and provides general guidance for donations management operations.
3. The 2-1-1, CERT, Red Cross and Salvation Army leaders will manage the volunteer management program and coordinate the efforts of volunteer groups and local government.
4. The Volunteer Center Manager will supervise the Volunteer Center Staff and coordinate the efficient operation of that facility.
5. Volunteers working as an integral part of a recognized volunteer group will respond to direction from those organizations.

C. The Whitfield County Emergency Operations Center (EOC) will serve as the central point for providing overall direction to volunteer management operations. Most likely a Volunteer Center will be established at a site appropriate to the effective support of the disaster, but coordination of that Center will be from the EOC, if activated.

D. All employees assigned to volunteer support efforts are expected to report for duty as directed and able when this plan is activated. Volunteers may include both pre-trained and spontaneous volunteers.

Volunteer Management

E. Resource Needs and Availability.

Resource needs fall into four general categories: personnel, materials, facilities, and equipment. In the event available resources are inadequate, additional resources may be obtained through coordination by the EOC logistics section or Emergency Management.

- 1. THE VOLUNTEER CENTER CAN REQUEST RESOURCES AS NEEDED FROM OTHER REGIONAL OR STATE VOLUNTEER CENTERS THAT HAVE BEEN ACTIVATED TO SUPPORT THE DISASTER EFFORT. REQUESTS SHOULD BE MADE IN WRITING, IF POSSIBLE, OR ORALLY WITH FOLLOW-UP CONFIRMATION IN WRITING AS SOON AS POSSIBLE. IN THE EVENT THAT RESOURCE NEEDS CANNOT BE MET THROUGH THIS AGREEMENT, REQUESTS MAY BE ADDRESSED TO OTHER ORGANIZATIONS.**

F. Staffing Policies and Procedures.

1. General.

- a. Employees. Disaster workers assigned to the Volunteer Center and are expected to work at anytime the center is activated. It is expected that all volunteers will report to work in their assigned roles after they have assessed the welfare of their families and the safety of their surroundings. Development of personal and household disaster preparedness is essential to your ability to assume rolls in a disaster situation.
- b. During Normal Business Hours. Employees already on duty at the time of the disaster are expected to assist with implementation of this plan. As soon as they are able, those not on site are expected to report in (by telephone or in person) to determine whether and when they will be needed for staffing. They are also expected to notify their department or agency supervisor as soon as possible.
- c. Outside Normal Business Hours. When a disaster occurs during non-business hours, the Emergency Management Director will contact the Logistics Chief as soon as possible to determine what steps are to be taken. The Emergency Management Director will activate the Volunteer Management Operating Guide, if any of the activation conditions are met. The EOC Logistics Section Chief will assign a Unit Leader who will establish the Volunteer Center and contact other employees or volunteers as needed to provide adequate staffing. Employees are expected to communicate with their department or agency supervisor as soon as possible and to respond to requests for staffing help.
- d. Volunteers. The Volunteer Center welcomes trained volunteers to assist in its disaster response activities. Trained volunteers are those who have completed their agency's disaster training program, or who are determined by the Unit Leader to have comparable training and experience.
- e. Staffing Shifts and Breaks. The maximum shift for any employee or volunteer is 12 hours. Each worker will receive and must take at least one ten-minute break every two hours. If any county

Volunteer Management

employee is asked to work more than 8 hours in a 24-hour time period, Whitfield County's personnel policies regarding overtime for exempt and non-exempt employees will apply. All decisions regarding overtime work (beyond 8 hours per day or 40 hours per week) for non-exempt Volunteer Center employees must be approved in advance by the EOC Logistics Section Chief.

f. **Work Site Policies and Procedures.**

- No person works alone; a minimum of two staff must be on-site at all times.
- The Volunteer Center will not open to the public in the morning until two staff members are present.
- The last two people in the Volunteer Center will lock up and leave the building together.
- If the Center is open longer than 12 hours per day, staff must be scheduled in overlapping shifts.
- A rest area away from other activities will be designated.
- Each employee and volunteer will sign in and out each day so that an accurate record of hours can be maintained.

III. SITUATION AND ASSUMPTIONS.

A. **Situation.**

In times of disaster situations, volunteers are eager to respond and contribute to the community's recovery. Volunteers who are associated with designated agencies have a specific role to play in ensuring an effective response to and recovery from the disaster's devastation. Volunteers often arrive on-site at a disaster ready to help. Yet because they are not associated with any part of the existing emergency management response system, their offers to help are often underutilized and even problematic to professional responders. Volunteers often arrive on-site in numbers too great for traditional disaster responders, emergency management, disaster relief agency staff, and affiliated volunteers to manage as they try to meet the immediate needs of the community.

B. **Assumptions.**

1. Whitfield County is not immune to the havoc and devastation caused by disaster, whether natural or man-made.
2. When a disaster strikes, the Whitfield County EOC will be activated based on the severity of the disaster and volunteers may be needed based on manpower requirements.
3. Emergency services (police, fire, ambulance) may not be available for up to 72 hours, or even longer when supporting disaster relief efforts.
4. Many people in the community, desiring to help, will come forward and offer their time and talents.
5. Responding agencies and organizations will require competent assistance in order to meet community needs. These agencies are likely to include:

Volunteer Management

- a. Traditional disaster relief agencies, e.g., American Red Cross and Salvation Army.
- b. Local governments, e.g., cities, county, special districts.
- c. Community-based organizations, especially those that serve vulnerable populations.
- d. Groups not previously known or not previously involved in disaster preparedness/response.

Note: Whitfield County is vulnerable to a wide range of threats. Refer to the Basic Plan section of the Whitfield County Local Emergency Operation Plan for information on the types of disasters the county is vulnerable.

IV. CONCEPT OF OPERATIONS.

A. General.

1. The objectives of the Volunteer Management Operating Guide are:
 - a. To effectively manage affiliated and spontaneous volunteers who respond to a disaster situations.
 - b. Accept offers of volunteers that will contribute to the response and recovery process.
 - c. Establish and activate a Volunteer Center that will effectively organize the volunteer effort and utilize the skills and resources that the volunteers bring to the disaster mitigation effort.

B. Activation of Plan.

1. The plan will be activated when a disaster occurs that is:
 - a. Within Whitfield County and likely to require involvement of volunteers in response and relief activities.
 - b. Activation is prompted to include but are not limited to the following:
 - Declaration of a local emergency by county government.
 - Request to activate made by the Emergency Operations Center.
 - Request made by the American Red Cross.
 - Request made by another county volunteer organization.
 - Request made by the State or Federal government to assist with a regional or national disaster event.

C. Emergency Operations Center (EOC).

The Whitfield County EOC will serve as the central point for providing overall direction to volunteer emergency operations. The Volunteer Center will be established at a site appropriate to the effective support of the disaster, and coordination will be from the EOC.

Volunteer Management

D. Management of a Volunteer Center and Volunteer Response Effort.

1. When the need to establish a Volunteer Center or to establish management procedures for affiliated and emergency volunteers, the EOC Logistics Section Chief will appoint a Unit Leader to manage a coordinated volunteer effort within Whitfield County. The Unit Leader will report to the 2-1-1 Leader and will ensure the plans and appropriate procedures are in place and utilized.
2. The location of the Volunteer Center will be determined by predestinated PODS which will be validated by the Whitfield County EOC Logistics Section Chief in collaboration with other EOC Command Staff.

E. National Incident Management System (NIMS).

1. NIMS were developed so responders from different jurisdictions and disciplines can work together better to respond to natural disasters and emergencies. This plan was developed to be as consistent as possible with NIMS, in order to facilitate understanding and coordination between the EOC, the Volunteer Center and other organizations using NIMS. For the Volunteer Center, the two most applicable elements of NIMS are the Incident Command System (ICS) and Mutual Aid.
2. The Incident Command System (ICS) was originally developed by the fire services to provide a standard system for managing emergencies. ICS provides a common organizational framework within which agencies can work collectively and cooperatively at the scene of an emergency. ICS also has other features that make it an effective emergency management system for a single agency. Principles and features of the ICS can be found in the Whitfield County Local Emergency Operations Plan (LEOP), Basic Plan.

F. Action Planning.

Action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans define measurable and obtainable objectives for a given operational period. The operational period is the length of time set by command/management to achieve the objectives. In the early stages of a disaster, the operational period may be 24 hours or less. Later, the operational period may be several days or more.

G. Levels of Activation.

The type and extent of the incident, the scope of the community's response, and the availability of resources will be determining factors in whether there is full or partial activation of the EOC. Full activation implies that all personnel that have a part in disaster relief and recovery are involved and the EOC is fully staffed. Partial activation implies that all staff is not involved and that only those functional elements required to meet current objectives are activated and the EOC may also be partially staffed.

H. Staffing.

Staff for the Volunteer Center disaster operations will be a combination of paid staff and volunteers. All employees assigned to volunteer support efforts are expected to report for duty as directed and able when this plan is activated. Volunteers may include both pre-trained and spontaneous volunteers.

Volunteer Management

1. Organization and Assignment of Responsibilities.

The organization for volunteer management in the aftermath of a disaster shall consist of CERT, 2-1-1, Red Cross and Salvation Army supplemented by government personnel and other resources where needed. The organizations described in this plan are composed largely of Volunteers. The Volunteer Center described in this plan will be primarily operated by volunteers.

The normal county emergency organizations, described in the LEOP, will carry out Government activities in support of volunteer management.

The Unit Leader will be responsible for managing volunteers that are activated to staff the Volunteer Center, and will report to the 2-1-1 Leader, Logistics Section of the EOC.

Various positions the CERT, Red Cross and Salvation Army may consider as appropriate to staff. Detailed job positions checklists are listed in Attachment 2; Job Action Guides.

In the EOC:

- Unit Leader and assistant.
- Data Coordinator (position will move to the Volunteer Center once activated).
- Phone Bank/Interviewer Coordinator (position will move to the Volunteer Center once activated).
- PIO.

At the Volunteer Center:

- Volunteer Center Manager.
- Safety Officer.
- Security.
- Volunteer Center Registration/Orientation Staff.
- Volunteer Center Interviewers.
- Volunteer Data Collectors.
- Volunteer Safety Briefing Staff.
- Volunteer ID Staff.
- Job Specific Training Staff.
- Phone Bank Interviewers.
- Runners. (Refer to Attachment 1)

2. Task Assignments – in the EOC.

The Logistics Section Chief will:

- Appoint a Volunteer Organizations Unit Leader.
- Work with participating organizations to ensure, to the extent possible, that the County has an effective volunteer management program.
- Monitor the operation of the volunteer management program when activated.

b. The Unit Leader (and assistant) will:

Volunteer Management

- Coordinate planning for and oversee the operation of the volunteer management program.
 - Facilitate and manage the Volunteer Center and Unit.
 - Identify key volunteer management positions.
 - Provide the media AND American Red Cross, in coordination with the PIO, information on volunteer management for dissemination to the public.
 - Provide the EOC with reports on volunteer management operations, as necessary.
 - Ensure that plans are in place to identify and coordinate volunteer programs and resources.
- c. The Phone Bank/Interviewer Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Unit Leader, and will:
- Be responsible for setting up and managing a Phone Bank and Interview Center to refer people who want to volunteer.
 - Train and supervise the Phone Bank and Volunteer Center Interviewers who are responsible for answering incoming phone calls from people who want to volunteer.
 - In some events the current 211 line can be used and information will be updated frequently by the Phone Bank/ Interviewer Coordinator which will the 2-1-1 Director and the Whitfield County PIO.
- d. The Data Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Phone Bank Coordinator and will:
- Be responsible for managing the Volunteer Center Data Collectors who are responsible for collecting, processing and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
 - Train and supervise the Volunteer Center Data Collectors.
 - Track data collection and compile daily statistical reports for the Faith-Based/Volunteer Organization Unit Leader.
- e. The Agencies Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Unit Leader and will:
- Establish liaison with local and regional agencies to determine volunteer needs.
 - Track agency volunteer needs data collection and compile timely statistical reports for the Unit Leader.
- f. The Public Information Officer (PIO) will be the single point of contact for the media and will:
- Arrange appropriate contacts between the media and the Volunteer Center Staff.
 - Provide media with information regarding opening and operation of the Volunteer Center. (See Tab 19; Volunteer Reception Center News Media Template).
3. Task Assignments in the Volunteer Center.
- a. The Volunteer Center Manager reports to the Unit Leader, and will:
- Establish the site and facility that is to serve as the Volunteer Center.
 - Supervise the Volunteer Center Staff.
 - Coordinate the efficient operation for the Volunteer Center

Volunteer Management

- b. The Volunteer Center Safety Officer reports to the Volunteer Center Manager, and will:
 - Monitor and assess all operational procedures at the Volunteer Center for unsafe operations.
 - Train staff to ensure safe and healthy operations.
- c. The Volunteer Center Transportation Coordinator reports to the Volunteer Center Manager, and will:
 - Coordinate transportation for volunteers to and from disaster areas.
- d. Security will work from the Volunteer Center, and reports to the Volunteer Center Manager and will:
 - Oversee the security operations at the Volunteer Center and to ensure a safe environment for staff and volunteers.
 - Be staffed by local law enforcement.
- e. Volunteer Center Registration/Orientation Staff reports to the Volunteer Center Manager and will:
 - Be the first contact for Volunteers.
 - Greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.
- f. The Volunteer Center Interviewers reports to the Volunteer Center Manager, and will:
 - Interview emergency volunteers and complete appropriate Volunteer Center forms.
- g. The Volunteer Data Collectors reports to the Volunteer Center Manager and will:
 - Be responsible for managing the Volunteer Center Data Collectors who are responsible for collecting, processing and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
 - Train and supervise the Volunteer Center Data Collectors.
 - Track data collection and compile daily statistical reports for the Unit Leader.
- h. The Volunteer Safety Briefing Staff reports to the Volunteer Center Manager, and will:
 - Brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience.
- i. The Volunteer ID Staff reports to the Volunteer Center Manager, and will:
 - Ensure that volunteers are given a Volunteer ID badge with accurate information.
- j. The Volunteer Specific Training Staff reports to the Volunteer Center Manager, and will:
 - Brief Volunteers on what their specific responsibilities will be at their assigned location.
- k. The Phone Bank Interviewers report to the Volunteer Center Manager, and will:
 - Take information over the phone and complete appropriate Volunteer Center forms.
- l. Runners will report to the Volunteer Center Manager, and will:
 - Carry information from one station to another within the VRC.
 - Accomplish tasks outside the Volunteer Center such as putting up signs, bringing

Volunteer Management

messages from other agencies, etc.

m. Staff Break Areas.

- Although it is not shown on the Floor Plan, a break area should be established. Noise, frustration, the general sense of urgency and the intensity that the Volunteer Center Staff will be working under will cause stress to build. Providing a quiet room with low light and refreshments will ensure that staff takes short breaks whenever possible and assist them to operate efficiently and minimize stress.
- Through coordination with The Salvation Army or local provider, refreshments and meals for the Volunteer Staff will be provided. The break area should be located separately from the area where volunteers are being processed.

I. Administrative and Support.

1. Reporting.

During emergency operations, volunteer organizations that may be tasked with various functions should compile and provide a summary report of significant volunteer management activities. The Unit Leader should forward this information to the EOC Logistics Section Chief for use in staff briefings and inclusion in Periodic Situation Reports.

2. Records.

- a. Activity logs – Each volunteer center or facility should maintain a log of activities at that facility.
- b. The Unit Leader and the Volunteer Center Manager may each appoint a secretary to provide a written record of the policies formulated and activities undertaken at meetings of the unit. The Unit Leader should maintain those records.
- c. Documentation of costs – Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

Volunteer Management

This plan is effective upon adoption by the Whitfield County Board of Commissioners and will be activated upon the direction of the heads of local government.

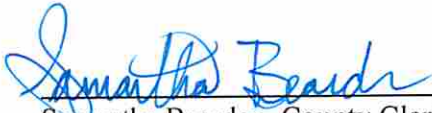
Adopted this 12th day of January 2012.

WHITFIELD COUNTY BOARD OF COMMISSIONERS



Mike Babb, Chairman

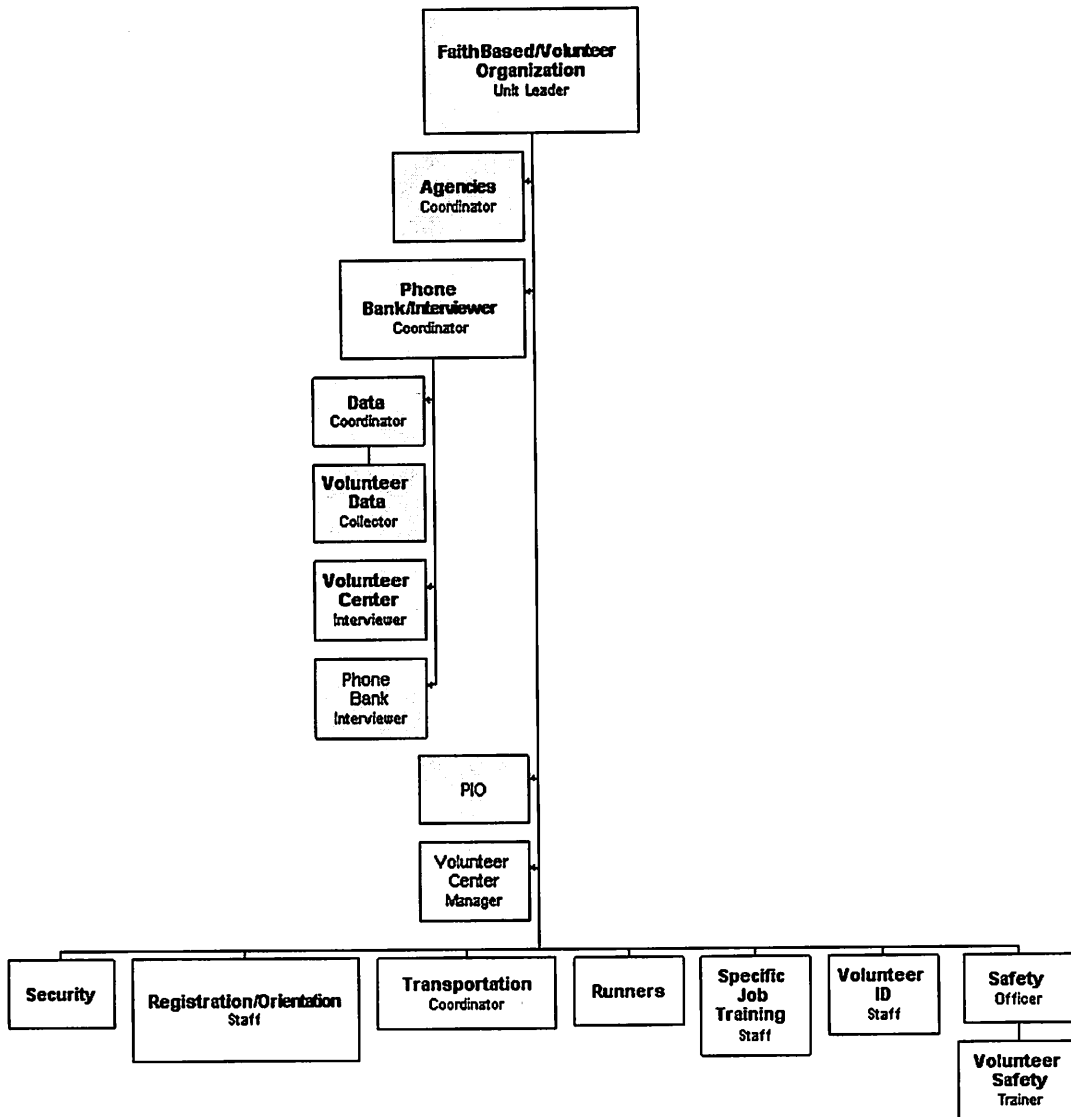
ATTEST:



Samantha Bearden, County Clerk

Volunteer Management

ATTACHMENT 1 VOLUNTEER CENTER ORGANIZATION CHART



Volunteer Management

ATTACHMENT 2 JOB ACTION GUIDES

Unit Leader

Reports to: The EMA Director and the Logistics Section Chief.

Supervises: The Reception Center Manager.

Responsibilities.

- Overall commander of Volunteer Center's emergency response effort.
- Manages and directs Volunteer Center emergency response organization.
- Makes executive decisions.
- Provide overall direction to the function chiefs, keep them working as a team, and establish priorities for the response operations.

Activation Phase.

- ☐ Determine appropriate level of activation based on situation as known.
- ☐ Determine if all key personnel or alternates are present or have been notified.
- ☐ Schedule the first planning meeting.
- ☐ With Section Chiefs and Command Staff, develop Action Plan for first operational period: assess the situation, define the problems, and establish priorities.
- ☐ Establish operational work periods for all personnel.
- ☐ Execute the Action Plan and monitor section level activities.
- ☐ Establish communications.
- ☐ Identify key volunteer management positions.

Operational Phase.

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Determine operational status of Units' position within the EOC site and at the Volunteer Center operational site.
- ☐ Appoint and brief as required Section Chiefs and Command Staff.
- ☐ Establish periodic briefing sessions with staff to update the overall situation.
- ☐ Review and approve all requests for outside resources and mutual aid.
- ☐ Establish communications as required.
- ☐ Authorize release of information by Public Information Officer (PIO).
- ☐ Maintain all required records and documentation to support the history of the emergency:
 - Document messages received.
 - Action taken.
 - Requests filed.
 - EOC personnel and time on duty.
- ☐ Evacuate if needed and move to alternate site.

Deactivation Phase.

Volunteer Management

- ☐ Approve plans for demobilization.
- ☐ Conduct final employee debriefing.

Data Coordinator

Reports to: The Phone Bank Coordinator.

Supervises: Volunteer Center Data Collectors.

Responsibilities.

- Managing the Volunteer Data Collectors who are responsible for collecting, processing, and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Set up the Data/Agency Coordination Station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Train and supervise Volunteer Data Collectors.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Checklist.

- ☐ Train volunteers to work as Volunteer Data Collectors as needed.
- ☐ Track data collection and compile daily statistical reports for the Faith-Based/Volunteer Organization Unit Leader.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Phone Bank Coordinator.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Agencies Coordinator

Reports to: The Faith-Based/Volunteer Organization Unit Leader.

Supervises: N/A.

Responsibilities.

- Establish liaison with local and regional agencies to determine volunteer needs.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.

Volunteer Management

- ☐ Set up the Data/Agency Coordination Stations using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Checklist.

- ☐ Track agency volunteer needs data collection and compile timely statistical reports for the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Ensure that the Volunteer Job Status Board at your station is current.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Ensure that all requests for volunteers have been met before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Phone Bank/Interviewer Coordinator

Reports to: The Faith-Based/Volunteer Organization Unit Leader.

Supervises: Phone Bank Staff, and Volunteer Center Interviewers.

Responsibilities.

- Responsible for setting up and managing a Phone Bank and Interview Center to refer people who want to volunteer.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Set up the Volunteer Interviews and Phone Bank Stations using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Train and supervise the Phone Bank Staff and Volunteer Center Interviewers who are responsible for answering incoming calls from people who want to volunteer.

Operational Checklist.

- ☐ Train volunteers to work as Phone Bank Staff and Volunteer Center Interviewers as needed.
- ☐ Assist Phone Bank Staff and Volunteer Center Interviewers.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Center Public Information Officer (PIO)

Reports to: Emergency Operation Manager.

Supervises: Those that aid in the support of the PIO duties.

Responsibilities.

- Develop a capability to rapidly release emergency instructions and information to the public through all available means.
- Prepare informational summaries and provide rumor control.
- Single point of contact for the media and public.

Activation Checklist.

- ☐ Reference Whitfield County EMA Public Information Officer Procedures Guide; page 12; EOC Activation Checklist.

Operational Checklist.

- ☐ Reference Whitfield County EMA Public Information Officer Procedures Guide; page 15; Emergency Incident Checklist, and page 17; Disasters and Major Emergencies Checklist.

Deactivation Checklist.

- ☐ Complete and submit all reports, documents through the EOC Manager.
- ☐ Ensure that any required deactivation forms or reports are completed prior to leaving.
- ☐ Determine if there will be any required follow-up actions before you leave.
- ☐ Prepare an After Actions Report to be briefed to the Emergency Operations Center Manager.

Volunteer Management

Volunteer Center Manager

Reports to: The CERT Unit Leader.

Supervises: The Volunteer Center Staff.

Responsibilities.

- Establish the site and facility that is to serve as the Volunteer Center.
- Coordinate the efficient operation for the Volunteer Center.

Activation Phase.

- ☐ Establish site, preferably large indoor room with tables and chairs available.
- ☐ Bring the Volunteer Center Go Kit to the Volunteer Center.
- ☐ Ensure that you have a copy of the Volunteer Management Operating Guide, and Volunteer Reception Center Site Operations Binder and become familiar with it's contents as both will aid in operations of the Volunteer Center.
- ☐ Arrange the room using the Volunteer Reception Center Floor Plan; Attachment 4.
- ☐ Face tables and chairs so that information can be easily seen and so that volunteers feel they are receiving personal attention.
- ☐ Allow enough space for volunteers to fill out the volunteer intake form.
- ☐ Clearly mark the reception desk..
- ☐ Post a sign outside the center to direct potential volunteers to your site.
- ☐ Set up separate sections for each major class of work, with information about available placements. Typical headings might be:

• Food Services	• Clerical/Office Work
• Computer Data Entry	• Phones/Receptionist
• Plumbers/Electricians	• Shelter Workers/Hosts
• Repair/Reconstruction	• Communications
• Counseling Services	• Medical/Health
• Interviewing	• Transportation
• Child Care	• Cleanup—Home and Other
• Rescue	• Interpreters/Translators (including sign)
• Damage Assessment	• Miscellaneous

- ☐ Brief and assign tasks to staff and volunteers of the center.
 - ☐ Assign early volunteers to staff the Volunteer Center to include runners. Runners will bring in information about volunteer needs from the disaster scene and other agencies.
 - ☐ Designate an area for training/orientation. Utilize times when demand is slow to orient new volunteers to the disaster situation and to train them in Volunteer Center policies and procedures.
 - ☐ Through coordination with an American Red Cross representative, set up an area separate from the main reception center area to provide refreshments and meals for the Volunteer Center Staff.
 - ☐ Coordinate with the Volunteer Safety Officer and establish evacuation routes in case the Volunteer Center has to be vacated in an emergency situation and ensure that routes are clearly marked.
 - ☐ Ensure that a Go-Kit is readily available in event the center has to be relocated.
-

Volunteer Management

Operational Phase.

- ☐ Schedule brief meetings at beginning and end of day before/after opening the center to the public to address operational issues and update staff on disaster situation.
- ☐ Assign extra staff in the seating area to help the volunteers with completion of forms.
- ☐ For communications inside the Volunteer Center, have Runners relay messages. Runners may also be asked to accomplish tasks outside the Volunteer Center such as putting up signs, bringing messages from other agencies, etc.
- ☐ Schedule one or more times each day to orient and train new Volunteer Center staff.
- ☐ Monitor operations and make staffing changes when necessary.
- ☐ Forecast personnel needs and request extra staff if needed.
- ☐ Ensure that all Volunteer Forms are maintained throughout the Volunteer Center.
- ☐ Maintain all records of safety and job training provided to volunteers, and hours worked in the Volunteer Center employees and volunteers.
- ☐ Encourage staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.
- ☐ Brief the Transportation Coordinator of any changes to the routes used to and from the disaster area (s).
- ☐ Coordinate with the Faith-Based/ Volunteer Organizations Unit Leader for plans for demobilization.

Deactivation Phase.

- ☐ Determine if the need for volunteers is no longer needed and forward that information to the Faith-Based/ Volunteer Organizations Unit Leader.
- ☐ Brief all Volunteer Center Staff that the Volunteer Center will be closing, giving specific details to include date and time.
- ☐ Breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.
- ☐ Ensure that all Volunteer Center Forms and any other applicable paperwork have been turned in.
- ☐ Ensure that all volunteer data is complete and catalogued.
- ☐ Prepare and collect all After Actions Report to be briefed to the Faith-Based/Volunteer Organizations Unit Leader.
- ☐ Inventory all Volunteer Center equipment and supplies.
- ☐ Make necessary arrangements to turn over ongoing operations to other outside organizations, if needed.
- ☐ Conduct a final walk through with the facility owner.
- ☐ Inform security that all Volunteer Center Staff will be vacating and ensure that the facility is secure.

Volunteer Management

Volunteer Center Safety Officer

Reports to: The Volunteer Center Manager.

Supervises: Personnel that will aid in the support of safe operations of the Volunteer Center.

Responsibilities.

- Protect health and safety of people on-site and provide for security of facility.
- Monitor and assess unsafe situations.
- Conduct damage assessment of the Volunteer Center.
- Implement evacuation plan if necessary.
- Develop measures for staff safety.
- Monitor staff to ensure safe and healthy functioning.
- Ensure security of facility 24 hours a day.
- Participate in planning meetings.
- Review action plans.

Activation Phase.

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Determine what the current building security requirements are and take appropriate actions.
- ☐ Report needs for special communications equipment to the Volunteer Center Manager.
- ☐ Develop a vehicle traffic control plan inside and outside the facility.
- ☐ Position and maintain First Aid Kits in the Volunteer Center and ensure that the staff is aware of their location.
- ☐ Brief all Volunteer Staff where the Staff Break Area is located and ensure that it used for staff only, not volunteers.
- ☐ Coordinate with the Volunteer Center Manager to establish evacuation routes in the event the Volunteer Center has to be vacated in an emergency situation and ensure that evacuation routes are clearly marked.

Operational Phase.

- ☐ Give the Safety Briefing at Station 4 to volunteers using Safety Training for Volunteers; Attachment 6.
- ☐ Assign a replacement if you are unable to give the safety training to the volunteers.
- ☐ Obtain a situation briefing on the extent of the emergency from the Volunteer Center Manager on an ongoing basis.
- ☐ Assist in any evacuation that may be directed.
- ☐ Tour entire facility and evaluate conditions on a regular basis.
- ☐ Report unsafe conditions to Volunteer Center Manager.
- ☐ Coordinate with the Volunteer Center Manager on any personnel injury records or claims.
- ☐ Assist in sealing off any dangerous areas. Provide access control as required.
- ☐ Point out unsafe work practices as they occur.

Deactivation Phase.

- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

- ☐ Assure that workers practice safe work habits as the Volunteer Center is being demobilized.
- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all records and documents are turned into the Volunteer Center Manager.

Volunteer Management

Volunteer Center Transportation Coordinator

Reports to: The Volunteer Center Manager.

Supervises: Organizations that will be providing transportation for volunteers to and from disaster sites.

Responsibilities.

- Coordinates transportation for volunteers to and from disaster areas.

Activation Phase.

- ☐ Arrange available resources to provide transportation for volunteers through coordination with the Volunteer Center Manager.
- ☐ Ensure that routes to and from the disaster area are accessible.
- ☐ Ensure that transportation staging areas are established and clearly marked.

Operational Phase.

- ☐ Request updates on routes to and from the disaster area (s) from the Volunteer Center Manager and brief drivers of changes.
- ☐ Ensure that volunteers are directed to the appropriate area for transportation.

Deactivation Phase.

- ☐ Determine that all volunteer's transportation needs have been met through coordination with the Volunteer Center Manager.
- ☐ Prepare and After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Security

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Oversee the security operations at the Volunteer Center and to ensure a safe environment for staff and volunteers.

Activation Phase.

- ☐ Review the site layout of the Volunteer Center and become familiar with the operation, staff work areas, outside ground areas, parking areas, and pick up points for volunteers.
- ☐ Determine traffic routing/parking patterns; supervise setting up cones, lines, etc.
- ☐ Set up routine rounds for security checks in assigned areas.
- ☐ Receive appointment and briefing from Volunteer Center Manager.
- ☐ Review operating hours of the Volunteer Center.
- ☐ Review and ensure that there is adequate communications for security staff.
- ☐ Ensure that evacuation routes are labeled appropriately.
- ☐ Assure facility is secure, well-lighted and functional.
- ☐ Ensure that a resource accountability system (personnel and equipment) is established and maintained.

Operational Phase.

- ☐ Maintain a Security Log; document all actions and decisions.
- ☐ Assess all lines and stations on routine basis for any potential security and/or safety problems. Report and problems to the Volunteer Center Manager.
- ☐ Meet with other security staff and coordinate issues/efforts.
- ☐ During Operations ensure traffic routes/parking patterns are safe and secure.
- ☐ Pay attention to crowd control measures. Repair/replace if necessary.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all records, logs, and documents are turned into the Volunteer Center Manager.

Volunteer Management

Volunteer Registration/Orientation Staff (Station # 1; See Attachment 5; Volunteer Center Floor Plan)

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Orient volunteers inside and outside the volunteer entrance. Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, Volunteer Applications, Volunteer Instructions, and Volunteer Orientation Checklist, and Volunteer Log In/Log Out forms).
- ☐ Assist others in setting up the Volunteer Center.

Operational Phase.

- ☐ Greet the volunteer, thank them, give them a "Volunteer Instructions" sheet and ask them to fill out a Volunteer Application Form.
- ☐ Give the volunteer a copy of the Volunteer Orientation Checklist and instruct them to carry that with them as they process through the center so that it can be signed off at each station and then turned in at Station #6, Specific Job Training.
- ☐ When the application form is completed, direct them to the next available interviewer at Station #2; Interviews.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Center Interviewers

(Station #2; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Phone Bank/Interviewer Coordinator.

Supervises: N/A.

Responsibilities.

- Interview emergency volunteers and completes appropriate Volunteer Center forms.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Screening Checklists).

Operational Phase.

- ☐ Greet the volunteer with a friendly demeanor.
- ☐ Review the volunteer's application.
- ☐ Ask specific questions about their qualifications and ensure that all information on the application is complete and accurate.
- ☐ Initial their Volunteer Orientation Checklist.
- ☐ Thank them for volunteering. Direct them to Station 3; Data/Agency Coordination.
- ☐ Post Request for Volunteers forms on the bulletin board at your station.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Data Collectors

(Station # 3; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Data Coordinator.

Supervises: N/A.

Responsibilities.

- Collect, process, and maintain information on volunteers processing through the Volunteer Center.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, Activation Information Worksheets, Request for Volunteers forms, Disaster Referral forms, Job Action Worksheets, Volunteer Time Sheets, and a copy of the Trained and Affiliated Volunteer Groups).

Operational Phase.

- ☐ Match the Referral forms to the requests and to close out the requests when they have been filled or are no longer needed.
- ☐ You may have to call an agency contact to clarify the agency's request. When you do that record the information on the Request form.
- ☐ When a volunteer brings you his Disaster Volunteer Referral form, enter his name and the date of the referral on the request form to which he was referred. Place your initials on his referral form. If you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the request. When a request has been filled, have a runner remove that request from the board.
- ☐ Track data collection and compile daily reports for the Volunteer Center Manager.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct the volunteer to Station 4; Safety Briefing.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Safety Trainers

(Station #4; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Volunteer Center Safety Officer.

Supervises: N/A.

Responsibilities.

- Brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and a copy of the Safety Training for Volunteers sheet).

Operational Phase.

- ☐ When a small group has gathered, thank the volunteers for offering to help.
- ☐ Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.
- ☐ Read the entire Safety Training for Volunteers sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite.
- ☐ Ask if there are any questions.
- ☐ When your briefing is concluded, explain where the volunteers should meet the transportation to their worksites, if transportation is provided.
- ☐ File the attendance sheet for each class in the folder and turn them in to the Volunteer Center Safety Officer.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct volunteers to Station #5; Volunteer ID.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Safety Officer.
- ☐ Ensure that all Volunteer Forms have been turned into the Volunteer Safety Officer.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer ID Staff

(Station #5; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Ensure that volunteers are given a Volunteer ID badge with accurate information.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, and paper, Volunteer ID badges).

Operational Phase.

- ☐ Ask if the volunteer for his/her Referral form.
- ☐ Clearly write on the ID badge the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form.
- ☐ Explain to the volunteers that the ID will be "good" only for the date(s) written on the badge. Authorities will not permit them to enter any of the disaster impacted areas on any other day, without a current ID badge. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct the volunteer to Station #6; Specific Job Training.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Specific Job Training Staff

(Station #6; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Brief Volunteers on what their specific responsibilities will be at their assigned location.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper).

Operational Phase.

- ☐ As the Volunteer processes through your station give him/her specific information on what their responsibilities will be when they arrive at their duty location.
- ☐ Advise the volunteer specific training will be done at the assigned location, if needed.
- ☐ Collect the Volunteer Orientation Checklist from the volunteer.
- ☐ Direct the Volunteer to the designated area for transportation.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Phone Bank Interviewer

(See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Phone Bank/Interviewer Coordinator.

Supervises: N/A.

Responsibilities.

- Take information over the phone from volunteers and requesting agencies and complete appropriate Volunteer Center forms.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Phase.

- ☐ Report resource needs to the Volunteer Center Manager.
- ☐ Each morning, print out a summary of the following:
 - # callers, previous day and to date.
 - # who wanted to volunteer.
 - # referred.
 - # who wanted to donate money or resources.
 - # who wanted information only.
- ☐ File completed forms alphabetically.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Runners

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Carry information from one station to another within the Volunteer Reception Center.
- Accomplish tasks outside the Volunteer Center such as putting up signs, bringing messages from other agencies, etc.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Assist in setting up the Volunteer Center.
- ☐ Fill requests for additional supplies that may be needed by each station in preparation for processing volunteers.

Operational Phase.

- ☐ When a station needs you to pick up forms, restock their supplies or escort a volunteer from one place to another.
- ☐ Watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.
- ☐ When you are asked to post a new Volunteer Request on the board, write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to Data/Agency Coordination (Station #3).

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

ATTACHMENT 3 TIPS ON EFFECTIVE MANAGEMENT OF DISASTER VOLUNTEERS.

1. Plan carefully.
 - Commit to provide trained leadership.
 - Set realistic goals for each day's work.
 - Help volunteers see where they fit in the "big picture."
2. Organize effectively.
 - Refer to written checklists for each job to be done.
 - Create a master list of all jobs with a one-line description of task and to whom volunteers report.
3. Staff responsibly.
 - Make assignments to volunteers based on their skills, interest and experience.
 - Train people in how to do their job; give them the information they will need for success as well as a vision of what you are doing.
4. Supervise in an enabling way.
 - Help people to be successful.
 - Praise their good work; correct errors immediately.
 - Help people feel important and valuable.
 - Watch for signs of burnout and rotate tasks or relieve volunteers appropriately.
 - Be specific, brief, and clear in giving instructions.
 - Use humor to help people over the rough spots.
 - Always be fair.
 - Remind volunteers that their efforts are helping the entire community.
 - Keep people informed.
 - Watch for signals that people want increased responsibility.
 - Recognition, recognition, recognition.

Volunteer Management

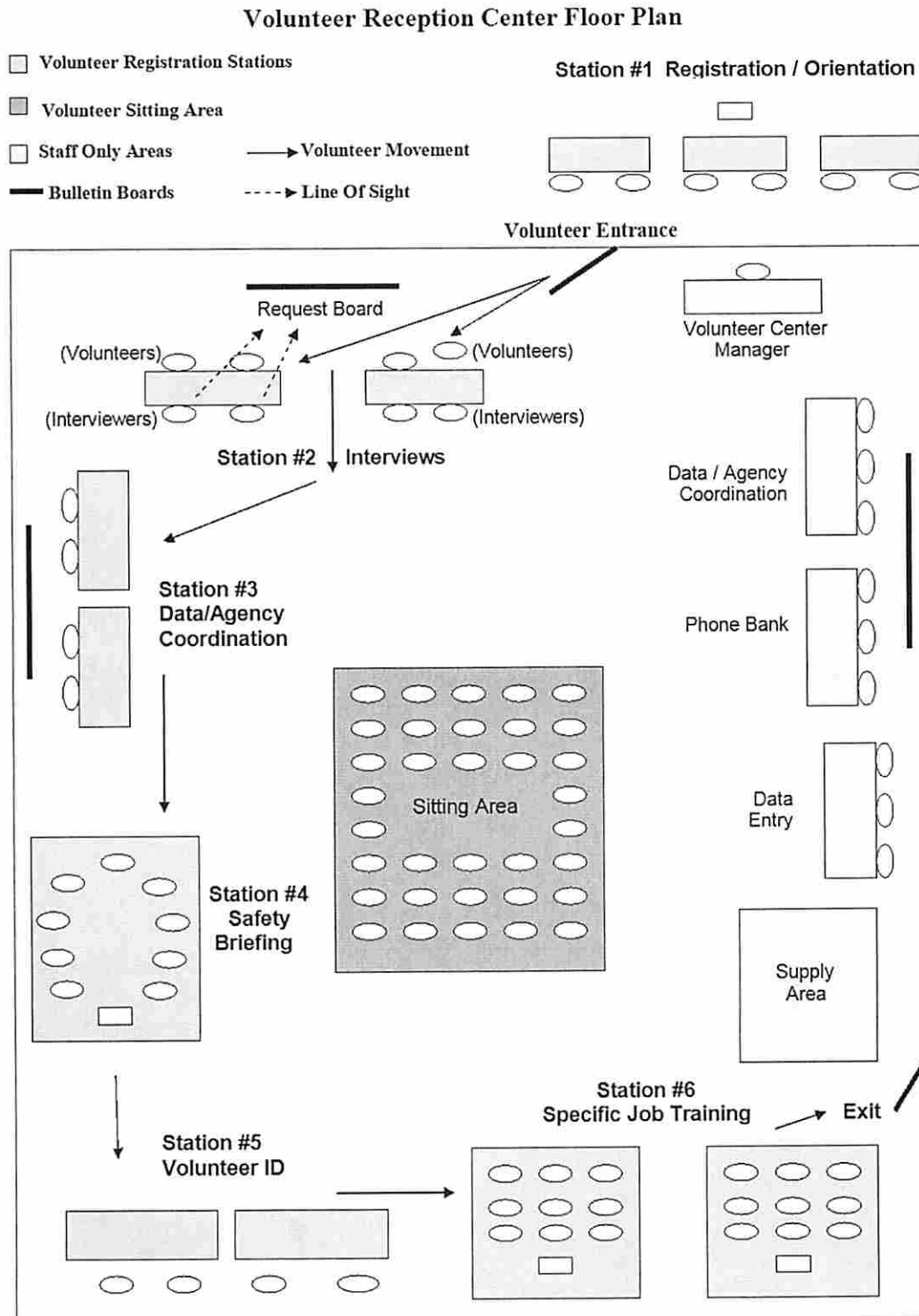
ATTACHMENT 4 SIGNAGE FOR VOLUNTEER RECEPTION CENTER.

You will need one enlargement, unless otherwise specified, for each of the 17 station or directional signs shown in the left column. All signs should be laminated and large enough to be read from across a large room.

Signs Needed	Where to Post
Disaster Volunteer Reception Center (2)	On street visible from either direction
Station #1 Registration	Registration / orientation area
Enter	Volunteer Entrance to VRC
Station #2 Interviews	Interview Area visible from Volunteer Entry
Station #3 Data/Agency Coordination	Data Coordination visible from Station #2
Station #4 Safety Briefing	Volunteer ID area visible from Station #3
Station #5 Volunteer I.D. Tags	Safety Training visible from Station #4
Station #6 Job Training	Job Training visible from Station #5
Exit	Exit visible from Stations #5 and #6
Staff Only (2+ as needed)	Staff rest area, supply area, etc
Phone Bank	Agency Coordination area
Volunteer Center Manager	Volunteer Center Manager's Table

Volunteer Management

ATTACHMENT 5 VOLUNTEER RECEPTION CENTER FLOOR PLAN.



Volunteer Management

ATTACHMENT 6 VOLUNTEER RECEPTION CENTER SUPPLY KIT

Note: In the event that a Volunteer Center is to be established, the Volunteer Center Go-Kit that is supplied has only minimal administrative supplies. Ensure that the facility location chosen can supply the following items:

- Tables (17).
- Folding chairs (100).
- Computers with printers (3).
- Fax machine (1).
- Copier (1), this is imperative to make copies of the various Volunteer Forms.
- Filing cabinets (3).
- Telephones with dedicated lines (7).

Station #1: Registration/Orientation.

Items needed:

- ID Badges for staff members.
- Sign (Station # 1; Registration/Orientation).
- Three (3) tables, Six (6) chairs, and clipboards for volunteers to use for filling out forms (See VRC Sample Floor Plan).
- Supply of Disaster Volunteer Registration forms.
 - Volunteer Orientation Checklist.
 - Volunteer Instructions.
 - Volunteer Application.
 - Volunteer Log In/Log Out.
- Ink pens, mechanical pencils.
- Clipboards (12).
- Letter size tablet (1) for staff members.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #2: Interviews.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and eight (8) chairs (see VRC Sample Floor Plan).
- Sign (Station #2; Interviews).
- Supply of the Volunteer Screening Checklist.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Push pins.
- Flag or hat to summon runners.

Volunteer Management

- One (1) Filing cabinet for maintaining Volunteer Registration forms.
- One (1) bulletin board.
- Two (2) Document Trays for incoming/outgoing mail

Station #3; Data/Agency Coordination.

Items needed:

- ID Badge for each staff member.
- Sign (Station #3; Data/Agency Coordination).
- Two (2) tables and four (4) chairs (See VRC Sample Floor Plan).
- One (1) phone.
- Letter size tablet (1) for staff member.
- Two (2) sets of files; one for open requests and one for closed out requests.
- One (1) bulletin board (used for posting current needs, offers of volunteer help, individuals, groups, and other resources.
- Supply of Disaster Volunteer Registration forms.
 - Trained and Affiliated Volunteer Groups.
 - Volunteer Log Sheet.
 - Volunteer Time Sheet.
 - Activation Information Worksheet.
 - Request for Volunteers.
 - Disaster Volunteer Referral.
 - Job Action Worksheet.
- Push pins.
- Ink pens, mechanical pencils.
- Stapler and staples.
- Computer, if available, networked to the computers at the Phone Bank Station.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #4; Safety Training

Items needed:

- ID Badge for each staff member.
- Sign (Station #4; Safety Training).
- Ten (10) or more chairs, preferably in a semi-circle so participants can see one another (See VRC Sample Floor Plan).
- Clipboards (5) with attendant sheets.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Stapler and staples.
- Flag or hat to summon runners.
- List of additional training required by specific worksites, training locations and instructors.
- A supply of Safety Training handouts.
- Two (2) Document Trays for incoming/outgoing mail.

Volunteer Management

Station #5; Volunteer ID.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and four (4) chairs.
- Sign (Station #5; Volunteer ID).
- Supply of volunteer ID Badges.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- Scissors.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #6; Specific Job Training.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and eight (8) chairs (See VRC Sample Floor Plan).
- Sign (Station #6; Specific Job Training).
- One (1) file to keep training records for each volunteer.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Supply of Training forms.
- List of jobs that are recruiting volunteers, job tasks involved, reporting locations, and supervisor.
- Two (2) Document Trays for incoming/outgoing mail.

Supply Area.

Items needed:

- Two (2) tables (See VRC Sample Floor Plan).
- Sign (Supply Area).
- An overstock of supplies needed for each station in the Volunteer Center.
 - Volunteer forms.
 - Ink pens, mechanical pencils, scissors, letter size tablets, post-it notes, push pins, clip boards, stapler and staples, and file folders.
 - Volunteer ID Badges and Badge Holders.

Phone Bank Staff (Not a station used for Volunteer Registration).

Items needed:

- ID Badge for each staff member.
- One (1) table, three (3) chairs.
- One (1) computer, if available, networked with the computer at the Data/Agency Coordination station.
- Supply of Disaster Volunteer Registration forms.
 - Sign (Phone Bank Staff).
 - Volunteer Application.

Volunteer Management

- Trained and Affiliated Volunteer Groups.
- Activation Information Worksheet.
- Request for Volunteers.
- Disaster Volunteer Referral.
- Job Action Worksheet.
- Telephone Call Log.
- Call-Up Volunteers Worksheet.
- Push pins.
- Three (3) phones.
- Ink pens, mechanical pencils.
- Letter size tablets (3) for staff members.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Data/Agency Coordinator (Not a station used for Volunteer Registration).

Items needed:

- ID Badge.
- One (1) table, three (3) chairs.
- One (1) computer, if available, networked with the Phone Bank Staff station.
- One (1) fax machine.
- One (1) copier.
- Supply of Disaster Volunteer Registration forms.
 - Trained and Affiliated Volunteer Groups.
 - Volunteer Log Sheet.
 - Volunteer Time Sheet.
 - Activation Information Worksheet.
 - Request for Volunteers.
 - Disaster Volunteer Referral.
 - Job Action Worksheet.
- Copier paper.
- Sign (Data/Agency Coordinator).
- One (1) Phone.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- One (1) bulletin board.
- Push pins.
- Supply of Volunteer forms.
- One (1) filing cabinet.
- Two (2) Document Trays for incoming/outgoing mail.

Public Information Officer (Not a station used for Volunteer Registration).

Items needed:

- ID Badge.
- One (1) table, two (2) chairs.

Volunteer Management

- Sign (Public Information Officer).
- One (1) phone.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- Copies of the Volunteer Center Sample Release form and any appropriate form needed..
- Two (2) Document Trays for incoming/outgoing mail.

Volunteer Reception Center (VRC) Manager.

Items needed:

- ID Badge.
- One (1) table and four (4) chairs.
- One (1) phone.
- One (1) Computer.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- One (1) file cabinet.
- Two (2) Document Trays for incoming/outgoing mail.

Sitting Area.

Items Needed:

- Forty (40) chairs.

Volunteer Management

ATTACHMENT 7 SAFETY TRAINING FOR VOLUNTEERS.

(Presenter: Edit this training for the specific incident).

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you will have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. When you arrive at your worksite, you will be warned if there is a possibility of encountering victims. **Follow the instructions given to you at your job site.**
6. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist victims into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.

Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. **Be sure to attend any debriefing that may be conducted at the end of your shift.**

7. Older children can help with the disaster recovery work in some areas, but parents must sign a release of liability form for each child under the age of 18. It is recommended that children remain in school, if it is open. Older children can participate with parents on weekends.
8. You will be covered by insurance provided by the county in which you will be working. If you should sustain an injury, you must pay for any treatment required and then submit a claim form and be reimbursed by the insurance company.
9. **Follow carefully any instructions given to you at your job site.**
10. **Please attend any debriefing activity provided at your worksite after your shift.**

ATTACHMENT 8 VOLUNTEER INSTRUCTIONS.

1. **Station #1; Reception Area:** Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Station #2; Interview Area:** Interviewer will take your form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to the Data Coordinator (Station #3).
3. **Station #3; Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the ID area (Station #4).
4. **Station #4; Safety Briefing Area:** You will be given special instruction about safety, security & transportation. You maybe directed to Station #6 for additional job training.
5. **Station #5; Identification Area:** You will receive an ID badge that will allow you to enter restricted areas during the days(s) written on ID. Proceed to Safety Briefing area (Station #5).
6. **Station #6; Specific Job Training:** Some jobs will require extra orientation or training that will be provided by the agency to which you are referred.

(The Volunteer Orientation Checklist needs to be initialed as you process through each station).

THANK YOU FOR VOLUNTEERING!

ATTACHMENT 9 ACTIVATION INFORMATION WORKSHEET.

This form is to be filled out by the Volunteer Coordinator.

The Emergency/ Disaster is:

<input type="checkbox"/>	Flood	<input type="checkbox"/>	House Fire	<input type="checkbox"/>	Hazardous Material Release
<input type="checkbox"/>	Hail Storm	<input type="checkbox"/>	Business Fire	<input type="checkbox"/>	Nuclear Accident
<input type="checkbox"/>	Heat Wave	<input type="checkbox"/>	Wild Fire	<input type="checkbox"/>	Act of Terrorism
<input type="checkbox"/>	Tornado	<input type="checkbox"/>	Building Collapse	<input type="checkbox"/>	Transportation Accident
<input type="checkbox"/>	Wind Storm	<input type="checkbox"/>	Explosion	<input type="checkbox"/>	Epidemic
<input type="checkbox"/>	Winter Storm	<input type="checkbox"/>		<input type="checkbox"/>	

Severity;	Light	<input type="checkbox"/>
	Moderate	<input type="checkbox"/>
	Severe	<input type="checkbox"/>

Affecting:	Homes	<input type="checkbox"/>
	Businesses	<input type="checkbox"/>
	People	<input type="checkbox"/>

Time:
Location:

The Emergency Operations Center (EOC):

Location:	
Phone Number:	
Incident Commander:	

Activation:

Staging Area Locations:		
Personal Protective Equipment Needed:		
Other Equipment Needed:		

Immediate Resources that are Needed:

<input type="checkbox"/>	Animal Care
<input type="checkbox"/>	Assisting those with Special Needs
<input type="checkbox"/>	Assisting Victims with Immediate Needs
<input type="checkbox"/>	Child Care
<input type="checkbox"/>	Clerical Work
<input type="checkbox"/>	Construction
<input type="checkbox"/>	Crowd Control Assistance
<input type="checkbox"/>	Damage Assessment
<input type="checkbox"/>	Data Entry
<input type="checkbox"/>	Debris Clean Up
<input type="checkbox"/>	Donations Coordination
<input type="checkbox"/>	Equipment Operating
<input type="checkbox"/>	Food Preparation
<input type="checkbox"/>	HAM Radio Operator

<input type="checkbox"/>	Labor
<input type="checkbox"/>	Leadership Team
<input type="checkbox"/>	Medical Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Mental Health Counseling
<input type="checkbox"/>	Patient Education
<input type="checkbox"/>	Pharmacy Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Phone Receptionist
<input type="checkbox"/>	Security Assistance
<input type="checkbox"/>	Shelter Assistance
<input type="checkbox"/>	Traffic Control Assistance
<input type="checkbox"/>	Transportation
<input type="checkbox"/>	Translating Services
<input type="checkbox"/>	
<input type="checkbox"/>	

ATTACHMENT 10 REQUEST FOR VOLUNTEERS.

(Use this form for write-in entries)

(Complete one form for each job description.)

Request # _____ Today's Date: _____ Start Date: _____ End Date: _____

Title of Volunteer Position:

Agency Name: _____ Agency

Contact: _____

Agency Address: _____ Phone: _____

Ext: _____

Duties:

Volunteers must be physically able to:

Number Needed: _____ Dates/Hrs

Needed: _____

For this position, volunteers must be at least ____ years of age.

Skills Needed (If computerized, select from skills listed on Disaster Volunteer Registration form)

Follow-up Contacts with Requesting Agency / Clarification of Need

Date	Comments

Volunteers Referred

Name	Date	Name	Date
------	------	------	------

Request closed on ____/____/____

Completed ☐ No placements possible ☐
No longer needed ☐

ATTACHMENT 11 CALL-UP VOLUNTEERS WORKSHEET

[illegible]

ATTACHMENT 12 DISASTER VOLUNTEER REFERRAL

Name of Volunteer _____ Date _____

Referred to (agency)/ESF _____ Need # _____

Agency Contact Name _____

Address of Agency/Site _____

Directions to Site _____

Title/Description of Volunteer assignment _____

Dates and Hours Volunteer Will Work _____

Note: Verification of Volunteer's credentials is the Responsibility of the agency receiving the volunteer.

Whitfield County Volunteer Reception Center

Disaster Volunteer Referral

Name of Volunteer _____ Date _____

Referred to (agency)/ESF _____ Need # _____

Agency Contact Name _____

Address of Agency/Site _____

Directions to Site _____

Title/Description of Volunteer assignment _____

Dates and Hours Volunteer Will Work _____

Note: Verification of Volunteer's credentials is the Responsibility of the agency receiving the volunteer.

ATTACHMENT 13 JOB ACTION WORKSHEET

Agency Requesting Volunteers: _____

Contact Person _____ Phone Number _____

Job Title: _____

Supervisor: _____

Reporting to you are : _____

Location of Assignment: _____

Purpose:

Qualifications:

Training:

Check-In

Duties: _____

Duties: _____

Checkout

Duties: _____

Time Commitment: _____

ATTACHMENT 14 VOLUNTEER APPLICATION

Mr. Last Name		First	
Middle			
Mrs.			
Address		City	State Zip
Best Phone # and Time to Reach Me:		Email	
Employer		Job/Title	Work Phone #
Drivers License # *	Other License Held and # *	Date of Birth *	Social Security Number*
Do you currently volunteer for other organizations? If yes, please list.			
Emergency Contact Name	Best Phone #	Relationship	

* Needed for Background Check

Please put a 1 next to your primary qualification, and put a 2 next to other skills you have.

MEDICAL <input type="checkbox"/> Doctor Specialty: _____ <input type="checkbox"/> Nurse Specialty: _____ <input type="checkbox"/> Emergency Medical Professional: _____ <input type="checkbox"/> Veterinarian <input type="checkbox"/> Veterinary technician <input type="checkbox"/> First Aid <input type="checkbox"/> Card Expires: _____ <input type="checkbox"/> CPR: <input type="checkbox"/> Card Expires: _____ <input type="checkbox"/> Triage COMMUNICATIONS <input type="checkbox"/> CB or HAM Operator <input type="checkbox"/> Hotline Operator <input type="checkbox"/> Web Page Design Languages other than English: <input type="checkbox"/> Spanish <input type="checkbox"/> French <input type="checkbox"/> Sign Language <input type="checkbox"/> Other _____ OFFICE SUPPORT <input type="checkbox"/> Clerical - Filing, Copying <input type="checkbox"/> Data entry Software: <input type="checkbox"/> Phone Receptionist	SERVICES <input type="checkbox"/> Food Preparation <input type="checkbox"/> Elderly/Disabled Asst. <input type="checkbox"/> Child Care <input type="checkbox"/> Spiritual Counseling <input type="checkbox"/> Social Work/ Mental Health <input type="checkbox"/> Search and Rescue <input type="checkbox"/> Auto Repair/Towing <input type="checkbox"/> Traffic Control <input type="checkbox"/> Security <input type="checkbox"/> Crowd Control <input type="checkbox"/> Animal Rescue <input type="checkbox"/> Animal Care <input type="checkbox"/> Runner/Messenger <input type="checkbox"/> Shelter Management <input type="checkbox"/> Education STRUCTURAL <input type="checkbox"/> Damage Assessment <input type="checkbox"/> Metal Construction <input type="checkbox"/> Wood Construction <input type="checkbox"/> Block Construction <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Plumbing <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Electrical <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Roofing	LABOR <input type="checkbox"/> Loading/Shipping <input type="checkbox"/> Sorting/Packing <input type="checkbox"/> Clean-up <input type="checkbox"/> Operate Equipment Types: _____ <input type="checkbox"/> Have Experience <input type="checkbox"/> Supervising Others EQUIPMENT <input type="checkbox"/> Heavy Equipment <input type="checkbox"/> Chainsaw <input type="checkbox"/> Generator <input type="checkbox"/> Other: _____ In an emergency, additional equipment may be needed. Please check items you own that could be used in an event. TRANSPORTATION <input type="checkbox"/> Maxi-van, Capacity _____ <input type="checkbox"/> ATV <input type="checkbox"/> Off-Road Veh/4wd <input type="checkbox"/> Truck Type: _____ <input type="checkbox"/> Boat, Capacity _____ Type: _____ <input type="checkbox"/> Commercial Driver Class & License #: _____ <input type="checkbox"/> Camper/RV, Capacity & Type _____ _____
---	---	--

Check the box that indicates how frequently you would like to volunteer.

_____ Occasionally Regularly _____ Only in an emergency

Are you interested in attending training or participating in practice drills?

Yes

No

Do you have any special considerations (skills, disaster training, or health limitations) you want to tell us about?

Please provide the names, and contact information of two personal references.

Name:	Name:
Address:	Address:
City, State, Zip	City, State, Zip
Phone #	Phone #
Email	Email

Application (continued)

	Yes	No
Are you licensed to operate a motor vehicle in the state of Georgia?	<input type="checkbox"/>	<input type="checkbox"/>
Has your license to operate a motor vehicle ever been revoked? If yes, please explain.	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been convicted of a felony?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been convicted of a misdemeanor that resulted in imprisonment in the last 24 months? If yes, please explain.	<input type="checkbox"/>	<input type="checkbox"/>

Verification and Consent for Reference and Background Check

I verify that the above information is accurate to the best of my knowledge. If this information is incomplete or untrue I understand that my volunteer assignment can be terminated.

I give this agency permission to inquire into my background. I understand this may include my educational background, references, licenses, police records, and employment history and volunteer history. I also give permission for the holder of any such information to release it to this agency.

I hold this agency harmless of any liability, criminal or civil, which may arise as a result of the release of this information about me. I also hold harmless any individual or organization that provides information to this agency. I understand that this agency will use this information only as a part of its verification of my volunteer application.

Signature

Date

Parent or Guardian if under age 18

ATTCHMENT 15 VOLUNTEER ORIENTATION CHECKLISTS

This form is to be filled out by Volunteer Center Staff at each station for each volunteer during the orientation process. This form should then be placed in the Volunteers folder.

Record the date and your initials when the following actions are completed.

Volunteer's Name _____

Date	Action	Your initials
	Station # 1; Registration. Volunteer has received a copy of the Orientation Checklist, Volunteer Instructions, and has completed the Volunteer Application and Emergency Contact Information forms.	
	Station # 2; Interviews. Volunteer has been interviewed and the Volunteer Screening Checklist has been filled out.	
	Station # 3; Data/Agency Coordination. Volunteer has been given a duty assignment and the Disaster Referral Form has been completed and given to them to be turned at Station # 3; Volunteer ID. Volunteer has been given a Volunteer Time Sheet to give to his supervisor at his assigned duty location.	
	Station # 4; Safety Briefing. Volunteer has received a safety briefing given by the Volunteer Center Safety Officer or their replacement.	
	Station # 5; Volunteer ID. Volunteer has turned in their referral form and received an ID badge.	
	Station # 6; Specific Job Training. Volunteer has received information on his/her assigned duty location and been given their supervisor's contact information.	

ATTACHMENT 16 VOLUNTEER SCREENING WORKSHEET

This form is to be completed by the Volunteer Center Interviewer during Screening.
Record the date and your initials when the following actions are completed.

Volunteer's Name		Phone #
Date	Action	Your initials
	Application Received	
	Applicant Interviewed <input type="checkbox"/> Applicants skills can be used <input type="checkbox"/> Not Appropriate at this time	
	References Checked	
	Background Check Completed (if necessary)	
	Professional license Verified (if appropriate)	

Indicate jobs for which this volunteer would be appropriate.

<input type="checkbox"/>	Animal Care	<input type="checkbox"/>	Labor
<input type="checkbox"/>	Assisting those with Special Needs	<input type="checkbox"/>	Leadership Team
<input type="checkbox"/>	Assisting Victims with Immediate Needs	<input type="checkbox"/>	Medical Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Child Care	<input type="checkbox"/>	Mental Health Counseling
<input type="checkbox"/>	Clerical Work	<input type="checkbox"/>	Patient Education
<input type="checkbox"/>	Construction	<input type="checkbox"/>	Pharmacy Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Crowd Control Assistance	<input type="checkbox"/>	Phone Receptionist
<input type="checkbox"/>	Damage Assessment	<input type="checkbox"/>	Security Assistance
<input type="checkbox"/>	Data Entry	<input type="checkbox"/>	Shelter Assistance
<input type="checkbox"/>	Debris Clean Up	<input type="checkbox"/>	Traffic Control Assistance
<input type="checkbox"/>	Donations Coordination	<input type="checkbox"/>	Transportation
<input type="checkbox"/>	Equipment Operating	<input type="checkbox"/>	Translating Services
<input type="checkbox"/>	Food Preparation	<input type="checkbox"/>	
<input type="checkbox"/>	HAM Radio Operator	<input type="checkbox"/>	

ATTACHMENT 17 VOLUNTEER RECOGNITION AND MOTIVATION

Acknowledgement of the value of a volunteer's contribution is critical to maintaining a sufficient volunteer workforce. There are both informal and formal types of recognition.

Informal:

Address the volunteer by name

Say "Thank you."

Write a thank you note

Treat a volunteer to coffee

Take the volunteer to lunch

Ask how the work is going, and stop to listen and discuss the response.

Ask for input

Include volunteers in staff meetings.

Include volunteers in an orientation or education video.

Formal:

Give annual recognition at an appreciation banquet.

Hold an awards ceremony during National Volunteer Week.

Throw a holiday party for volunteers.

Place a photo and article in the local newspaper featuring volunteers.

Place a "volunteer of the month" photo on an agency bulletin board.

Offer advanced training.

Give more responsibility, such as the opportunity to train or supervise other volunteers.

Present volunteers with plaques, certificates, pins, T-shirts, mugs, etc.

Adapted from FEMA Job Aid 3.6

ATTACHMENT 18 VOLUNTEER RECEPTION CENTER NEWS MEDIA TEMPLATE

STATEWIDE NEWS RELEASE

CONTACT: (706) 236-5004

VOLUNTEER RECEPTION CENTER OPENED

City Name, GA – In response to [insert name/type of incident and city/ region affected] in [insert location], the [insert city/cities] [has/have] opened a local Volunteer Reception Center in [insert city location]. The Volunteer Reception Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Volunteer Reception Center located at [insert street address and city] between [insert opening time] and [insert closing time], or they may call [insert area code and phone number] to learn about current volunteer needs and urgent skill requests. Agencies that need volunteers should call [insert area code and phone number].

[IF NEEDED, ADD THIS SECTION] Volunteers with [insert list specific urgent skills needed such as language, medical, etc.] are urged to contact the Volunteer Reception Center or [insert other organization name, such as Health Services, Red Cross, etc.] immediately.

ATTACHMENT 19 VOLUNTEER LOG IN/OUT FORM

Site _____ Site Supervisor _____ Date _____
Page ____ of ____

Volunteers MUST fill out this form each time they arrive and leave a volunteer assignment.

	Print Name	Signature	Time In	Time Out
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

**ATTACHMENT 20 WHITFIELD COUNTY VOLUNTEER RECEPTION CENTER
TELEPHONE CALL LOG**

[illegible]

ATTACHMENT 21 TRAINED AND AFFILIATED VOLUNTEER GROUPS

Volunteer Groups

[illegible]

Service Programs

[illegible]

ATTACHMENT 22 EMERGENCY CONTACT INFORMATION

Name of Volunteer _____

Address _____

City, State _____

Zip Code _____

Contact Number: _____

In case of emergency contact:

Name: _____

Relationship: _____

Contact Number: _____

ATTACHMENT 23 VOLUNTEER TIME SHEET

Volunteer Time Sheet for _____
Month/Year

Your Name _____
First Name Last Name

Your Signature _____

Your Address _____

Instructions: In order to be considered an active volunteer, you must turn in your time sheet to the Volunteer Reception Center Manager each month. Let us know if you plan to be away for an extended time.

Please fill in all the information requested below for each of the agencies at which you volunteer.

Please return this form to the Volunteer Reception Center Manager or the Whitfield County Emergency Management Agency office by the 5th of each month. (The office location, mailing address, and fax number are at the top of this form.)

If you have any questions, concerns or need more time sheets, please contact the Whitfield County Emergency Agency. (Numbers are listed at the top of this form.)

Agency _____

Supervisor's Signature _____

Volunteer Title or Job Description _____

Total number of volunteer
hours for this month at this
agency / job

Share a story or tell how your volunteer efforts is making a difference in the community _

(Over-Continued on Back)

Volunteer Time Sheet (continued)

Volunteer Hours Log: You may use this calendar to keep track of the number of hours you work each day during the month.

Month/Year _____ Agency _____						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total hours for the month _____

**WHITFIELD COUNTY
COMMUNITY AWARENESS
STANDARD OPERATING GUIDE**



**Whitfield County
Emergency Management Agency
Whitfield County, Georgia
SOG 2012-002**

ACRONYMS

C.V.A.D. – Community Volunteers Active in Disasters

DAPS - Disaster Awareness and Preparedness Strategy

DPIO – Deputy Public Information Officer

EMA - Emergency Management Agency

EAS - Emergency Alert System

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

GEMA - Georgia Emergency Management Agency JIC Joint Information Center

LPIO – Lead Public Information Officer

NRF - National Response Framework

PIO – Public Information Officer

SWAW -Severe Weather Awareness Week

DEFINITIONS

Public Education: The process of making the public aware of its risks and preparing citizens for hazards in advance of a disaster and as a long-term strategic effort. Public Education must occur prior to an event. When a disaster strikes, it should not be the first time that the public is hearing emergency preparedness information.

Public Information: The delivery of messages to the public in anticipation of and during an incident. Public information is incident specific and includes the development and release of real-time messages.

EMA Alert: An email group dedicated to the distribution of time critical preparedness, safety and administrative material that may be of interest to the public and/or motivate the public to take action.

Social Media: Web-based and mobile technologies that turn communication into an interactive dialogue and can assist in providing immediate emergency notification to citizens.

I. Introduction

A. The need for clear, concise information about potential and impending disasters is vital to protecting public safety and welfare. Whitfield County is vulnerable to both natural and man-made hazards. It is therefore essential that the community is aware of the hazards they face and have the skills and resources to manage emergencies when they occur.

B. In order to raise the level of disaster awareness of communities in Whitfield County, the Whitfield County Emergency Management Agency (EMA) Disaster Awareness and Preparedness Strategy (DAPS) has been developed.

C. The primary objective of the DAPS is to create an informed public that knows the steps that should be taken to prevent and respond to a wide range of emergency incidents. These steps are to protect life, property, and the environment, and to promptly notify Whitfield County EMA when an emergency occurs.

D. In an effort to improve public safety and to minimize the loss of life and property during periods of emergency, effective public education and communication campaigns will provide clear objectives and incorporate techniques to motivate the public to act before an emergency.

E. In a major emergency or disaster, there may be large numbers of media representatives seeking information about the situation and about response efforts. Whitfield County will fully cooperate with the media and procedures have been developed to ensure imperative information is disseminated to the public through the media in a timely manner.

II. Purpose

A. This Guideline establishes procedures relating to public awareness and education programs in order to increase citizen's knowledge and enable safe attitudes and behaviors. Public education works to change people's opinion about a hazard and to motivate them to take actions to reduce risk.

B. This Guideline has been prepared to be consistent with the Georgia Emergency Management Agency's (GEMA) Emergency Operations Plan (EOP) and the National Response Framework (NRF) for emergencies and disasters.

C. The intent of this document is to provide a program using existing communication facilities and news media outlets to inform the public before, during and after an emergency or disaster whether it is natural, man-made, or terrorist-related.

D. This strategy aims to increase awareness about Whitfield County's emergency response plan and how to learn additional information about the community's emergency management program.

E. The public information program will serve as a guide to properly plan and prioritize disaster awareness programs in order to fully utilize limited resources.

III. Scope

A. This Guideline identifies the key policies, concepts of operations, roles, responsibilities and capabilities of public information before, during and after an emergency or disaster.

B. Whitfield County EMA provides informational materials and resources to keep the public informed on a variety of Emergency Preparedness topics ranging from hurricanes, severe storm and flood preparedness, tornado preparedness, self-sufficiency immediately after a disaster, pandemic flu preparedness, fire prevention and safety, injury prevention, hazardous materials awareness, and more. In addition, during specific emergency situations, Whitfield County EMA provides additional information to be made available to the public.

IV. Authorities

A. Whitfield County EMA is mandated by the State of Georgia to operate under the purview of the Whitfield County Commission and is directly responsible for emergency operations to include warning services and necessary actions incidental to the preparations for an emergency.

B. During routine operations, Whitfield County EMA has the responsibility to provide residents and businesses, which are potentially affected by these hazards with information about what they can do to prepare for, respond to, and recover from an emergency.

C. Whitfield County EMA has developed and exercised a variety of tools and systems to assist with notifying and disseminating information to the public to include outdoor warning system, the Emergency Alert System (EAS), NOAA All-hazard Weather Radio, media outlets, emergency notification systems (phone, text, email), website, and social media forums.

D. If the scope of the disaster is large enough, Whitfield County EMA can utilize the Whitfield County Public Information Officer (PIO) as well other local public affairs representatives.

V. Assumptions

A. The public needs timely and accurate information regarding disasters before, during, and after disasters.

B. Effective public education and communication campaigns seek clear objectives and incorporate techniques used to disseminate public information.

C. Many disasters can occur rapidly, hampering the ability of response organizations and local government to provide comprehensive information to everyone impacted at the onset. For this reason, there is a need for public education to prepare people for action in future warnings.

D. Messages on TV and radio are effective; however, there must be an information stream of multiple communications through diverse media such as websites and social media.

E. Before, during and after a disaster there will be a need to disseminate information in multiple languages, especially literature in Spanish as there are a high number of Spanish-speaking residents in Whitfield County.

F. The demand for information will be overwhelming if the scope of the disaster is of large scale; there will undoubtedly be a need for a coordinated response from the media outlets.

VI. Implementation

A. Whitfield County EMA reaches the public through a number of methods. These include programs that are targeted to specific audiences such as school children, seniors or the disabled, church or civic groups, neighborhood watch groups and programs that are directed to the general public through campaigns, publications, and teaching resources. Radio, television, newspapers, community public educators, Whitfield County EMA staff and volunteers all play a vital role in providing public awareness/information messages of Whitfield County EMA to the public.

B. Whitfield County EMA will rely heavily on technology based media to aid in dissemination of public information including the Whitfield County website, text and email alerts, and social media.

C. A proposed outline for Emergency Preparedness Education will be developed annually which will include a timetable for delivery of the various messages throughout the year. This timetable will outline the topic of the message, the time frame, target audiences and delivery methods. Fact sheets, flyers and other materials needed for delivery of various programs will be identified during this planning phase.

D. Special consideration will be given to National and State Observances of events such as Severe Weather Awareness Week (SWAW) in February and National Preparedness Month in September. Other topics will be implemented based upon specific threats or seasons such as Hurricane Season from June through November, Tornado Season in the spring and Holiday Safety in December.

VII. Concept of Operation

A. Public Education Planning and Implementation is an ongoing process. Before a disaster threatens/strikes Whitfield County, residents need to be made aware of the hazards they could be faced with. The message should clearly explain three critical issues: the potential losses, the chances that the losses will take place, and how to minimize the losses.

B. Coordinating Instructions

1. Preparedness: Preparedness includes measures taken before an incident to prepare for or mitigate the effects. Actions include:

a. Identify hazards which are specific to our area. The Whitfield County Hazard Mitigation Plan identifies hazards that are most likely to affect Whitfield County. Many of these are weather related such as thunderstorms, hurricanes and tornados. These hazards as well as current events will be used in planning and implementing the public awareness campaign.

b. Identify target audiences, vulnerable populations and stakeholders to address in the development of key messages. Key messages must be communicated to target audiences in a way that they understand, and inspire them to take action. Target audiences include, but are not limited to: Civic Groups, Neighborhood Watch Groups, Business Organizations, Community Groups, Churches, Schools, and individuals with special considerations (elderly, disabled, non-English speakers and those with vision, hearing and cognitive impairments).

c. Messages and educational materials will be obtained or developed based upon the identified messages, the audience and the method of delivery. (Several sample documents for Public Educational Topics are attached for reference.)

d. A variety of techniques shall be used to deliver messages to the community. These include:

- 1) Local media: newspaper articles, radio / television programs.
- 2) Speaking engagements: civic organizations, school events, Neighborhood Watch programs.
- 3) Special events; Local festivals, career day at schools.
- 4) Contests: essay contest for elementary school children
- 5) Educational materials: pamphlets, flyers
- 6) Online content: website articles, social media discussion on Facebook and Twitter.

e. Having an ongoing, positive relationship with local media is vital to an effective education and awareness campaign. Whitfield County EMA has already established this relationship with each of the local media. Regular press releases and media notices are provided as part of the agency's Public Relations activities.

f. The Whitfield County EMA will collect and maintain a file of fact sheets, instructions and procedures, and other readily available pre-scripted information on a wide range of topics to support the rapid dissemination of public information.

2. Response: Response processes mitigate the effects of unexpected problems and allow for the orderly release of information. Response activities for disaster communications with the public include:

a. Rapid mobilization of the Whitfield County EMA PIO to prepare and deliver messages to the public focusing on:

- 1) Emergency status information
- 2) Lifesaving/health preservation instructions and emergency status information
- 3) Information in response to public or media inquiry
- 4) Information to resolve any conflicting information or to dispel rumors

b. Depending on scale of disaster, the Whitfield County EMA PIO will disseminate messages through local media, the Whitfield County EMA Alert, Facebook, Twitter, Whitfield County Website, and text alerts.

c. In situations when the EOC is activated, the Whitfield County EMA PIO, Whitfield County PIO and volunteer Phone Operators will be activated.

d. When deemed appropriate, activate a Joint Information Center (JIC) near the EOC allowing PIOs to collaborate on a unified public message.

e. Prepare media releases, key messages and talking points.

f. If deemed necessary, the Whitfield County EMA website homepage will be replaced with an incident specific page containing pertinent information about the current emergency/disaster.

3. Recovery: Incident communications and public information efforts are sustained as long as necessary to continually reassure, inform and respond to public information needs.

a. Deliver messages to the public focusing on:

1) Disaster assistance and recovery assistance.

2) Donations management assistance from external groups.

b. If an evacuation is ordered, public information on re-entry and response efforts will be distributed to media, as well as through various Whitfield County EMA communication tools.

C. Exercise and Training: Whitfield County EMA will continually monitor the effectiveness of the Public Information strategy by noting the behavior of residents as well as the number of individuals reached through various communication tools.

VIII. Responsibilities

A. Whitfield County EMA Director: The Whitfield County EMA Director serves as the primary advisor to the County Commissioners and the County Administrator and will make notifications as deemed necessary. The Whitfield County EMA Director serves as the liaison and advisor to the Command Policy Group. The Director also has signature authority and responsibility to issues and/or requests through the County and GEMA. During times of crisis the Director may serve as the lead spokesperson to the community and primary subject matter expert regarding the County's emergency management plan. The Director will continually evaluate the capabilities required to accomplish the goals established in the annual outline for Emergency Preparedness Education.

B. The Whitfield County EMA Public Information Officer: The Whitfield County EMA PIO develops and/or participates in relevant ESF related planning, training and exercises and ensures necessary supplements to the ESF annex are developed and maintained. The Whitfield County EMA PIO is responsible for the organization and distribution of public information before, during and after disasters or emergencies that affect Whitfield County.

C. JIC LPIO: If a disaster warrants the full activation of the EOC and a JIC, the Whitfield County PIO will assume the role of LPIO and the Whitfield EMA PIO will assume the role of Deputy PIO (DPIO)

D. Whitfield County C.V.A.D.: Whitfield County C.V.A.D. may be used to help support public information efforts to ensure effective management, communications, and operations. Whitfield County EMA Volunteers will be used to help with preparedness efforts, attending festivals and expos as well as reaching out to their communities to identify hazards. If the EOC is activated, Whitfield County C.V.A.D. will serve as Phone Operators.

IX. Guideline Management and Maintenance

A. Whitfield County EMA is the executive agent for Annex management and maintenance. This Guideline will be updated periodically as required to incorporate new directives and changes based on lessons learned from exercises and actual events. This section establishes procedures for interim changes and full updates of the Guideline.

B. Types of Changes: Changes include additions of new or supplementary Material and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation.

C. Coordination and Approval: Any department or agency with assigned responsibilities within the EOP Annexes may propose a change to the plan. Whitfield County EMA is responsible for coordinating all proposed modifications to the Annexes with primary and support agencies and other stakeholders, as required. Whitfield County EMA will coordinate review and approval for proposed modifications as required.

D. Notice of Change: After coordination has been accomplished, including receipt of the necessary signed approval supporting the final change language, WHITFIELD COUNTY EMA will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated insert pages that will replace the modified pages in the EOP. Once published, the modifications will be considered part of the EOP for operational purposes pending a formal revision and re-issuance of the entire document. Interim changes can be further modified or updated using the above process.

E. Distribution: Whitfield County EMA will distribute the Notice of Change to all participating agencies. Notice of Change to other organizations will be provided upon

request Working toward continuous improvement, Whitfield County EMA is responsible for an annual review and update of the EOP to include related annexes, and a complete revision every four years (or more frequently if the County Commission or GEMA deems necessary). The review and update will consider lessons learned and best practices identified during exercises and responses to actual events, and incorporate new information technologies. Whitfield County EMA will distribute revised EOC Annex documents for the purpose of interagency review and concurrence.

ANNEX A

Annual Outline for Focus of Educational Activities

This outline will be reviewed and updated annually by Whitfield Emergency Management Agency personnel. The outline will encompass a variety of subjects and methods of delivery for appropriate educational and informational messages. The annual outline is only a guide and can be updated and amended as needed.

January

Winter Weather

- Target Audience: General public, senior citizens, businesses
- Winter weather safety press release
- Safety tips issued by the Whitfield County EMA.
- Winter storm preparedness tips placed on agency social media sites and website

February

Severe Weather Awareness Week (SWAW)

- Target Audience: General public, children, senior citizens, businesses
- SWAW press release issued to media about severe weather awareness
- Safety tips issued for each day of the week focusing on severe thunderstorms, flooding, tornadoes, supply kits, and lightening
- PSA created to run on local cable channels, the County government channel, Whitfield County YouTube channel, and agency social media sites and website
- Severe Weather Awareness tips discussed on weekly radio show
- Whitfield County EMA will promote Statewide Tornado Drill
- Whitfield County EMA will hold an essay contest for area 5th graders

March

Volunteer Opportunities

- Target Audience: General public, businesses, civic groups
- Press release issued to media highlighting volunteer opportunities
- Opportunities placed on agency social media sites and website
- Organizations to include: The Community Emergency Response Team.

June

Hurricane Season

- Target Audience: Entire Whitfield County population
- Multiple press releases issued to the media about hurricane season
- Outreach in neighborhoods, schools, civic groups, businesses
- Literature regarding hurricane season made available at Whitfield County EMA office
- Hurricane information and PSAs placed on agency social media sites and website.

September

National Preparedness Month

- Target Audience: General public, education institutions, businesses, senior citizens.
- Press release issued to media about National Preparedness Month
- National Preparedness Month information placed on agency social media sites and website
- Preparedness discussions presented to elementary schools

December

Holiday Safety

- Target Audience: General public, education institutions, businesses.
- Holiday Safety information placed on agency social media sites and website

This plan is effective upon adoption by the Whitfield County Board of Commissioners and will be activated upon the direction of the heads of local government.

Adopted this 23rd day of January 2012.

WHITFIELD COUNTY BOARD OF COMMISSIONERS



Mike Babb, Chairman

ATTEST:



Samantha Bearden, County Clerk

Emergency Support Function


5

Emergency Management



Disaster Commodity Distribution
Whitfield County, Georgia
SOG: 2011 - 002
Local Emergency Operations Plan Annex

Whitfield County Emergency Management Agency
Standard Operating Guideline

	SOG: 2011 - 002 Disaster Commodity Distribution	
		Supersedes any and all other policies related to Points of Distribution Disaster Commodities
Effective Date October 1, 2011	Prepared By: Claude Craig	

REFERENCES:

EMAP Standard
NIMS (2008)
National Response Framework
Whitfield County Ordinance Related to Emergency Management
Whitfield County LEOP 2008
Georgia Emergency Management Agency POD Guide

A. Purpose: (EMAP 4.6.2.1, 4.8.1)

This Disaster Commodity Distribution Standard Operating Guideline is a Support Annex to the Whitfield County Local Emergency Operations Plan (LEOP) and defines how Whitfield County will establish initial points of distribution (POD) where the public may obtain life sustaining emergency relief supplies. If utilized, points of distribution will operate until power is restored and traditional facilities such as retail establishments reopen.

B. Scope: (EMAP 4.6.2.1)

This SOG covers all aspects of the distribution of disaster commodities within Whitfield County, Georgia.

C. Objectives: (EMAP 4.6.2.1)

1. Deliver disaster commodities to the citizens of Whitfield County in a timely and efficient manner.
2. Define the steps to request initial disaster commodities and resupply as needed.
3. Identify POD locations and activation procedures.
4. Identify methods for staffing PODS.

Whitfield County Emergency Management Agency
Standard Operating Guideline

5. Identify methods for determining needed amounts of disaster commodities.
6. Provide pre-determined public information tools for use before, during and after POD activation.

D. Authority: (EMAP 4.6.2.2)

1. The County Ordinance Related to Emergency Management (2009).

E. Situation & Assumptions: (EMAP 4.6.2.3)

1. Disasters can and have caused substantial disruption of essential services, power and water supplies, and transportation infrastructure within Whitfield County, Georgia. These disruptions may create the need for disaster commodities such as ice, water, meals ready to eat (MREs) and tarps to be distributed to the public.
2. The required rate of delivery of bulk commodities is directly proportional to the ability to distribute resources to victims and the status of commercial power restoration. Each POD will not request more commodities than the affected population can reasonably consume in the operational period or can be effectively distributed by the POD.
3. A forecasting tool will be utilized to determine the initial quantities of commodities required based on forecast-impacted population. The forecasting tool will also estimate the number of PODs, staffing, material handling resources and other logistics support resources the county will require in an event.
4. Disaster victims will drive through a POD and be served without leaving their vehicles. Each car represents an average family of 3. Each vehicle passing through a distribution point may receive the following: 2 or 3 bags of ice, 1 case of water, 6 MRE's and 1 tarp, if needed.
 - 1 truck load of ice and water will serve 1,660 vehicles or about 5000 people
 - 1 truck load of MRE's will serve 3,624 vehicles or about 10,000 people
 - 1 truck load of tarps will serve 4,400 vehicles or about 4,400 homes
5. Distribution points will be open to the public for 12 hours per day. Re-supply of distribution points will primarily be at night (while the POD is closed to the public).

6. Planning Factors - General planning factors will be utilized in coordinating and communicating during the planning and response process including:

Commodity	Consumption	Typically Delivered
ICE	8 lbs (1bag) per person per day	40,000 lbs per truck load 20 Pallets per truck, 2000 lbs per pallet, 250 – 8 lbs bags per pallet, 5000 bags per truck 25 Trucks = 1 million lbs
Water	1 gal per person (3.79 liters per gal)	4,750 gallons per truck 20 Pallets per truck 237 gallons per pallet 1900 lbs per pallet 212 Trucks = 1 million gal
MREs	2 MREs per person per day	21,744 MREs per truck load 12 MREs per case 1812 cases per truck
Tarps	1 Per Car	4,400 tarps per truck load Tarp size is generally 20' x 25'

7. Additional items may be identified specific to the on-going event for distribution. Any such items will be distributed in the same manner as the commodities listed above with the exception of those items targeted for special needs groups such as medical supplies, etc.

8. Unsolicited donated goods will be managed following the procedures found in the donated goods SOG.

9. A loading point is where a stockpile of ice, water, MREs, and tarps are located. Each loading point has a team of people (1 for water, 1 for ice, and 1 for MREs/tarps) that load these items into the vehicle as it stops in front of their position.

10. Based on past experience, a well planned and operated distribution point with one lane of traffic and 3 loading points can service 140 cars per hour. Based on a 12 hour work day, about 1,680 vehicles or $1,680 \times 3 = 5000$ people can be served.

F. Functional Roles & Responsibilities (EMAP 4.6.2.4, 4.7.5)

Emergency Support Function	Responsibilities
ESF – 1: Transportation Whitfield County School System Whitfield Transportation	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. At the request of the Whitfield Sheriff's Office Division of Emergency Management provide transportation of volunteers to and from Points of Distribution. 4. Provide transportation of disaster commodities as requested.
ESF – 2: Communications Whitfield County E-911 Center Whitfield County Emergency Management Agency	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Coordinate communications between PODs and the Emergency Operations Center. 4. Support POD operations by ensuring interoperable communications between local, regional, state and federal assets.
ESF – 3: Public Works Whitfield County Public Works City of Dalton Public Works	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Assign equipment and personnel if available to assist in the unloading of disaster commodities as requested. 4. As requested, deploy signs and other traffic control devices to assist with traffic control at or near POD sites.
ESF-4: Fire Service Whitfield County Fire City of Dalton Fire Town of Cohutta	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. If available, provide Emergency Medical Service support at POD locations. 4. Provide logistics personnel to assist emergency management with POD management.
ESF-5 Emergency Management Whitfield County Emergency Management Agency	<ol style="list-style-type: none"> 1. Coordinate regular training and exercises. 2. Coordinate annual plan reviews. 3. Aggressively work to determine anticipated or actual unmet needs. 4. Maintain high level of situational awareness and request disaster commodities from GEMA and other sources as soon as possible. 5. Determine the most practical locations to deploy disaster commodities including pre-determined POD locations, shelters, Disaster Recovery Centers, or other locations driven by the event. 6. Activate POD plan as early as possible. Deploy staffing and equipment to POD locations as dictated by the on-going or developing situation.
Emergency Support Function	Responsibilities

Whitfield County Emergency Management Agency Standard Operating Guideline

ESF – 13: Law Enforcement Whitfield Sheriff's Office City Police Departments	1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Provide Security at Points of Distribution locations. 4. Provide traffic control at and near Points of Distribution locations.
ESF – 15 External Affairs Agency Public Information Officers	1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Coordinate the release of public information related to the distribution of disaster commodities.

G. Logistics (EMAP 4.6.2.5, 4.8.1)

1. Resource Priorities (EMAP 4.11.2)

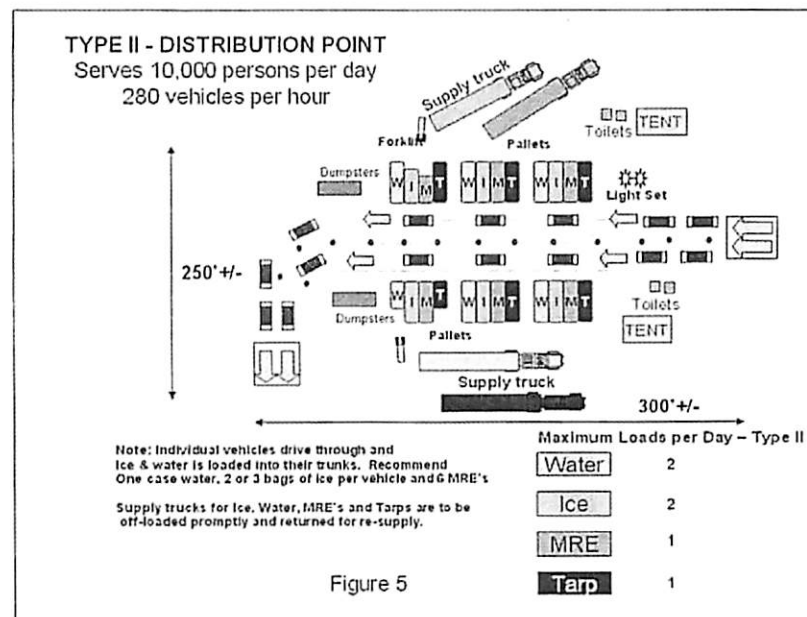
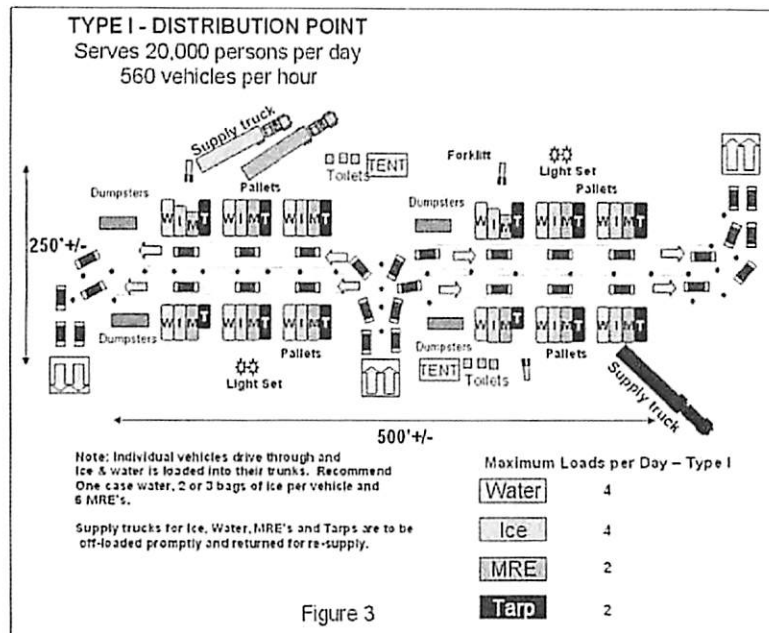
- a. All resource decisions specific to disaster commodity distribution shall be based on the following priorities: (EMAP 4.11.2)

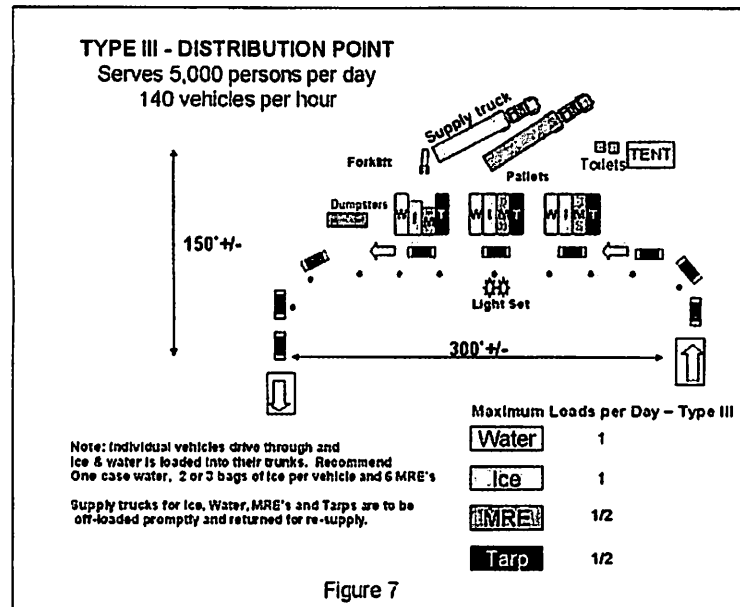
1. Life safety
2. Incident stabilization
3. Property & environmental protection
4. Restoration of critical infrastructure

2. Facilities (EMAP 4.12)

- a. Emergency Operations Center – The Whitfield County Emergency Operations Center shall be activated to the appropriate level to support disaster commodity distribution.
- b. Point of Distribution – Any location where emergency management distributes disaster commodities. This SOG lists multiple predetermined locations where PODs could be established. However, it must be stressed that every situation is different and the decision as to where and when to establish PODs must be based on meeting the objective of taking the recovery to the disaster victims.

Point of Distribution Types





Potential Points of Distribution

List of Potential POD Sites

Location Name	Address	Type	Persons Per Day
Brookwood School	501 Central Ave. Dalton, GA 30720 34°45'18.76"N 84°58'23.38"W	III	5,000
Dalton High School	1500 Manly St. Dalton, GA 30720 34°W46'45.27"N 84°59'09.95"W	I	20,000
Dalton Middle School	1250 Cross Plains Trail Dalton, GA 30720 34°47'31.4" N 84°56'14.3" W	I	20,000
Fort Hill School	104 Fort Hill Terrace Dalton, GA 30720 84°57'7"73" N 34°46'20.68" W	III	5,000
Park Creek School	1500 Hale Bowen Dr Dalton, GA 30721 34°47'29.02" N 84°56'57.89" W	II	10,000
Westwood School	708 Trammell St Dalton, GA 30720 34°46'51.62"	III	5,000
Northwest Whitfield High School	1651 Tunnel Hill - Varnell Rd Tunnel Hill, GA 30755 43°52'40.26"N 84°59'25"W	II	10,000
North Georgia Trade & Convention Center	2211 Dug Gap Battle Rd. Dalton, GA 30720 34°76'11.54"N 85°00'41.27" W	II	10,000
Southeast Whitfield High School	1954 Riverbend Rd. Dalton, GA 30721 34°73'30.60" N 84°93'99.50" W	II	10,000
Beaverdale Elementary School	1350 Prater's Mill Rd Dalton, GA 30721 34°54'29.30" N 84°51'82.30" W	II	10,000

Whitfield Career Academy	2300 Maddox Chapel Rd Dalton, GA 30721 34°47'08.70" N 84°55'28.60" W	I	20,000
Westside Middle School	580 Lafayette Hwy Rocky Face, GA 30740 34°47'20.90" N	II	10,000
Valley Point Middle School	3796 S. Dixie Rd Dalton, GA 30720 34°40'95.00" N 84°59'18.80" W	II	10,000
Cohutta Elementary School	254 Wolfe St Cohutta, GA 30710 34°57'63.70" N 84°56'89.90" W	III	5,000
		TOTAL	145,000

- c. Disaster Recovery Center – If the disaster is severe enough for a Presidential Disaster Declaration to be approved for Individual Assistance, a Disaster Recovery Center (DRC) will be established. In this case, disaster victims will be coming to the DRC to apply for FEMA grants as well as other benefits. Emergency managers should consider making disaster commodities available at the DRC for victims.
- d. Warehouse – Disaster commodities may arrive faster than are needed or in advance of the expected disaster. In this case the Whitfield County Emergency Management Agency shall work with the Whitfield County Board of Commissioners and the inlaying Municipalities to secure warehouse space to store commodities.

3. Personnel

Type 1 Distribution Point – Whitfield County Staffing Matrix			
Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	2	1	CERT Team Member
Forklift Operator	2	3	Public Works
Labor	57	4	CERT Team Georgia Defense Force
Law Enforcement	4	1	Whitfield County Sheriff's Office

Whitfield County Emergency Management Agency Standard Operating Guideline

**Type 2 Distribution Point – Whitfield County
Staffing Matrix**

Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	1	2	CERT Team Member
Forklift Operator	1	2	Public Works
Labor	28	3	CERT Team Georgia Defense Force
Law Enforcement	2	1	Whitfield Sheriff's Office

**Type 3 Distribution Point – Whitfield County
Staffing Matrix**

Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	1	1	CERT Team Member
Forklift Operator	1	2	Public Works
Labor	14	2	CERT Team Georgia Defense Force
Law Enforcement	2	1	Whitfield Sheriff's Office

4. Equipment

Equipment	Pod Type			Sources
	Type 1	Type 2	Type 3	
Forklift	3	2	1	Public Works Whitfield County Schools City of Dalton Schools Rental
Pallet Jack	3	2	1	Public Works Whitfield County Schools City of Dalton Schools Rental
Power Lights	2	1	1	Whitfield Fire City of Dalton Fire CERT Rental
Toilets	6	4	2	Rental
10 x10 Tents	3	2	2	Whitfield Fire City of Dalton Fire CERT City of Dalton Police
Dumpsters	4	2	1	Rental
Traffic Cones	75	75	75	Public Works Whitfield County Sheriff Dalton Utilities Dalton Police Dept

5. Disaster Commodities (EMAP 4.8.5)

- a. Disaster commodities will be requested by the Whitfield County Emergency Operations Center by making a request to the Georgia Emergency Management Agency. The request shall include:**

Types of commodities needed
Quantity
Location to be delivered
Time needed

- b. The Whitfield County Emergency Operations Center shall also use contacts found within the county to order commodities from local vendors following existing purchasing policies.**
- c. Commodities secured locally will be transported by the Whitfield County School System, Public Works, Fire, and Sheriff's Office.**

H. Concept of Operations (EMAP 4.6.2.6)

1. Activation (EMAP 4.8.4.1, 4.8.4.2, 4.11.1)

- a. The Whitfield County Emergency Operations Center Management Team shall constantly monitor the need or potential need for disaster commodity distribution. The Commodity Distribution Plan shall be activated as soon as it is clear that there will be a need for essential items in the disaster area.**
- b. All requests for disaster commodities must be approved by the Emergency Management Director or designee.**

2. POD Management

- a. All POD operations shall be managed following the concepts and principles of NIMS/ICS. (EMAP 4.7.4)
- 3. Notifications/Staffing (EMAP 4.8.1, 4.8.2)
 - a. Existing notification systems shall be used to activate POD staffing. ESF-5 and ESF-7 shall develop the initial staffing plans for each POD. These staffing plans shall include both a day and night shift for an initial 72 hour period.
- 4. Public Information (EMAP 4.15.1)
 - a. The Emergency Operations Center Joint Information Team shall work with EOC management to provide the public with timely and accurate information concerning the distribution of disaster commodities. (EMAP 5.15.2.1)
 - b. All available sources including existing communications systems, social media, e-mail, media contacts, and internet will be used to distribute to the public any information related to disaster commodity distribution.
 - c. There Shall be periodic press releases for the distribution of disaster commodities. (EMAP 4.15.2.2)
 - d. CERT members may also be used to distribute flyers in the disaster area concerning the POD.
 - e. All releases must be approved in advance by the emergency management director or designee. (EMAP 4.15.2.3)
 - f. The E-911 Language line and the local Spanish radio station shall be utilized to assist in distributing information to non-English speaking victims. (EMAP 4.15.2.4)
 - g. The Joint Information Team shall coordinate with the Whitfield County Senior Center and home health providers to coordinate information to special needs populations affected by the disaster. (EMAP 4.15.2.5)
- 5. Resupply
 - a. Each POD manager shall maintain a near continuous inventory of items available for distribution. The POD manager and the emergency management director shall agree on an amount of commodities coupled with the demand that will trigger the reordering of needed items.
- 6. Termination (EMAP 4.8.4.3)

- a. Once the demand for disaster commodities drops, the emergency management director shall ensure that an updated needs assessment is completed. If the needs assessment finds that there is no longer a need to operate the POD, it will be closed.
- b. An inventory of remaining disaster commodities will be taken and those items will be moved to a warehouse location or transferred to another jurisdiction that may be in need.

I. Plan Maintenance (EMAP 4.6.2.7)

The Whitfield Emergency Management Agency shall ensure that the plan is maintained and reviewed.

APPROVED AND ADOPTED by the Board of Commissioners of Whitfield County
this 31st day of October 2011.



Chairman

ATTEST:



County Clerk

Whitfield County Emergency Management Agency
Standard Operating Guideline

MOUs

GEORGIA EMERGENCY MANAGEMENT AGENCY-HOMELAND SECURITY STATEWIDE MUTUAL AID AND ASSISTANCE AGREEMENT

The State of Georgia is vulnerable to a wide range of natural or man-made disaster/emergencies. The Georgia Emergency Management Act, as amended ("the Act") gives the local governments of the State the authority to make agreements for mutual aid assistance in emergencies, and through such agreements to ensure the timely reimbursement of costs incurred by the local governments which render such assistance. Under the Act, the Agency has authority to coordinate assistance between local governments during emergencies and to provide available resources where needed.

This Mutual Aid Agreement is entered pursuant to authorities contained in Articles I through III, Chapter 3, Title 38, Official Code of Georgia Annotated, including O.C.G.A. § 38-3-29, specifically.

ARTICLE I **STATEMENT OF AGREEMENT, DEFINITIONS AND AUTHORITIES**

This Agreement is made and entered into between the participating political subdivisions, which approve and execute this agreement, hereinafter called "Participating Parties" and the Georgia Emergency Management Agency-Homeland Security (GEMA-Homeland Security). For purposes of this agreement, the following terms and expressions shall apply:

- (1) "Agreement" means this agreement, sometimes called the "Statewide Mutual Aid Agreement" (SWMAA).
- (2) "Assistance" includes personnel, equipment, facilities, services, supplies and other resources furnished to a Requesting Party pursuant to this agreement during an emergency or disaster.
- (3) "Assisting Party" means a Participating Party that provides assistance pursuant to this agreement during a disaster or emergency.
- (4) "Authorized Representative" means a Participating Party's elected or appointed official or employee who has been authorized in writing by that party to request, to offer, or otherwise to provide assistance or an employee of GEMA-Homeland Security designated by its Director under the terms of this agreement.
- (5) "Participating Parties" means the several counties and municipalities of the State of Georgia or combinations thereof that have become parties to this agreement by their approval and execution of this agreement.
- (6) "Requesting Party" means a Participating Party that requests assistance pursuant to this agreement during a disaster or emergency.

Any term or expression not defined in this Agreement shall have the meaning specified in the Georgia Emergency Management Act, (the Act) as amended and rules promulgated thereunder, unless used in a context that clearly suggests a different meaning.

ARTICLE II **GENERAL PURPOSE**

The purpose of this Agreement is to provide for mutual assistance between the Participating Parties in managing any emergency or disaster that is duly declared by the governing authority of any political subdivision that is a Participating Party, whether arising from natural disaster, technological hazard, human caused disaster, civil emergency aspects of resource shortages, community disorders, insurgency, enemy attack, acts of terrorism, other significant events or a national security activity.

ARTICLE III **ACKNOWLEDGEMENT OF PRINCIPLES**

The prompt, full and effective utilization of resources of the Participating Parties, including any resources on hand or available from the State or Federal Government or any other source, that are essential to the safety, care and welfare of the people in the event of any locally declared emergency or emergency declared by the Governor shall be the underlying principle on which all articles of this agreement shall be understood.

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In the event a conflict between any provision of this Agreement and any existing intrastate mutual aid Agreement affecting a Participating Party, the provisions of this Agreement shall be controlling.

On behalf of the governing authority of each political subdivision of this State participating in the agreement, the Director of emergency management of such political subdivision will be responsible for formulation of the appropriate mutual aid plans and procedures necessary to implement this Agreement.

ARTICLE IV PARTICIPATING PARTY RESPONSIBILITIES

(a) It shall be the responsibility of each Participating Party to formulate procedures and programs for intergovernmental cooperation in the performance of the responsibilities listed in this article. In formulating such plans, and in carrying them out, each Participating Party, insofar as practical, shall:

- (1) Protect and assure uninterrupted delivery of services, medicines, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources, both human and material.
- (2) Inventory and set procedures for the loan and delivery of human and material resources, together with procedures for reimbursement.

(b) Whenever a Participating Party declares a local emergency and such disaster or emergency is too great to be dealt with unassisted, for which a state of emergency has been declared, the authorized representative of the Requesting Party for such Participating Party or his/her authorized representative may request assistance from another Participating Party by contacting the Director of the GEMA-Homeland Security. The provisions of this Agreement shall only apply to requests for assistance made by and to authorized representatives. Requests may be verbal or in writing. If verbal, the request shall be confirmed in writing within 30 days of the verbal request. Requests shall provide the following information:

- (1) A description of the emergency service function for which assistance is needed, such as but not limited to fire services, law enforcement, emergency medical, transportation, communications, public works and engineering, building inspection, planning and information assistance, mass care, resource support, health and medical services, damage assessment, volunteer and donated goods and search and rescue.
- (2) The amount and type of personnel, equipment, materials and supplies needed, and a reasonable estimate of the length of time they will be needed.
- (3) The specific place and time for staging of the assisting party's response and a point of contact at that location.

The Assisting Party will (a) maintain daily personnel time records, material records and a log of equipment hours (or miles, if appropriate) and (b) report work progress to the Requesting Party at mutually agreed upon intervals.

ARTICLE V LIMITATIONS

Any Participating Party requested to render mutual aid shall take such action as is necessary to provide and make available the resources covered by this Agreement in accordance with the terms hereof; provided that it is understood that the Participating Party rendering aid may withhold resources to the extent necessary to provide reasonable protection for such political subdivision.

Emergency forces will continue under the command and control of their supervisors, but the organizational units will come under the operational control of the emergency services authorities of the Requesting Party unless the Director of GEMA-Homeland Security or his/her authorized representative approves an alternative. These conditions may be activated, as needed, in any disaster or emergency for which a state of emergency has been declared and shall continue so long as the state of emergency or disaster remains in effect or loaned resources remain in the Requesting Party's jurisdiction(s), whichever is longer.

ARTICLE VI LIABILITY AND IMMUNITY

(a) In accordance with O.C.G.A. § 38-3-35(a), no political subdivision of the state, nor the agents or representatives of the state or any political subdivision thereof, shall be liable for personal injury or property damage sustained by any person appointed or acting as a volunteer emergency management worker or member of any agency engaged in emergency management activity. The foregoing shall not affect the right of any person to receive benefits or compensation to which he might otherwise be entitled under Chapter 9 of Title 34, Code Section 38-3-30, any pension law, or any act of Congress.

(b) In accordance with O.C.G.A. § 38-3-35(b), no political subdivision of the state nor, except in cases of willful misconduct, gross negligence, or bad faith, the employees, agents, or representatives of the state or any political subdivision thereof, nor any volunteer or auxiliary emergency management worker or member of any agency engaged in any emergency management activity complying with or reasonably attempting to comply with Articles 1 through 3, Chapter 3, Title 38, Official Code of Georgia Annotated; or any order, rule, or regulation promulgated pursuant to Articles 1 through 3 of title, or pursuant to any ordinance relating to precautionary measures enacted by any political provisions of Articles 1 through 3 of said chapter and title, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state shall be liable for the death of or the injury to person or for damage to property as a result of any such activity.

(c) It is the express intent of the parties that the immunities specified above shall be construed in accordance with O.C.G.A. § 38-3-35 and shall apply in addition to any other immunities provided by statutory or case law.

ARTICLE VII RIGHTS AND PRIVILEGES

In accordance with O.C.G.A. § 38-3-30(a), whenever the employees of any Assisting Party or political subdivision are rendering outside aid pursuant to this agreement and the authority contained in Code Section 38-3-27, the employees shall have the same powers, duties, rights, privileges and immunities as if they were performing their duties in the political subdivisions in which they are normally employed.

ARTICLE VIII REIMBURSEMENT

In accordance with O.C.G.A. § 38-3-30(b), the Requesting Party shall be liable for any loss of or damage to equipment used or placed within the jurisdiction of the Requesting Party and shall pay any expense incurred in the operation and maintenance thereof. No claim for the loss, damage or expense shall be allowed unless, within 60 days after the same is sustained or incurred, an itemized notice of the claim under oath is served by mail or otherwise upon the chief fiscal officer of the Requesting Party. The Requesting Party shall also pay and reimburse the Assisting Party for the compensation paid to employees furnished by the Assisting Party during the time of the rendition of the aid and shall defray the actual traveling and maintenance expenses of such employees while they are rendering the aid. The reimbursement shall include any amounts paid or due for compensation due to personal injury or death while the employees are engaged in rendering the aid. The term "employee," as used herein, shall mean, and this provision shall apply with equal effect to, paid, volunteer and auxiliary employees and emergency management workers. Expenses that are to be reimbursed by the Requesting Party shall include the following:

- (1) Labor costs, which shall include all usual wages, salaries, compensation for hours worked, mobilization and demobilization, the Assisting Party's portion of payroll taxes (as employer), insurance, accrued paid leave and other fringe benefits, but not those amounts paid or due as a benefit to the Assisting Parties personnel under the terms of the Georgia Workers Compensation Act.
- (2) Equipment costs, which shall include the fair rental value, the cost of fuel and other consumable supplies, service and repairs. If the equipment is damaged while in use under this agreement and the Assisting Party receives payment for such damage under any contract for insurance, the Requesting Party may deduct such payment from any item or items invoiced.
- (3) Material costs, which shall include the total reasonable cost for the use and consumption of any and all consumable supplies delivered by the Assisting Party for the benefit of the Requesting Party.
- (4) Meals, lodging and other related expenses, which shall include charges for meals, lodging and other expenses relating to the provision of assistance pursuant to this agreement shall be the actual and reasonable costs incurred by the Assisting Party.

The Assisting Party shall maintain records and submit invoices within 60 days for reimbursement as specified hereinabove and the Requesting Party shall pay the invoice no later than 30 days following the invoice date.

ARTICLE IX IMPLEMENTATION

(a) This agreement shall become operative immediately upon its approval and execution by the GEMA-Homeland Security and any two political subdivisions of this State; thereafter, this agreement shall become effective as to any other political subdivision of this State upon its approval and execution by such political subdivision.

(b) Any Participating Party may withdraw from this agreement by mailing notice of withdrawal, approved by the governing authority of such political subdivision, but no such withdrawal shall take effect until 30 days after the governing authority of the withdrawing political subdivision has given notice in writing of such withdrawal to the governing authorities of all other Participating Parties. Such action shall not relieve the withdrawing political subdivision from obligations assumed hereunder prior to the effective date of withdrawal.

(c) Copies of this agreement shall, at the time of their approval, be deposited with each of the Participating Parties and with the GEMA-Homeland Security.

ARTICLE X
GEORGIA EMERGENCY MANAGEMENT AGENCY-HOMELAND SECURITY

GEMA-Homeland Security shall act as the coordinating entity under this agreement. Nothing herein shall limit any authority of the Governor or the Director of the GEMA-Homeland Security under articles, I, II, or III of Chapter 3, Title 38, Official Code of Georgia Annotated. In the event the Governor should declare a State of Emergency, any and all provisions of this agreement which may conflict with actions taken pursuant to such declaration shall be superseded by any such act or actions.

ARTICLE XI
TERM OF AGREEMENT

This agreement shall expire on March 1, 2016. Agreement of the Participating Parties to extend the term of this Agreement at any time during the last year of its original term or the last year of any subsequent four-year term shall extend the term of this Agreement for four years. Each four-year extension shall constitute a separate Agreement.

ARTICLE XII
VALIDITY

This agreement shall be construed to effectuate the purposes stated in Articles II and III hereof. If any provision of this agreement is declared unconstitutional, or the applicability thereof to any person or circumstances is held invalid, the constitutionality of the remainder of this agreement and the applicability thereof to other persons and circumstances shall not be affected thereby.

Agreed:

Whitfield County
County/Municipality

Mike Babb
Authorized Representative

February 13, 2012
Date

Gary Kelly
Director of GEMA-Homeland Security or
Authorized Representative

04/11/2012
Date

Hazmat Facilities

Others

Ordinance 021A2011

To amend Chapter 6 of the *Whitfield County Code of Ordinances*, entitled Civil Emergency Management, by amending existing section 6-4, captioned "Powers during an emergency or disaster," by adding additional powers and/or clarifying certain powers for the protection of the public health, welfare, and safety, as set forth in a new section 6-4; by amending existing section 6-7, captioned "Penalties," by repealing existing section 6-7 in its entirety and replacing therewith a new section 6-7, for purposes of complying with ***OCGA §36-1-20(b);*** by amending existing section 6-10, captioned "Overcharging for goods, materials, services and housing during state of emergency," by striking existing section 6-10 in its entirety and replacing with an amended section 6-10; by creating a new Section 6-12, to be captioned "Imposition of Curfew during State of Emergency," to authorize the Whitfield County Board of Commissioners to impose a curfew during times of emergency or disaster; and for other purposes.

BE IT ORDAINED by the Board of Commissioners of Whitfield County and by the authority of same, **IT IS HEREBY ORDAINED** as follows:

1. Amend Section 6-4, captioned "Powers during an emergency or disaster," by repealing in its entirety existing section 6-4 and replacing therewith, as follows:

Sec. 6-4. Powers During an Emergency or Disaster.

In the event of a man-made or natural disaster, or other emergency which is likely to affect the public health, welfare, and safety of the citizens of Whitfield County, the Whitfield County Board of Commissioners shall be authorized to take certain actions necessary to provide for the health, welfare, and safety of persons and property during such periods of emergency or disaster, provided that such actions shall not be inconsistent with any orders, rules, or regulations promulgated by the President of the United States or the Governor of Georgia. Such powers shall include, but not be limited to the following:

- (1) ***Meetings.*** Upon proclamation by the appropriate state official of an emergency or disaster of manmade or natural causes or enemy attack impending upon or affecting Georgia or the United States, the affairs and public business of Whitfield County may be conducted at places other than the regular or usual place thereof, within or outside of Whitfield County, when it is not prudent, expedient, or possible to conduct business at the regular location. If such meeting(s) shall occur outside Whitfield County, all actions shall be as valid and binding as if performed within Whitfield County. Such meetings may be called either by the Chairman or any two (2) Whitfield County Commissioners without regard to or compliance with time-consuming procedures and formalities otherwise required by law.
- (2) ***Purchasing and Public Works Contracts.*** Upon the declaration of a State of Emergency by the Governor, or upon the determination by the Whitfield

County Board of Commissioners of an emergency or disaster within Whitfield County, the Whitfield County Board of Commissioners, by and through its Chairman or Acting Chairman, may appropriate and expend general funds, execute contracts, and obtain and distribute equipment, materials, and supplies for emergency management purposes without strict adherence to the Whitfield County Purchasing Policy. Likewise, the Whitfield County Board of Commissioners may contract for public works associated with mitigation of such emergency or disaster without letting such contract out to the lowest responsible bidder and without advertising and posting notification of such contract for four (4) week; provided, however, that any public works contract entered into pursuant to this subsection shall be entered upon the minutes of Whitfield County as soon as practicable thereafter, along with the nature of the emergency described therein.

- (3) ***Emergency Assistance.*** To provide for the health and safety of persons and property, including emergency assistance to the victims of any emergency or disaster and to direct and coordinate the development of emergency management plans and programs in accordance with those set by federal and state emergency management agencies or the Whitfield County L.E.P.C.
- (4) ***Emergency Personnel.*** To appoint, employ, direct, remove, or re-assign, with or without compensation, chiefs, public officers, warning personnel, Department Heads, rescue teams, auxiliary fire personnel, and other emergency management workers, including law enforcement, as directed by the Sheriff.
- (5) ***Available Personnel and Equipment.*** Subject to the order of the Governor, to assign and make available for duty the employees, property, or equipment of Whitfield County relating to fire-fighting, engineering, rescue, health, medical, and related services for emergency management purposes, within or outside the physical limits of Whitfield County.
- (6) ***Establish Disaster Command Posts.*** To establish a primary and one (1) or more secondary control centers to serve as command posts during an emergency or disaster.
- (7) ***Code Enforcement.*** Upon the declaration of a State of Emergency by the Governor, or upon determination by the Whitfield County Board of Commissioners of the existence of an emergency or disaster, the Whitfield County Board of Commissioners may temporarily suspend the enforcement of the *Whitfield County Code of Ordinances*, or any portion thereof, provided that (a) the emergency or disaster is of such nature that immediate action outside the *Whitfield County Code of Ordinances* shall be necessary in order to mitigate the emergency or disaster; (b) such suspension shall be consistent with the protection of the public health, safety, and welfare; and (c) such suspension shall be not inconsistent with either the Georgia Constitution, the

United States Constitution, or any Georgia or federal statute.

- (8) **Fees.** Upon the declaration of a State of Emergency by the Governor, or upon determination by the Whitfield County Board of Commissioners of the existence of an emergency or disaster, the Whitfield County Board of Commissioners may temporarily reduce or suspend and permit fee, application fee, or other rate structure as necessary to encourage the rebuilding of the direct area impacted by the disaster or emergency.

2. Amend Section 6-7, captioned "Penalties," by repealing existing section 6-7 in its entirety and replacing therewith, as follows:

Sec. 6-7. Penalties.

Pursuant to the provisions contained within *OCGA §36-1-20(b)*, the maximum punishment for the violation of this Chapter shall not exceed a fine of one thousand dollars (\$1,000.00) or imprisonment for sixty (60) days, or both.

3. Amend Section 6-10, captioned "Overcharging for goods, materials, services, and housing during state of emergency," by repealing in its entirety existing section 6-10 and replacing therewith a new section 6-10, to be entitled "Overcharging for Goods, Materials, Services, and/or Housing During Emergency or Disaster Prohibited," as follows:

Sec. 6-10. Overcharging for Goods, Materials, Services, and/or Housing During Emergency or Disaster Prohibited.

In order to protect the public health, safety, and welfare, it shall be unlawful during, and for not less than six (6) months after, any declaration of a State of Emergency by the Governor, or any determination by the Whitfield County Board of Commissioners of the existence of an emergency or disaster, for any person, firm, or corporation located or doing business in Whitfield County to overcharge for any goods, materials, services, or housing sold within Whitfield County. For purposes of this section, "overcharging," shall be defined as charging prices for goods, materials, services, or housing which are substantially in excess of the customary charges or, as applicable, substantially in excess of the provider's costs for such goods, materials, services, or housing. It shall be a rebuttable presumption that overcharging has occurred when there shall exist any increase of 7% or more in the price at which goods, materials, services, or housing were offered in the usual course of business immediately prior to the onset of the emergency or disaster, but shall not include increases in costs to the person, firm, or corporation directly attributable to higher material or labor costs resulting from the emergency or disaster.

4. Create a new Section 6-12, to be captioned "Imposition of Curfews During Time

of Emergency or Disaster,” as follows:

6-12. Imposition of Curfews During Time of Emergency or Disaster.

- (a) Upon the declaration of a State of Emergency by the Governor, or upon determination by the Whitfield County Board of Commissioners of the existence of an emergency or disaster, the Whitfield County Board of Commissioners may adopt a resolution temporarily instituting a curfew if it shall be determined necessary to protect the public health, welfare, and safety. Any such resolution temporarily instituting a curfew shall include the dates and hours that the curfew shall be in effect, along with whether the curfew shall be imposed within the entire unincorporated portion of Whitfield County or some portion thereof.
 - (b) It shall be unlawful for any person, other than exempt individuals, to appear in public in the territory subject to any such curfew, including, but not limited to, any roadway, park, public building, or any other location to which the public is invited for commerce or gathering, during the stated hours of the curfew. For purposes of this section, “exempt individuals” shall include, but not be limited to, those individuals engaged at the time in the provision of designated, essential services, such as law enforcement, fire, emergency medical services, public works, and utility emergency repairs.
5. These amendments shall become effective immediately following enactment by the Board of Commissioners of Whitfield County, Georgia, the public health, safety, and welfare requiring it.
 6. All ordinances or parts of ordinances in conflict herewith are hereby repealed.
 7. It is hereby declared to be the intention of the Board of Commissioners of Whitfield County that the sections, paragraphs, sentences, clauses, and phrases of this Ordinance are severable and if any section, paragraph, sentence, clause, or phrase shall be declared unconstitutional or otherwise invalid by a court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining sections, paragraphs, sentences, clauses, or phrases herein.

SO ORDAINED, this 14th day of February, 2011.



Mike Babb, Chairman



Harold Brooker, Vice Chairman


Absent

Greg Jones


Gordon Morehouse


Robby Staten

Attest:


Samantha Bearden, Whitfield County Clerk
SEAL



7-13-2008

2-005 (2008)

[Handwritten signature]

Mr. [illegible]

[Handwritten signature]

Chief of Police



GEORGIA EMERGENCY MANAGEMENT AGENCY-HOMELAND SECURITY STATEWIDE MUTUAL AID AND ASSISTANCE AGREEMENT

The State of Georgia is vulnerable to a wide range of natural or man-made disaster/emergencies. The Georgia Emergency Management Act, as amended ("the Act") gives the local governments of the State the authority to make agreements for mutual aid assistance in emergencies, and through such agreements to ensure the timely reimbursement of costs incurred by the local governments which render such assistance. Under the Act, the Agency has authority to coordinate assistance between local governments during emergencies and to provide available resources where needed.

This Mutual Aid Agreement is entered pursuant to authorities contained in Articles I through III, Chapter 3, Title 38, Official Code of Georgia Annotated, including O.C.G.A. § 38-3-29, specifically.

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- (2) "Assistance" includes personnel, equipment, facilities, services, supplies and other resources furnished to a Requesting Party pursuant to this agreement during an emergency or disaster.
- (3) "Assisting Party" means a Participating Party that provides assistance pursuant to this agreement during a disaster or emergency.
- (4) "Authorized Representative" means a Participating Party's elected or appointed official or employee who has been authorized in writing by that party to request, to offer, or otherwise to provide assistance or an employee of GEMA-Homeland Security designated by its Director under the terms of this agreement.
- (5) "Participating Parties" means the several counties and municipalities of the State of Georgia or combinations thereof that have become parties to this agreement by their approval and execution of this agreement.
- (6) "Requesting Party" means a Participating Party that requests assistance pursuant to this agreement during a disaster or emergency.

Any term or expression not defined in this Agreement shall have the meaning specified in the Georgia Emergency Management Act, (the Act) as amended and rules promulgated thereunder, unless used in a context that clearly suggests a different meaning.

ARTICLE II GENERAL PURPOSE

The purpose of this Agreement is to provide for mutual assistance between the Participating Parties in managing any emergency or disaster that is duly declared by the governing authority of any political subdivision that is a Participating Party, whether arising from natural disaster, technological hazard, human caused disaster, civil emergency aspects of resource shortages, community disorders, insurgency, enemy attack, acts of terrorism, other significant events or a national security activity.

ARTICLE III ACKNOWLEDGEMENT OF PRINCIPLES

The prompt, full and effective utilization of resources of the Participating Parties, including any resources on hand or available from the State or Federal Government or any other source, that are essential to the safety, care and welfare of the people in the event of any locally declared emergency or emergency declared by the Governor shall be the underlying principle on which all articles of this agreement shall be understood.

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In the event a conflict between any provision of this Agreement and any existing intrastate mutual aid Agreement affecting a Participating Party, the provisions of this Agreement shall be controlling.

On behalf of the governing authority of each political subdivision of this State participating in the agreement, the Director of emergency management of such political subdivision will be responsible for formulation of the appropriate mutual aid plans and procedures necessary to implement this Agreement.

ARTICLE IV PARTICIPATING PARTY RESPONSIBILITIES

(a) It shall be the responsibility of each Participating Party to formulate procedures and programs for intergovernmental cooperation in the performance of the responsibilities listed in this article. In formulating such plans, and in carrying them out, each Participating Party, insofar as practical, shall:

- (1) Protect and assure uninterrupted delivery of services, medicines, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources, both human and material.
- (2) Inventory and set procedures for the loan and delivery of human and material resources, together with procedures for reimbursement.

(b) Whenever a Participating Party declares a local emergency and such disaster or emergency is too great to be dealt with unassisted, for which a state of emergency has been declared, the authorized representative of the Requesting Party for such Participating Party or his/her authorized representative may request assistance from another Participating Party by contacting the Director of the GEMA-Homeland Security. The provisions of this Agreement shall only apply to requests for assistance made by and to authorized representatives. Requests may be verbal or in writing. If verbal, the request shall be confirmed in writing within 30 days of the verbal request. Requests shall provide the following information:

- (1) A description of the emergency service function for which assistance is needed, such as but not limited to fire services, law enforcement, emergency medical, transportation, communications, public works and engineering, building inspection, planning and information assistance, mass care, resource support, health and medical services, damage assessment, volunteer and donated goods and search and rescue.
- (2) The amount and type of personnel, equipment, materials and supplies needed, and a reasonable estimate of the length of time they will be needed.
- (3) The specific place and time for staging of the assisting party's response and a point of contact at that location.

The Assisting Party will (a) maintain daily personnel time records, material records and a log of equipment hours (or miles, if appropriate) and (b) report work progress to the Requesting Party at mutually agreed upon intervals.

ARTICLE V LIMITATIONS

Any Participating Party requested to render mutual aid shall take such action as is necessary to provide and make available the resources covered by this Agreement in accordance with the terms hereof; provided that it is understood that the Participating Party rendering aid may withhold resources to the extent necessary to provide reasonable protection for such political subdivision.

Emergency forces will continue under the command and control of their supervisors, but the organizational units will come under the operational control of the emergency services authorities of the Requesting Party unless the Director of GEMA-Homeland Security or his/her authorized representative approves an alternative. These conditions may be activated, as needed, in any disaster or emergency for which a state of emergency has been declared and shall continue so long as the state of emergency or disaster remains in effect or loaned resources remain in the Requesting Party's jurisdiction(s), whichever is longer.

ARTICLE VI LIABILITY AND IMMUNITY

(a) In accordance with O.C.G.A. § 38-3-35(a), no political subdivision of the state, nor the agents or representatives of the state or any political subdivision thereof, shall be liable for personal injury or property damage sustained by any person appointed or acting as a volunteer emergency management worker or member of any agency engaged in emergency management activity. The foregoing shall not affect the right of any person to receive benefits or compensation to which he might otherwise be entitled under Chapter 9 of Title 34, Code Section 38-3-30, any pension law, or any act of Congress.

(b) In accordance with O.C.G.A. § 38-3-35(b), no political subdivision of the state nor, except in cases of willful misconduct, gross negligence, or bad faith, the employees, agents, or representatives of the state or any political subdivision thereof, nor any volunteer or auxiliary emergency management worker or member of any agency engaged in any emergency management activity complying with or reasonably attempting to comply with Articles 1 through 3, Chapter 3, Title 38, Official Code of Georgia Annotated; or any order, rule, or regulation promulgated pursuant to Articles 1 through 3 of title, or pursuant to any ordinance relating to precautionary measures enacted by any political provisions of Articles 1 through 3 of said chapter and title, or pursuant to any ordinance relating to precautionary measures enacted by any political subdivision of the state shall be liable for the death of or the injury to person or for damage to property as a result of any such activity.

(c) It is the express intent of the parties that the immunities specified above shall be construed in accordance with O.C.G.A. § 38-3-35 and shall apply in addition to any other immunities provided by statutory or case law.

ARTICLE VII RIGHTS AND PRIVILEGES

In accordance with O.C.G.A. § 38-3-30(a), whenever the employees of any Assisting Party or political subdivision are rendering outside aid pursuant to this agreement and the authority contained in Code Section 38-3-27, the employees shall have the same powers, duties, rights, privileges and immunities as if they were performing their duties in the political subdivisions in which they are normally employed.

ARTICLE VIII REIMBURSEMENT

In accordance with O.C.G.A. § 38-3-30(b), the Requesting Party shall be liable for any loss of or damage to equipment used or placed within the jurisdiction of the Requesting Party and shall pay any expense incurred in the operation and maintenance thereof. No claim for the loss, damage or expense shall be allowed unless, within 60 days after the same is sustained or incurred, an itemized notice of the claim under oath is served by mail or otherwise upon the chief fiscal officer of the Requesting Party. The Requesting Party shall also pay and reimburse the Assisting Party for the compensation paid to employees furnished by the Assisting Party during the time of the rendition of the aid and shall defray the actual traveling and maintenance expenses of such employees while they are rendering the aid. The reimbursement shall include any amounts paid or due for compensation due to personal injury or death while the employees are engaged in rendering the aid. The term "employee," as used herein, shall mean, and this provision shall apply with equal effect to, paid, volunteer and auxiliary employees and emergency management workers. Expenses that are to be reimbursed by the Requesting Party shall include the following:

- (1) Labor costs, which shall include all usual wages, salaries, compensation for hours worked, mobilization and demobilization, the Assisting Party's portion of payroll taxes (as employer), insurance, accrued paid leave and other fringe benefits, but not those amounts paid or due as a benefit to the Assisting Parties personnel under the terms of the Georgia Workers Compensation Act.
- (2) Equipment costs, which shall include the fair rental value, the cost of fuel and other consumable supplies, service and repairs. If the equipment is damaged while in use under this agreement and the Assisting Party receives payment for such damage under any contract for insurance, the Requesting Party may deduct such payment from any item or items invoiced.
- (3) Material costs, which shall include the total reasonable cost for the use and consumption of any and all consumable supplies delivered by the Assisting Party for the benefit of the Requesting Party.
- (4) Meals, lodging and other related expenses, which shall include charges for meals, lodging and other expenses relating to the provision of assistance pursuant to this agreement shall be the actual and reasonable costs incurred by the Assisting Party.

The Assisting Party shall maintain records and submit invoices within 60 days for reimbursement as specified hereinabove and the Requesting Party shall pay the invoice no later than 30 days following the invoice date.

ARTICLE IX IMPLEMENTATION

(a) This agreement shall become operative immediately upon its approval and execution by the GEMA-Homeland Security and any two political subdivisions of this State; thereafter, this agreement shall become effective as to any other political subdivision of this State upon its approval and execution by such political subdivision.

(b) Any Participating Party may withdraw from this agreement by mailing notice of withdrawal, approved by the governing authority of such political subdivision, but no such withdrawal shall take effect until 30 days after the governing authority of the withdrawing political subdivision has given notice in writing of such withdrawal to the governing authorities of all other Participating Parties. Such action shall not relieve the withdrawing political subdivision from obligations assumed hereunder prior to the effective date of withdrawal.

(c) Copies of this agreement shall, at the time of their approval, be deposited with each of the Participating Parties and with the GEMA-Homeland Security.

ARTICLE X
GEORGIA EMERGENCY MANAGEMENT AGENCY-HOMELAND SECURITY

GEMA-Homeland Security shall act as the coordinating entity under this agreement. Nothing herein shall limit any authority of the Governor or the Director of the GEMA-Homeland Security under articles, I, II, or III of Chapter 3, Title 38, Official Code of Georgia Annotated. In the event the Governor should declare a State of Emergency, any and all provisions of this agreement which may conflict with actions taken pursuant to such declaration shall be superseded by any such act or actions.

ARTICLE XI
TERM OF AGREEMENT

This agreement shall expire on March 1, 2016. Agreement of the Participating Parties to extend the term of this Agreement at any time during the last year of its original term or the last year of any subsequent four-year term shall extend the term of this Agreement for four years. Each four-year extension shall constitute a separate Agreement.

ARTICLE XII
VALIDITY

This agreement shall be construed to effectuate the purposes stated in Articles II and III hereof. If any provision of this agreement is declared unconstitutional, or the applicability thereof to any person or circumstances is held invalid, the constitutionality of the remainder of this agreement and the applicability thereof to other persons and circumstances shall not be affected thereby.

Agreed:

Whitfield County
County/Municipality

Mike Babb
Authorized Representative

February 13, 2012
Date

Gary Kelly
Director of GEMA-Homeland Security or
Authorized Representative

04/11/2012
Date

Ordinance 12-5-2011

To amend Chapter 6 of the *Whitfield County Code of Ordinances*, entitled Civil Emergency Management, by creating new Sections 6-13, to be captioned "Registration of Building and Repair Service Contractor Required During State of Emergency," through 6-15, all to authorize the Whitfield County Board of Commissioners to require the registration of those persons and companies providing building and/or repair contract services during times of emergency or disaster; and for other purposes.

BE IT ORDAINED by the Board of Commissioners of Whitfield County and by the authority of same, **IT IS HEREBY ORDAINED** as follows:

1. Add new sections 6-13, captioned "Registration of Building and Repair Service Contractor Required During State of Emergency;" 6-14, captioned "Definitions;" and 6-15, captioned "Registration; Certification;" all as follows:

Sec. 6-13. Registration of Building and Repair Service Contractor Required During State of Emergency.

No person, firm, partnership, corporation or other entity shall engage in, undertake, or carry on any business in whole or in part within the unincorporated areas of Whitfield County, consisting of or relating to building, constructing, repairing, renovating, or making improvements to real property, including dwellings, homes, buildings, structures, or fixtures attached thereto without having registered the name of the business with Whitfield County, as provided herein.

Sec. 6-14. Definitions.

- (1) Building contractor. As used herein, the term 'building contractor' shall mean any person, firm, partnership, corporation or other entity engaging in, undertaking or carrying on any business consisting of or relating to building construction, repair, renovation or making improvements to real property including dwellings, homes, buildings, structures, or fixtures attached thereto. The term 'building contractor' shall also include, but not be limited to, tree cutting or removal contractors or grading contractors.
- (2) Doing business. Any building contractor shall be deemed to be 'doing business' subject to the requirements herein if: (a) he or she has or operates an office, agency, project site or place of business located in the unincorporated areas of the county, whether permanently, temporarily, periodically, or otherwise, that provides the following activities in the unincorporated areas of the county expressly including but not limited to the construction, renovation or repair of

dwelling or buildings or the making of improvements to real property or any fixtures attached thereto; or (b) he performs the following activities or services in the unincorporated areas of the county expressly including but not limited to the construction, renovation or repair of dwellings or buildings or the making of improvements to real property or any fixtures attached thereto regardless of the location of the principal office.

- (3) State of Emergency. The term 'state of emergency' is defined, pursuant to *OCGA §38-3-3(5)*, as a condition declared by the governor when, in his or her judgment, the threat or actual occurrence of a disaster or is of sufficient severity and magnitude as to warrant extraordinary efforts in preventing or alleviating the damage, loss, hardship, or suffering threatened or caused thereby.
- (4) Subsequent Recovery Period. The term 'subsequent recovery period' is defined as that period during which the disaster continues to cause disruptions in the disaster area, but shall not exceed three (3) months after the emergency declaration has been terminated by the Governor.

Sec. 6-15. Registration; Certification.

All building contractors doing business or proposing to do business in the unincorporated areas of Whitfield County during a state of emergency or the subsequent recovery period shall register and file applications with the Whitfield County Building Inspector or such other person designated by County Administrator. The building contractor shall, under oath, provide the county governing authority with a statement describing the general nature of the business to be conducted and give true and correct information as may be called for on the registration form, application, or certificate provided by Whitfield County. There shall be no separate fee associated solely with such registration. Any building contractor who has fully applied for and obtained a building permit from the Whitfield County Building Inspector for any prior project during the same or preceding calendar year of any State of Emergency shall be deemed to have registered for that calendar year as a result of such building permit application and subsequent issuance of a building permit, as Whitfield County shall have obtained substantially the same information therefrom.

- 2. These amendments shall become effective immediately following enactment by the Board of Commissioners of Whitfield County, Georgia, the public health, safety, and welfare requiring it.
- 3. All ordinances or parts of ordinances in conflict herewith are hereby repealed.

4. It is hereby declared to be the intention of the Board of Commissioners of Whitfield County that the sections, paragraphs, sentences, clauses, and phrases of this Ordinance are severable and if any section, paragraph, sentence, clause, or phrase shall be declared unconstitutional or otherwise invalid by a court of competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining sections, paragraphs, sentences, clauses, or phrases herein.

SO ORDAINED, this 5th day of December, 2011.



Mike Babb, Chairman



Harold Brooker, Vice Chairman

Absent

Greg Jones

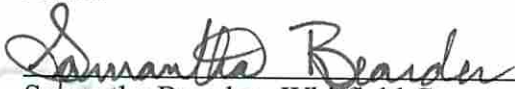


Gordon Morehouse



Robby Staten

Attest:



Samantha Bearden, Whitfield County Clerk

SEAL

**WHITFIELD COUNTY
COMMUNITY AWARENESS
STANDARD OPERATING GUIDE**



**Whitfield County
Emergency Management Agency
Whitfield County, Georgia
SOG 2012-002**

ACRONYMS

C.V.A.D. – Community Volunteers Active in Disasters

DAPS - Disaster Awareness and Preparedness Strategy

DPIO – Deputy Public Information Officer

EMA - Emergency Management Agency

EAS - Emergency Alert System

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

GEMA - Georgia Emergency Management Agency JIC Joint Information Center

LPIO – Lead Public Information Officer

NRF - National Response Framework

PIO – Public Information Officer

SWAW -Severe Weather Awareness Week

DEFINITIONS

Public Education: The process of making the public aware of its risks and preparing citizens for hazards in advance of a disaster and as a long-term strategic effort. Public Education must occur prior to an event. When a disaster strikes, it should not be the first time that the public is hearing emergency preparedness information.

Public Information: The delivery of messages to the public in anticipation of and during an incident. Public information is incident specific and includes the development and release of real-time messages.

EMA Alert: An email group dedicated to the distribution of time critical preparedness, safety and administrative material that may be of interest to the public and/or motivate the public to take action.

Social Media: Web-based and mobile technologies that turn communication into an interactive dialogue and can assist in providing immediate emergency notification to citizens.

I. Introduction

A. The need for clear, concise information about potential and impending disasters is vital to protecting public safety and welfare. Whitfield County is vulnerable to both natural and man-made hazards. It is therefore essential that the community is aware of the hazards they face and have the skills and resources to manage emergencies when they occur.

B. In order to raise the level of disaster awareness of communities in Whitfield County, the Whitfield County Emergency Management Agency (EMA) Disaster Awareness and Preparedness Strategy (DAPS) has been developed.

C. The primary objective of the DAPS is to create an informed public that knows the steps that should be taken to prevent and respond to a wide range of emergency incidents. These steps are to protect life, property, and the environment, and to promptly notify Whitfield County EMA when an emergency occurs.

D. In an effort to improve public safety and to minimize the loss of life and property during periods of emergency, effective public education and communication campaigns will provide clear objectives and incorporate techniques to motivate the public to act before an emergency.

E. In a major emergency or disaster, there may be large numbers of media representatives seeking information about the situation and about response efforts. Whitfield County will fully cooperate with the media and procedures have been developed to ensure imperative information is disseminated to the public through the media in a timely manner.

II. Purpose

A. This Guideline establishes procedures relating to public awareness and education programs in order to increase citizen's knowledge and enable safe attitudes and behaviors. Public education works to change people's opinion about a hazard and to motivate them to take actions to reduce risk.

B. This Guideline has been prepared to be consistent with the Georgia Emergency Management Agency's (GEMA) Emergency Operations Plan (EOP) and the National Response Framework (NRF) for emergencies and disasters.

C. The intent of this document is to provide a program using existing communication facilities and news media outlets to inform the public before, during and after an emergency or disaster whether it is natural, man-made, or terrorist-related.

D. This strategy aims to increase awareness about Whitfield County's emergency response plan and how to learn additional information about the community's emergency management program.

E. The public information program will serve as a guide to properly plan and prioritize disaster awareness programs in order to fully utilize limited resources.

III. Scope

A. This Guideline identifies the key policies, concepts of operations, roles, responsibilities and capabilities of public information before, during and after an emergency or disaster.

B. Whitfield County EMA provides informational materials and resources to keep the public informed on a variety of Emergency Preparedness topics ranging from hurricanes, severe storm and flood preparedness, tornado preparedness, self-sufficiency immediately after a disaster, pandemic flu preparedness, fire prevention and safety, injury prevention, hazardous materials awareness, and more. In addition, during specific emergency situations, Whitfield County EMA provides additional information to be made available to the public.

IV. Authorities

A. Whitfield County EMA is mandated by the State of Georgia to operate under the purview of the Whitfield County Commission and is directly responsible for emergency operations to include warning services and necessary actions incidental to the preparations for an emergency.

B. During routine operations, Whitfield County EMA has the responsibility to provide residents and businesses, which are potentially affected by these hazards with information about what they can do to prepare for, respond to, and recover from an emergency.

C. Whitfield County EMA has developed and exercised a variety of tools and systems to assist with notifying and disseminating information to the public to include outdoor warning system, the Emergency Alert System (EAS), NOAA All-hazard Weather Radio, media outlets, emergency notification systems (phone, text, email), website, and social media forums.

D. If the scope of the disaster is large enough, Whitfield County EMA can utilize the Whitfield County Public Information Officer (PIO) as well other local public affairs representatives.

V. Assumptions

A. The public needs timely and accurate information regarding disasters before, during, and after disasters.

B. Effective public education and communication campaigns seek clear objectives and incorporate techniques used to disseminate public information.

C. Many disasters can occur rapidly, hampering the ability of response organizations and local government to provide comprehensive information to everyone impacted at the onset. For this reason, there is a need for public education to prepare people for action in future warnings.

D. Messages on TV and radio are effective; however, there must be an information stream of multiple communications through diverse media such as websites and social media.

E. Before, during and after a disaster there will be a need to disseminate information in multiple languages, especially literature in Spanish as there are a high number of Spanish-speaking residents in Whitfield County.

F. The demand for information will be overwhelming if the scope of the disaster is of large scale; there will undoubtedly be a need for a coordinated response from the media outlets.

VI. Implementation

A. Whitfield County EMA reaches the public through a number of methods. These include programs that are targeted to specific audiences such as school children, seniors or the disabled, church or civic groups, neighborhood watch groups and programs that are directed to the general public through campaigns, publications, and teaching resources. Radio, television, newspapers, community public educators, Whitfield County EMA staff and volunteers all play a vital role in providing public awareness/information messages of Whitfield County EMA to the public.

B. Whitfield County EMA will rely heavily on technology based media to aid in dissemination of public information including the Whitfield County website, text and email alerts, and social media.

C. A proposed outline for Emergency Preparedness Education will be developed annually which will include a timetable for delivery of the various messages throughout the year. This timetable will outline the topic of the message, the time frame, target audiences and delivery methods. Fact sheets, flyers and other materials needed for delivery of various programs will be identified during this planning phase.

D. Special consideration will be given to National and State Observances of events such as Severe Weather Awareness Week (SWAW) in February and National Preparedness Month in September. Other topics will be implemented based upon specific threats or seasons such as Hurricane Season from June through November, Tornado Season in the spring and Holiday Safety in December.

VII. Concept of Operation

A. Public Education Planning and Implementation is an ongoing process. Before a disaster threatens/strikes Whitfield County, residents need to be made aware of the hazards they could be faced with. The message should clearly explain three critical issues: the potential losses, the chances that the losses will take place, and how to minimize the losses.

B. Coordinating Instructions

1. Preparedness: Preparedness includes measures taken before an incident to prepare for or mitigate the effects. Actions include:

a. Identify hazards which are specific to our area. The Whitfield County Hazard Mitigation Plan identifies hazards that are most likely to affect Whitfield County. Many of these are weather related such as thunderstorms, hurricanes and tornados. These hazards as well as current events will be used in planning and implementing the public awareness campaign.

b. Identify target audiences, vulnerable populations and stakeholders to address in the development of key messages. Key messages must be communicated to target audiences in a way that they understand, and inspire them to take action. Target audiences include, but are not limited to: Civic Groups, Neighborhood Watch Groups, Business Organizations, Community Groups, Churches, Schools, and individuals with special considerations (elderly, disabled, non-English speakers and those with vision, hearing and cognitive impairments).

c. Messages and educational materials will be obtained or developed based upon the identified messages, the audience and the method of delivery. (Several sample documents for Public Educational Topics are attached for reference.)

d. A variety of techniques shall be used to deliver messages to the community. These include:

- 1) Local media: newspaper articles, radio / television programs.
- 2) Speaking engagements: civic organizations, school events, Neighborhood Watch programs.
- 3) Special events; Local festivals, career day at schools.
- 4) Contests: essay contest for elementary school children
- 5) Educational materials: pamphlets, flyers
- 6) Online content: website articles, social media discussion on Facebook and Twitter.

e. Having an ongoing, positive relationship with local media is vital to an effective education and awareness campaign. Whitfield County EMA has already established this relationship with each of the local media. Regular press releases and media notices are provided as part of the agency's Public Relations activities.

f. The Whitfield County EMA will collect and maintain a file of fact sheets, instructions and procedures, and other readily available pre-scripted information on a wide range of topics to support the rapid dissemination of public information.

2. Response: Response processes mitigate the effects of unexpected problems and allow for the orderly release of information. Response activities for disaster communications with the public include:

a. Rapid mobilization of the Whitfield County EMA PIO to prepare and deliver messages to the public focusing on:

- 1) Emergency status information
- 2) Lifesaving/health preservation instructions and emergency status information
- 3) Information in response to public or media inquiry
- 4) Information to resolve any conflicting information or to dispel rumors

b. Depending on scale of disaster, the Whitfield County EMA PIO will disseminate messages through local media, the Whitfield County EMA Alert, Facebook, Twitter, Whitfield County Website, and text alerts.

c. In situations when the EOC is activated, the Whitfield County EMA PIO, Whitfield County PIO and volunteer Phone Operators will be activated.

d. When deemed appropriate, activate a Joint Information Center (JIC) near the EOC allowing PIOs to collaborate on a unified public message.

e. Prepare media releases, key messages and talking points.

f. If deemed necessary, the Whitfield County EMA website homepage will be replaced with an incident specific page containing pertinent information about the current emergency/disaster.

3. Recovery: Incident communications and public information efforts are sustained as long as necessary to continually reassure, inform and respond to public information needs.

a. Deliver messages to the public focusing on:

1) Disaster assistance and recovery assistance.

2) Donations management assistance from external groups.

b. If an evacuation is ordered, public information on re-entry and response efforts will be distributed to media, as well as through various Whitfield County EMA communication tools.

C. Exercise and Training: Whitfield County EMA will continually monitor the effectiveness of the Public Information strategy by noting the behavior of residents as well as the number of individuals reached through various communication tools.

VIII. Responsibilities

A. Whitfield County EMA Director: The Whitfield County EMA Director serves as the primary advisor to the County Commissioners and the County Administrator and will make notifications as deemed necessary. The Whitfield County EMA Director serves as the liaison and advisor to the Command Policy Group. The Director also has signature authority and responsibility to issues and/or requests through the County and GEMA. During times of crisis the Director may serve as the lead spokesperson to the community and primary subject matter expert regarding the County's emergency management plan. The Director will continually evaluate the capabilities required to accomplish the goals established in the annual outline for Emergency Preparedness Education.

B. The Whitfield County EMA Public Information Officer: The Whitfield County EMA PIO develops and/or participates in relevant ESF related planning, training and exercises and ensures necessary supplements to the ESF annex are developed and maintained. The Whitfield County EMA PIO is responsible for the organization and distribution of public information before, during and after disasters or emergencies that affect Whitfield County.

C. JIC LPIO: If a disaster warrants the full activation of the EOC and a JIC, the Whitfield County PIO will assume the role of LPIO and the Whitfield EMA PIO will assume the role of Deputy PIO (DPIO)

D. Whitfield County C.V.A.D.: Whitfield County C.V.A.D. may be used to help support public information efforts to ensure effective management, communications, and operations. Whitfield County EMA Volunteers will be used to help with preparedness efforts, attending festivals and expos as well as reaching out to their communities to identify hazards. If the EOC is activated, Whitfield County C.V.A.D. will serve as Phone Operators.

IX. Guideline Management and Maintenance

A. Whitfield County EMA is the executive agent for Annex management and maintenance. This Guideline will be updated periodically as required to incorporate new directives and changes based on lessons learned from exercises and actual events. This section establishes procedures for interim changes and full updates of the Guideline.

B. Types of Changes: Changes include additions of new or supplementary Material and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation.

C. Coordination and Approval: Any department or agency with assigned responsibilities within the EOP Annexes may propose a change to the plan. Whitfield County EMA is responsible for coordinating all proposed modifications to the Annexes with primary and support agencies and other stakeholders, as required. Whitfield County EMA will coordinate review and approval for proposed modifications as required.

D. Notice of Change: After coordination has been accomplished, including receipt of the necessary signed approval supporting the final change language, WHITFIELD COUNTY EMA will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated insert pages that will replace the modified pages in the EOP. Once published, the modifications will be considered part of the EOP for operational purposes pending a formal revision and re-issuance of the entire document. Interim changes can be further modified or updated using the above process.

E. Distribution: Whitfield County EMA will distribute the Notice of Change to all participating agencies. Notice of Change to other organizations will be provided upon

request Working toward continuous improvement, Whitfield County EMA is responsible for an annual review and update of the EOP to include related annexes, and a complete revision every four years (or more frequently if the County Commission or GEMA deems necessary). The review and update will consider lessons learned and best practices identified during exercises and responses to actual events, and incorporate new information technologies. Whitfield County EMA will distribute revised EOC Annex documents for the purpose of interagency review and concurrence.

ANNEX A

Annual Outline for Focus of Educational Activities

This outline will be reviewed and updated annually by Whitfield Emergency Management Agency personnel. The outline will encompass a variety of subjects and methods of delivery for appropriate educational and informational messages. The annual outline is only a guide and can be updated and amended as needed.

January

Winter Weather

- Target Audience: General public, senior citizens, businesses
- Winter weather safety press release
- Safety tips issued by the Whitfield County EMA.
- Winter storm preparedness tips placed on agency social media sites and website

February

Severe Weather Awareness Week (SWAW)

- Target Audience: General public, children, senior citizens, businesses
- SWAW press release issued to media about severe weather awareness
- Safety tips issued for each day of the week focusing on severe thunderstorms, flooding, tornadoes, supply kits, and lightening
- PSA created to run on local cable channels, the County government channel, Whitfield County YouTube channel, and agency social media sites and website
- Severe Weather Awareness tips discussed on weekly radio show
- Whitfield County EMA will promote Statewide Tornado Drill
- Whitfield County EMA will hold an essay contest for area 5th graders

March

Volunteer Opportunities

- Target Audience: General public, businesses, civic groups
- Press release issued to media highlighting volunteer opportunities
- Opportunities placed on agency social media sites and website
- Organizations to include: The Community Emergency Response Team.

June

Hurricane Season

- Target Audience: Entire Whitfield County population
- Multiple press releases issued to the media about hurricane season
- Outreach in neighborhoods, schools, civic groups, businesses
- Literature regarding hurricane season made available at Whitfield County EMA office
- Hurricane information and PSAs placed on agency social media sites and website.

September

National Preparedness Month

- Target Audience: General public, education institutions, businesses, senior citizens.
- Press release issued to media about National Preparedness Month
- National Preparedness Month information placed on agency social media sites and website
- Preparedness discussions presented to elementary schools

December

Holiday Safety

- Target Audience: General public, education institutions, businesses.
- Holiday Safety information placed on agency social media sites and website

This plan is effective upon adoption by the Whitfield County Board of Commissioners and will be activated upon the direction of the heads of local government.

Adopted this 23rd day of January 2012.

WHITFIELD COUNTY BOARD OF COMMISSIONERS



Mike Babb, Chairman

ATTEST:



Samantha Bearden, County Clerk

Emergency Support Function


5

Emergency Management



Disaster Commodity Distribution
Whitfield County, Georgia
SOG: 2011 - 002
Local Emergency Operations Plan Annex

Whitfield County Emergency Management Agency
Standard Operating Guideline

	<p align="center">SOG: 2011 - 002 Disaster Commodity Distribution</p>	
		<p>Supersedes any and all other policies related to Points of Distribution Disaster Commodities</p>
<p>Effective Date</p> <p>October 1, 2011</p>	<p>Prepared By: Claude Craig</p>	

REFERENCES:

EMAP Standard
NIMS (2008)
National Response Framework
Whitfield County Ordinance Related to Emergency Management
Whitfield County LEOP 2008
Georgia Emergency Management Agency POD Guide

A. Purpose: (EMAP 4.6.2.1, 4.8.1)

This Disaster Commodity Distribution Standard Operating Guideline is a Support Annex to the Whitfield County Local Emergency Operations Plan (LEOP) and defines how Whitfield County will establish initial points of distribution (POD) where the public may obtain life sustaining emergency relief supplies. If utilized, points of distribution will operate until power is restored and traditional facilities such as retail establishments reopen.

B. Scope: (EMAP 4.6.2.1)

This SOG covers all aspects of the distribution of disaster commodities within Whitfield County, Georgia.

C. Objectives: (EMAP 4.6.2.1)

1. Deliver disaster commodities to the citizens of Whitfield County in a timely and efficient manner.
2. Define the steps to request initial disaster commodities and resupply as needed.
3. Identify POD locations and activation procedures.
4. Identify methods for staffing PODS.

Whitfield County Emergency Management Agency
Standard Operating Guideline

5. Identify methods for determining needed amounts of disaster commodities.
6. Provide pre-determined public information tools for use before, during and after POD activation.

D. Authority: (EMAP 4.6.2.2)

1. The County Ordinance Related to Emergency Management (2009).

E. Situation & Assumptions: (EMAP 4.6.2.3)

1. Disasters can and have caused substantial disruption of essential services, power and water supplies, and transportation infrastructure within Whitfield County, Georgia. These disruptions may create the need for disaster commodities such as ice, water, meals ready to eat (MREs) and tarps to be distributed to the public.
2. The required rate of delivery of bulk commodities is directly proportional to the ability to distribute resources to victims and the status of commercial power restoration. Each POD will not request more commodities than the affected population can reasonably consume in the operational period or can be effectively distributed by the POD.
3. A forecasting tool will be utilized to determine the initial quantities of commodities required based on forecast-impacted population. The forecasting tool will also estimate the number of PODs, staffing, material handling resources and other logistics support resources the county will require in an event.
4. Disaster victims will drive through a POD and be served without leaving their vehicles. Each car represents an average family of 3. Each vehicle passing through a distribution point may receive the following: 2 or 3 bags of ice, 1 case of water, 6 MRE's and 1 tarp, if needed.
 - 1 truck load of ice and water will serve 1,660 vehicles or about 5000 people
 - 1 truck load of MRE's will serve 3,624 vehicles or about 10,000 people
 - 1 truck load of tarps will serve 4,400 vehicles or about 4,400 homes
5. Distribution points will be open to the public for 12 hours per day. Re-supply of distribution points will primarily be at night (while the POD is closed to the public).

6. Planning Factors - General planning factors will be utilized in coordinating and communicating during the planning and response process including:

Commodity	Consumption	Typically Delivered
ICE	8 lbs (1bag) per person per day	40,000 lbs per truck load 20 Pallets per truck, 2000 lbs per pallet, 250 – 8 lbs bags per pallet, 5000 bags per truck 25 Trucks = 1 million lbs
Water	1 gal per person (3.79 liters per gal)	4,750 gallons per truck 20 Pallets per truck 237 gallons per pallet 1900 lbs per pallet 212 Trucks = 1 million gal
MREs	2 MREs per person per day	21,744 MREs per truck load 12 MREs per case 1812 cases per truck
Tarps	1 Per Car	4,400 tarps per truck load Tarp size is generally 20' x 25'

7. Additional items may be identified specific to the on-going event for distribution. Any such items will be distributed in the same manner as the commodities listed above with the exception of those items targeted for special needs groups such as medical supplies, etc.

8. Unsolicited donated goods will be managed following the procedures found in the donated goods SOG.

9. A loading point is where a stockpile of ice, water, MREs, and tarps are located. Each loading point has a team of people (1 for water, 1 for ice, and 1 for MREs/tarps) that load these items into the vehicle as it stops in front of their position.

10. Based on past experience, a well planned and operated distribution point with one lane of traffic and 3 loading points can service 140 cars per hour. Based on a 12 hour work day, about 1,680 vehicles or $1,680 \times 3 = 5000$ people can be served.

F. Functional Roles & Responsibilities (EMAP 4.6.2.4, 4.7.5)

Emergency Support Function	Responsibilities
ESF – 1: Transportation Whitfield County School System Whitfield Transportation	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. At the request of the Whitfield Sheriff's Office Division of Emergency Management provide transportation of volunteers to and from Points of Distribution. 4. Provide transportation of disaster commodities as requested.
ESF – 2: Communications Whitfield County E-911 Center Whitfield County Emergency Management Agency	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Coordinate communications between PODs and the Emergency Operations Center. 4. Support POD operations by ensuring interoperable communications between local, regional, state and federal assets.
ESF – 3: Public Works Whitfield County Public Works City of Dalton Public Works	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Assign equipment and personnel if available to assist in the unloading of disaster commodities as requested. 4. As requested, deploy signs and other traffic control devices to assist with traffic control at or near POD sites.
ESF-4: Fire Service Whitfield County Fire City of Dalton Fire Town of Cohutta	<ol style="list-style-type: none"> 1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. If available, provide Emergency Medical Service support at POD locations. 4. Provide logistics personnel to assist emergency management with POD management.
ESF-5 Emergency Management Whitfield County Emergency Management Agency	<ol style="list-style-type: none"> 1. Coordinate regular training and exercises. 2. Coordinate annual plan reviews. 3. Aggressively work to determine anticipated or actual unmet needs. 4. Maintain high level of situational awareness and request disaster commodities from GEMA and other sources as soon as possible. 5. Determine the most practical locations to deploy disaster commodities including pre-determined POD locations, shelters, Disaster Recovery Centers, or other locations driven by the event. 6. Activate POD plan as early as possible. Deploy staffing and equipment to POD locations as dictated by the on-going or developing situation.
Emergency Support Function	Responsibilities

Whitfield County Emergency Management Agency Standard Operating Guideline

ESF – 13: Law Enforcement Whitfield Sheriff's Office City Police Departments	1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Provide Security at Points of Distribution locations. 4. Provide traffic control at and near Points of Distribution locations.
ESF – 15 External Affairs Agency Public Information Officers	1. Participate in regular training and exercises. 2. Participate in annual plan reviews. 3. Coordinate the release of public information related to the distribution of disaster commodities.

G. Logistics (EMAP 4.6.2.5, 4.8.1)

1. Resource Priorities (EMAP 4.11.2)

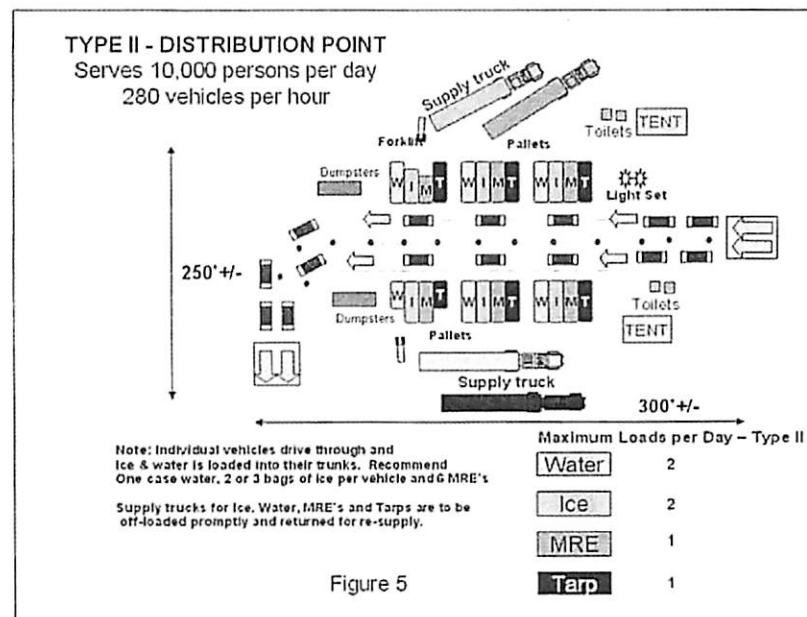
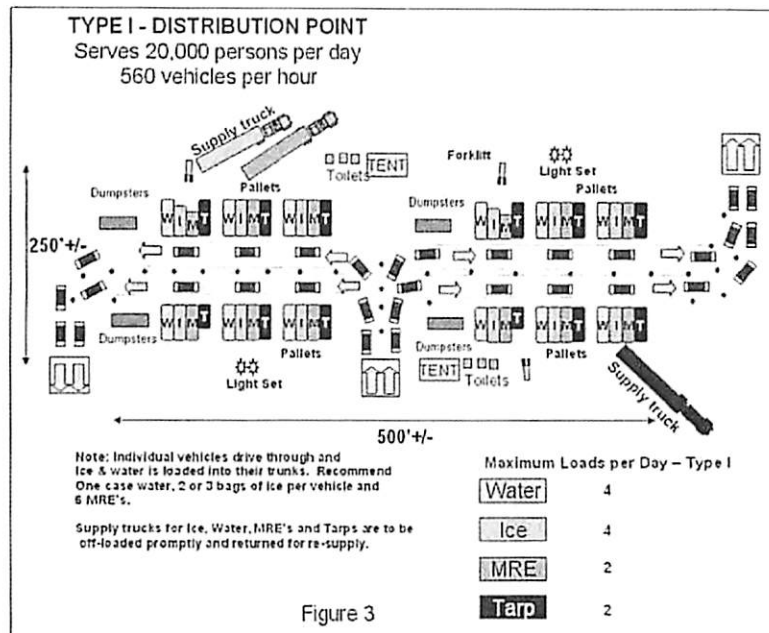
- a. All resource decisions specific to disaster commodity distribution shall be based on the following priorities: (EMAP 4.11.2)

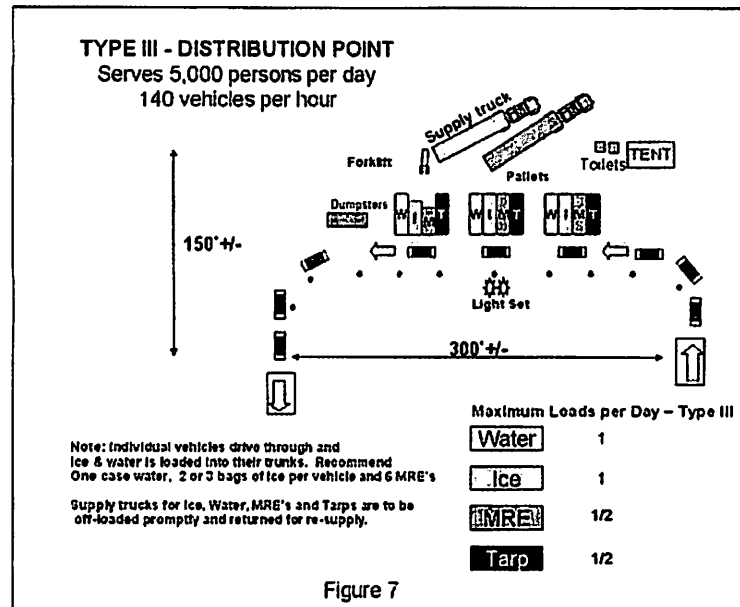
1. Life safety
2. Incident stabilization
3. Property & environmental protection
4. Restoration of critical infrastructure

2. Facilities (EMAP 4.12)

- a. Emergency Operations Center – The Whitfield County Emergency Operations Center shall be activated to the appropriate level to support disaster commodity distribution.
- b. Point of Distribution – Any location where emergency management distributes disaster commodities. This SOG lists multiple predetermined locations where PODs could be established. However, it must be stressed that every situation is different and the decision as to where and when to establish PODs must be based on meeting the objective of taking the recovery to the disaster victims.

Point of Distribution Types





Potential Points of Distribution

List of Potential POD Sites

Location Name	Address	Type	Persons Per Day
Brookwood School	501 Central Ave. Dalton, GA 30720 34°45'18.76"N 84°58'23.38"W	III	5,000
Dalton High School	1500 Manly St. Dalton, GA 30720 34°W46'45.27"N 84°59'09.95"W	I	20,000
Dalton Middle School	1250 Cross Plains Trail Dalton, GA 30720 34°47'31.4" N 84°56'14.3" W	I	20,000
Fort Hill School	104 Fort Hill Terrace Dalton, GA 30720 84°57'7"73" N 34°46'20.68" W	III	5,000
Park Creek School	1500 Hale Bowen Dr Dalton, GA 30721 34°47'29.02" N 84°56'57.89" W	II	10,000
Westwood School	708 Trammell St Dalton, GA 30720 34°46'51.62"	III	5,000
Northwest Whitfield High School	1651 Tunnel Hill - Varnell Rd Tunnel Hill, GA 30755 43°52'40.26"N 84°59'25"W	II	10,000
North Georgia Trade & Convention Center	2211 Dug Gap Battle Rd. Dalton, GA 30720 34°76'11.54"N 85°00'41.27" W	II	10,000
Southeast Whitfield High School	1954 Riverbend Rd. Dalton, GA 30721 34°73'30.60" N 84°93'99.50" W	II	10,000
Beaverdale Elementary School	1350 Prater's Mill Rd Dalton, GA 30721 34°54'29.30" N 84°51'82.30" W	II	10,000

Whitfield Career Academy	2300 Maddox Chapel Rd Dalton, GA 30721 34°47'08.70" N 84°55'28.60" W	I	20,000
Westside Middle School	580 Lafayette Hwy Rocky Face, GA 30740 34°47'20.90" N	II	10,000
Valley Point Middle School	3796 S. Dixie Rd Dalton, GA 30720 34°40'95.00" N 84°59'18.80" W	II	10,000
Cohutta Elementary School	254 Wolfe St Cohutta, GA 30710 34°57'63.70" N 84°56'89.90" W	III	5,000
		TOTAL	145,000

- c. Disaster Recovery Center – If the disaster is severe enough for a Presidential Disaster Declaration to be approved for Individual Assistance, a Disaster Recovery Center (DRC) will be established. In this case, disaster victims will be coming to the DRC to apply for FEMA grants as well as other benefits. Emergency managers should consider making disaster commodities available at the DRC for victims.
- d. Warehouse – Disaster commodities may arrive faster than are needed or in advance of the expected disaster. In this case the Whitfield County Emergency Management Agency shall work with the Whitfield County Board of Commissioners and the inlaying Municipalities to secure warehouse space to store commodities.

3. Personnel

Type 1 Distribution Point – Whitfield County Staffing Matrix			
Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	2	1	CERT Team Member
Forklift Operator	2	3	Public Works
Labor	57	4	CERT Team Georgia Defense Force
Law Enforcement	4	1	Whitfield County Sheriff's Office

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**Type 2 Distribution Point – Whitfield County
Staffing Matrix**

Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	1	2	CERT Team Member
Forklift Operator	1	2	Public Works
Labor	28	3	CERT Team Georgia Defense Force
Law Enforcement	2	1	Whitfield Sheriff's Office

**Type 3 Distribution Point – Whitfield County
Staffing Matrix**

Position	Day	Night	Source
POD Manager	1	0	CERT Team Member Fire Logistics
Team Leader	1	1	CERT Team Member
Forklift Operator	1	2	Public Works
Labor	14	2	CERT Team Georgia Defense Force
Law Enforcement	2	1	Whitfield Sheriff's Office

4. Equipment

Equipment	Pod Type			Sources
	Type 1	Type 2	Type 3	
Forklift	3	2	1	Public Works Whitfield County Schools City of Dalton Schools Rental
Pallet Jack	3	2	1	Public Works Whitfield County Schools City of Dalton Schools Rental
Power Lights	2	1	1	Whitfield Fire City of Dalton Fire CERT Rental
Toilets	6	4	2	Rental
10 x10 Tents	3	2	2	Whitfield Fire City of Dalton Fire CERT City of Dalton Police
Dumpsters	4	2	1	Rental
Traffic Cones	75	75	75	Public Works Whitfield County Sheriff Dalton Utilities Dalton Police Dept

5. Disaster Commodities (EMAP 4.8.5)

- a. Disaster commodities will be requested by the Whitfield County Emergency Operations Center by making a request to the Georgia Emergency Management Agency. The request shall include:**

Types of commodities needed
Quantity
Location to be delivered
Time needed

- b. The Whitfield County Emergency Operations Center shall also use contacts found within the county to order commodities from local vendors following existing purchasing policies.**
- c. Commodities secured locally will be transported by the Whitfield County School System, Public Works, Fire, and Sheriff's Office.**

H. Concept of Operations (EMAP 4.6.2.6)

1. Activation (EMAP 4.8.4.1, 4.8.4.2, 4.11.1)

- a. The Whitfield County Emergency Operations Center Management Team shall constantly monitor the need or potential need for disaster commodity distribution. The Commodity Distribution Plan shall be activated as soon as it is clear that there will be a need for essential items in the disaster area.**
- b. All requests for disaster commodities must be approved by the Emergency Management Director or designee.**

2. POD Management

- a. All POD operations shall be managed following the concepts and principles of NIMS/ICS. (EMAP 4.7.4)
- 3. Notifications/Staffing (EMAP 4.8.1, 4.8.2)
 - a. Existing notification systems shall be used to activate POD staffing. ESF-5 and ESF-7 shall develop the initial staffing plans for each POD. These staffing plans shall include both a day and night shift for an initial 72 hour period.
- 4. Public Information (EMAP 4.15.1)
 - a. The Emergency Operations Center Joint Information Team shall work with EOC management to provide the public with timely and accurate information concerning the distribution of disaster commodities. (EMAP 5.15.2.1)
 - b. All available sources including existing communications systems, social media, e-mail, media contacts, and internet will be used to distribute to the public any information related to disaster commodity distribution.
 - c. There Shall be periodic press releases for the distribution of disaster commodities. (EMAP 4.15.2.2)
 - d. CERT members may also be used to distribute flyers in the disaster area concerning the POD.
 - e. All releases must be approved in advance by the emergency management director or designee. (EMAP 4.15.2.3)
 - f. The E-911 Language line and the local Spanish radio station shall be utilized to assist in distributing information to non-English speaking victims. (EMAP 4.15.2.4)
 - g. The Joint Information Team shall coordinate with the Whitfield County Senior Center and home health providers to coordinate information to special needs populations affected by the disaster. (EMAP 4.15.2.5)
- 5. Resupply
 - a. Each POD manager shall maintain a near continuous inventory of items available for distribution. The POD manager and the emergency management director shall agree on an amount of commodities coupled with the demand that will trigger the reordering of needed items.
- 6. Termination (EMAP 4.8.4.3)

- a. Once the demand for disaster commodities drops, the emergency management director shall ensure that an updated needs assessment is completed. If the needs assessment finds that there is no longer a need to operate the POD, it will be closed.
- b. An inventory of remaining disaster commodities will be taken and those items will be moved to a warehouse location or transferred to another jurisdiction that may be in need.

I. Plan Maintenance (EMAP 4.6.2.7)

The Whitfield Emergency Management Agency shall ensure that the plan is maintained and reviewed.

APPROVED AND ADOPTED by the Board of Commissioners of Whitfield County
this 31st day of October 2011.



Chairman

ATTEST:



County Clerk

Whitfield County Emergency Management Agency
Standard Operating Guideline

**WHITFIELD COUNTY
VOLUNTEER MANAGEMENT
OPERATING GUIDE**



**Whitfield County
Recovery Function
Whitfield County, Georgia
SOG 2012-001**

Volunteer Management

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Volunteer Management

I. PURPOSE.

The Volunteer Management Operating Guide augments the Whitfield County Local Emergency operations Plan and:

- Describes the coordination processes used to ensure the most efficient and effective utilization of volunteers during incidents of significance.
- Describes the way in which the Volunteer Center is established and carries out its primary disaster role during disaster response and recovery, and to manage volunteers effectively.
- Defines the roles and responsibilities of Volunteer Center Staff.

II. POLICIES.

A. The Whitfield County Emergency Management Agency.

1. Coordinates the recruitment of volunteer personnel to augment the personnel and facilities of the county, and maintains a register of persons with various training and skills.
2. Coordinates with 2-1-1, Red Cross, Salvation Army, CERT, private business or labor organizations to assist in emergency response and recovery operations.

B. General.

1. The 2-1-1, CERT, Red Cross and Salvation Army leaders are responsible for all governmental activities involved with the jurisdiction's volunteer management system.
2. The 2-1-1, CERT and, Red Cross and Salvation Army leader takes the lead and provides general guidance for donations management operations.
3. The 2-1-1, CERT, Red Cross and Salvation Army leaders will manage the volunteer management program and coordinate the efforts of volunteer groups and local government.
4. The Volunteer Center Manager will supervise the Volunteer Center Staff and coordinate the efficient operation of that facility.
5. Volunteers working as an integral part of a recognized volunteer group will respond to direction from those organizations.

C. The Whitfield County Emergency Operations Center (EOC) will serve as the central point for providing overall direction to volunteer management operations. Most likely a Volunteer Center will be established at a site appropriate to the effective support of the disaster, but coordination of that Center will be from the EOC, if activated.

D. All employees assigned to volunteer support efforts are expected to report for duty as directed and able when this plan is activated. Volunteers may include both pre-trained and spontaneous volunteers.

Volunteer Management

E. Resource Needs and Availability.

Resource needs fall into four general categories: personnel, materials, facilities, and equipment. In the event available resources are inadequate, additional resources may be obtained through coordination by the EOC logistics section or Emergency Management.

- 1. THE VOLUNTEER CENTER CAN REQUEST RESOURCES AS NEEDED FROM OTHER REGIONAL OR STATE VOLUNTEER CENTERS THAT HAVE BEEN ACTIVATED TO SUPPORT THE DISASTER EFFORT. REQUESTS SHOULD BE MADE IN WRITING, IF POSSIBLE, OR ORALLY WITH FOLLOW-UP CONFIRMATION IN WRITING AS SOON AS POSSIBLE. IN THE EVENT THAT RESOURCE NEEDS CANNOT BE MET THROUGH THIS AGREEMENT, REQUESTS MAY BE ADDRESSED TO OTHER ORGANIZATIONS.**

F. Staffing Policies and Procedures.

1. General.

- a. Employees. Disaster workers assigned to the Volunteer Center and are expected to work at anytime the center is activated. It is expected that all volunteers will report to work in their assigned roles after they have assessed the welfare of their families and the safety of their surroundings. Development of personal and household disaster preparedness is essential to your ability to assume rolls in a disaster situation.
- b. During Normal Business Hours. Employees already on duty at the time of the disaster are expected to assist with implementation of this plan. As soon as they are able, those not on site are expected to report in (by telephone or in person) to determine whether and when they will be needed for staffing. They are also expected to notify their department or agency supervisor as soon as possible.
- c. Outside Normal Business Hours. When a disaster occurs during non-business hours, the Emergency Management Director will contact the Logistics Chief as soon as possible to determine what steps are to be taken. The Emergency Management Director will activate the Volunteer Management Operating Guide, if any of the activation conditions are met. The EOC Logistics Section Chief will assign a Unit Leader who will establish the Volunteer Center and contact other employees or volunteers as needed to provide adequate staffing. Employees are expected to communicate with their department or agency supervisor as soon as possible and to respond to requests for staffing help.
- d. Volunteers. The Volunteer Center welcomes trained volunteers to assist in its disaster response activities. Trained volunteers are those who have completed their agency's disaster training program, or who are determined by the Unit Leader to have comparable training and experience.
- e. Staffing Shifts and Breaks. The maximum shift for any employee or volunteer is 12 hours. Each worker will receive and must take at least one ten-minute break every two hours. If any county

Volunteer Management

employee is asked to work more than 8 hours in a 24-hour time period, Whitfield County's personnel policies regarding overtime for exempt and non-exempt employees will apply. All decisions regarding overtime work (beyond 8 hours per day or 40 hours per week) for non-exempt Volunteer Center employees must be approved in advance by the EOC Logistics Section Chief.

f. **Work Site Policies and Procedures.**

- No person works alone; a minimum of two staff must be on-site at all times.
- The Volunteer Center will not open to the public in the morning until two staff members are present.
- The last two people in the Volunteer Center will lock up and leave the building together.
- If the Center is open longer than 12 hours per day, staff must be scheduled in overlapping shifts.
- A rest area away from other activities will be designated.
- Each employee and volunteer will sign in and out each day so that an accurate record of hours can be maintained.

III. SITUATION AND ASSUMPTIONS.

A. **Situation.**

In times of disaster situations, volunteers are eager to respond and contribute to the community's recovery. Volunteers who are associated with designated agencies have a specific role to play in ensuring an effective response to and recovery from the disaster's devastation. Volunteers often arrive on-site at a disaster ready to help. Yet because they are not associated with any part of the existing emergency management response system, their offers to help are often underutilized and even problematic to professional responders. Volunteers often arrive on-site in numbers too great for traditional disaster responders, emergency management, disaster relief agency staff, and affiliated volunteers to manage as they try to meet the immediate needs of the community.

B. **Assumptions.**

1. Whitfield County is not immune to the havoc and devastation caused by disaster, whether natural or man-made.
2. When a disaster strikes, the Whitfield County EOC will be activated based on the severity of the disaster and volunteers may be needed based on manpower requirements.
3. Emergency services (police, fire, ambulance) may not be available for up to 72 hours, or even longer when supporting disaster relief efforts.
4. Many people in the community, desiring to help, will come forward and offer their time and talents.
5. Responding agencies and organizations will require competent assistance in order to meet community needs. These agencies are likely to include:

Volunteer Management

- a. Traditional disaster relief agencies, e.g., American Red Cross and Salvation Army.
- b. Local governments, e.g., cities, county, special districts.
- c. Community-based organizations, especially those that serve vulnerable populations.
- d. Groups not previously known or not previously involved in disaster preparedness/response.

Note: Whitfield County is vulnerable to a wide range of threats. Refer to the Basic Plan section of the Whitfield County Local Emergency Operation Plan for information on the types of disasters the county is vulnerable.

IV. CONCEPT OF OPERATIONS.

A. General.

1. The objectives of the Volunteer Management Operating Guide are:
 - a. To effectively manage affiliated and spontaneous volunteers who respond to a disaster situations.
 - b. Accept offers of volunteers that will contribute to the response and recovery process.
 - c. Establish and activate a Volunteer Center that will effectively organize the volunteer effort and utilize the skills and resources that the volunteers bring to the disaster mitigation effort.

B. Activation of Plan.

1. The plan will be activated when a disaster occurs that is:
 - a. Within Whitfield County and likely to require involvement of volunteers in response and relief activities.
 - b. Activation is prompted to include but are not limited to the following:
 - Declaration of a local emergency by county government.
 - Request to activate made by the Emergency Operations Center.
 - Request made by the American Red Cross.
 - Request made by another county volunteer organization.
 - Request made by the State or Federal government to assist with a regional or national disaster event.

C. Emergency Operations Center (EOC).

The Whitfield County EOC will serve as the central point for providing overall direction to volunteer emergency operations. The Volunteer Center will be established at a site appropriate to the effective support of the disaster, and coordination will be from the EOC.

Volunteer Management

D. Management of a Volunteer Center and Volunteer Response Effort.

1. When the need to establish a Volunteer Center or to establish management procedures for affiliated and emergency volunteers, the EOC Logistics Section Chief will appoint a Unit Leader to manage a coordinated volunteer effort within Whitfield County. The Unit Leader will report to the 2-1-1 Leader and will ensure the plans and appropriate procedures are in place and utilized.
2. The location of the Volunteer Center will be determined by predestinated PODS which will be validated by the Whitfield County EOC Logistics Section Chief in collaboration with other EOC Command Staff.

E. National Incident Management System (NIMS).

1. NIMS were developed so responders from different jurisdictions and disciplines can work together better to respond to natural disasters and emergencies. This plan was developed to be as consistent as possible with NIMS, in order to facilitate understanding and coordination between the EOC, the Volunteer Center and other organizations using NIMS. For the Volunteer Center, the two most applicable elements of NIMS are the Incident Command System (ICS) and Mutual Aid.
2. The Incident Command System (ICS) was originally developed by the fire services to provide a standard system for managing emergencies. ICS provides a common organizational framework within which agencies can work collectively and cooperatively at the scene of an emergency. ICS also has other features that make it an effective emergency management system for a single agency. Principles and features of the ICS can be found in the Whitfield County Local Emergency Operations Plan (LEOP), Basic Plan.

F. Action Planning.

Action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans define measurable and obtainable objectives for a given operational period. The operational period is the length of time set by command/management to achieve the objectives. In the early stages of a disaster, the operational period may be 24 hours or less. Later, the operational period may be several days or more.

G. Levels of Activation.

The type and extent of the incident, the scope of the community's response, and the availability of resources will be determining factors in whether there is full or partial activation of the EOC. Full activation implies that all personnel that have a part in disaster relief and recovery are involved and the EOC is fully staffed. Partial activation implies that all staff is not involved and that only those functional elements required to meet current objectives are activated and the EOC may also be partially staffed.

H. Staffing.

Staff for the Volunteer Center disaster operations will be a combination of paid staff and volunteers. All employees assigned to volunteer support efforts are expected to report for duty as directed and able when this plan is activated. Volunteers may include both pre-trained and spontaneous volunteers.

Volunteer Management

1. Organization and Assignment of Responsibilities.

The organization for volunteer management in the aftermath of a disaster shall consist of CERT, 2-1-1, Red Cross and Salvation Army supplemented by government personnel and other resources where needed. The organizations described in this plan are composed largely of Volunteers. The Volunteer Center described in this plan will be primarily operated by volunteers.

The normal county emergency organizations, described in the LEOP, will carry out Government activities in support of volunteer management.

The Unit Leader will be responsible for managing volunteers that are activated to staff the Volunteer Center, and will report to the 2-1-1 Leader, Logistics Section of the EOC.

Various positions the CERT, Red Cross and Salvation Army may consider as appropriate to staff. Detailed job positions checklists are listed in Attachment 2; Job Action Guides.

In the EOC:

- Unit Leader and assistant.
- Data Coordinator (position will move to the Volunteer Center once activated).
- Phone Bank/Interviewer Coordinator (position will move to the Volunteer Center once activated).
- PIO.

At the Volunteer Center:

- Volunteer Center Manager.
- Safety Officer.
- Security.
- Volunteer Center Registration/Orientation Staff.
- Volunteer Center Interviewers.
- Volunteer Data Collectors.
- Volunteer Safety Briefing Staff.
- Volunteer ID Staff.
- Job Specific Training Staff.
- Phone Bank Interviewers.
- Runners. (Refer to Attachment 1)

2. Task Assignments – in the EOC.

The Logistics Section Chief will:

- Appoint a Volunteer Organizations Unit Leader.
- Work with participating organizations to ensure, to the extent possible, that the County has an effective volunteer management program.
- Monitor the operation of the volunteer management program when activated.

b. The Unit Leader (and assistant) will:

Volunteer Management

- Coordinate planning for and oversee the operation of the volunteer management program.
 - Facilitate and manage the Volunteer Center and Unit.
 - Identify key volunteer management positions.
 - Provide the media AND American Red Cross, in coordination with the PIO, information on volunteer management for dissemination to the public.
 - Provide the EOC with reports on volunteer management operations, as necessary.
 - Ensure that plans are in place to identify and coordinate volunteer programs and resources.
- c. The Phone Bank/Interviewer Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Unit Leader, and will:
- Be responsible for setting up and managing a Phone Bank and Interview Center to refer people who want to volunteer.
 - Train and supervise the Phone Bank and Volunteer Center Interviewers who are responsible for answering incoming phone calls from people who want to volunteer.
 - In some events the current 211 line can be used and information will be updated frequently by the Phone Bank/ Interviewer Coordinator which will the 2-1-1 Director and the Whitfield County PIO.
- d. The Data Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Phone Bank Coordinator and will:
- Be responsible for managing the Volunteer Center Data Collectors who are responsible for collecting, processing and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
 - Train and supervise the Volunteer Center Data Collectors.
 - Track data collection and compile daily statistical reports for the Faith-Based/Volunteer Organization Unit Leader.
- e. The Agencies Coordinator will work from the EOC until the Volunteer Center is activated, and reports to the Unit Leader and will:
- Establish liaison with local and regional agencies to determine volunteer needs.
 - Track agency volunteer needs data collection and compile timely statistical reports for the Unit Leader.
- f. The Public Information Officer (PIO) will be the single point of contact for the media and will:
- Arrange appropriate contacts between the media and the Volunteer Center Staff.
 - Provide media with information regarding opening and operation of the Volunteer Center. (See Tab 19; Volunteer Reception Center News Media Template).
3. Task Assignments in the Volunteer Center.
- a. The Volunteer Center Manager reports to the Unit Leader, and will:
- Establish the site and facility that is to serve as the Volunteer Center.
 - Supervise the Volunteer Center Staff.
 - Coordinate the efficient operation for the Volunteer Center

Volunteer Management

- b. The Volunteer Center Safety Officer reports to the Volunteer Center Manager, and will:
 - Monitor and assess all operational procedures at the Volunteer Center for unsafe operations.
 - Train staff to ensure safe and healthy operations.
- c. The Volunteer Center Transportation Coordinator reports to the Volunteer Center Manager, and will:
 - Coordinate transportation for volunteers to and from disaster areas.
- d. Security will work from the Volunteer Center, and reports to the Volunteer Center Manager and will:
 - Oversee the security operations at the Volunteer Center and to ensure a safe environment for staff and volunteers.
 - Be staffed by local law enforcement.
- e. Volunteer Center Registration/Orientation Staff reports to the Volunteer Center Manager and will:
 - Be the first contact for Volunteers.
 - Greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.
- f. The Volunteer Center Interviewers reports to the Volunteer Center Manager, and will:
 - Interview emergency volunteers and complete appropriate Volunteer Center forms.
- g. The Volunteer Data Collectors reports to the Volunteer Center Manager and will:
 - Be responsible for managing the Volunteer Center Data Collectors who are responsible for collecting, processing and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
 - Train and supervise the Volunteer Center Data Collectors.
 - Track data collection and compile daily statistical reports for the Unit Leader.
- h. The Volunteer Safety Briefing Staff reports to the Volunteer Center Manager, and will:
 - Brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience.
- i. The Volunteer ID Staff reports to the Volunteer Center Manager, and will:
 - Ensure that volunteers are given a Volunteer ID badge with accurate information.
- j. The Volunteer Specific Training Staff reports to the Volunteer Center Manager, and will:
 - Brief Volunteers on what their specific responsibilities will be at their assigned location.
- k. The Phone Bank Interviewers report to the Volunteer Center Manager, and will:
 - Take information over the phone and complete appropriate Volunteer Center forms.
- l. Runners will report to the Volunteer Center Manager, and will:
 - Carry information from one station to another within the VRC.
 - Accomplish tasks outside the Volunteer Center such as putting up signs, bringing

Volunteer Management

messages from other agencies, etc.

m. Staff Break Areas.

- Although it is not shown on the Floor Plan, a break area should be established. Noise, frustration, the general sense of urgency and the intensity that the Volunteer Center Staff will be working under will cause stress to build. Providing a quiet room with low light and refreshments will ensure that staff takes short breaks whenever possible and assist them to operate efficiently and minimize stress.
- Through coordination with The Salvation Army or local provider, refreshments and meals for the Volunteer Staff will be provided. The break area should be located separately from the area where volunteers are being processed.

I. Administrative and Support.

1. Reporting.

During emergency operations, volunteer organizations that may be tasked with various functions should compile and provide a summary report of significant volunteer management activities. The Unit Leader should forward this information to the EOC Logistics Section Chief for use in staff briefings and inclusion in Periodic Situation Reports.

2. Records.

- a. Activity logs – Each volunteer center or facility should maintain a log of activities at that facility.
- b. The Unit Leader and the Volunteer Center Manager may each appoint a secretary to provide a written record of the policies formulated and activities undertaken at meetings of the unit. The Unit Leader should maintain those records.
- c. Documentation of costs – Expenses incurred in operating the volunteer management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during volunteer management operations.

Volunteer Management

This plan is effective upon adoption by the Whitfield County Board of Commissioners and will be activated upon the direction of the heads of local government.

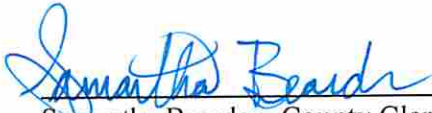
Adopted this 12th day of January 2012.

WHITFIELD COUNTY BOARD OF COMMISSIONERS



Mike Babb, Chairman

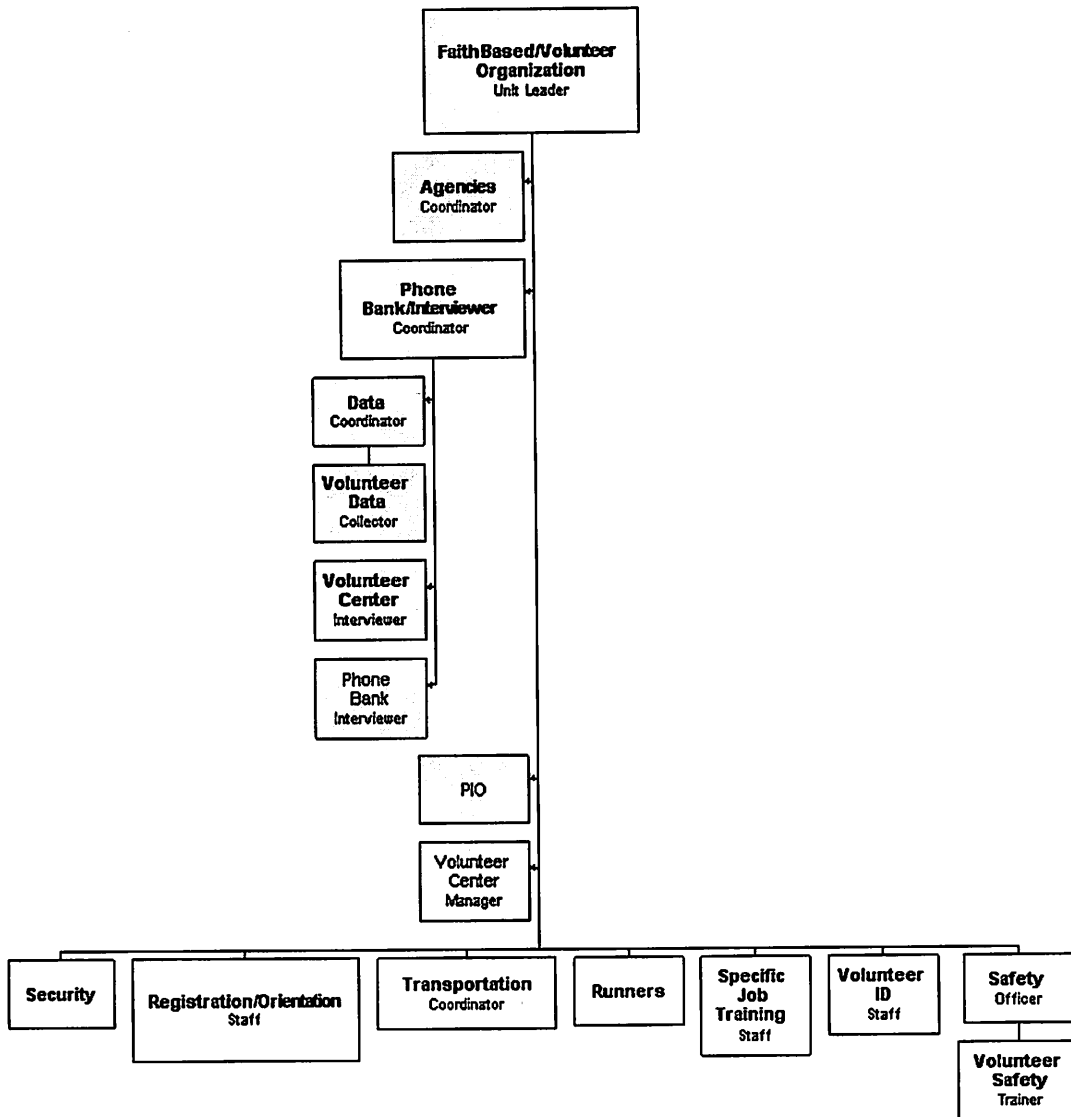
ATTEST:



Samantha Bearden, County Clerk

Volunteer Management

ATTACHMENT 1 VOLUNTEER CENTER ORGANIZATION CHART



Volunteer Management

ATTACHMENT 2 JOB ACTION GUIDES

Unit Leader

Reports to: The EMA Director and the Logistics Section Chief.

Supervises: The Reception Center Manager.

Responsibilities.

- Overall commander of Volunteer Center's emergency response effort.
- Manages and directs Volunteer Center emergency response organization.
- Makes executive decisions.
- Provide overall direction to the function chiefs, keep them working as a team, and establish priorities for the response operations.

Activation Phase.

- ☐ Determine appropriate level of activation based on situation as known.
- ☐ Determine if all key personnel or alternates are present or have been notified.
- ☐ Schedule the first planning meeting.
- ☐ With Section Chiefs and Command Staff, develop Action Plan for first operational period: assess the situation, define the problems, and establish priorities.
- ☐ Establish operational work periods for all personnel.
- ☐ Execute the Action Plan and monitor section level activities.
- ☐ Establish communications.
- ☐ Identify key volunteer management positions.

Operational Phase.

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Determine operational status of Units' position within the EOC site and at the Volunteer Center operational site.
- ☐ Appoint and brief as required Section Chiefs and Command Staff.
- ☐ Establish periodic briefing sessions with staff to update the overall situation.
- ☐ Review and approve all requests for outside resources and mutual aid.
- ☐ Establish communications as required.
- ☐ Authorize release of information by Public Information Officer (PIO).
- ☐ Maintain all required records and documentation to support the history of the emergency:
 - Document messages received.
 - Action taken.
 - Requests filed.
 - EOC personnel and time on duty.
- ☐ Evacuate if needed and move to alternate site.

Deactivation Phase.

Volunteer Management

- ☐ Approve plans for demobilization.
- ☐ Conduct final employee debriefing.

Data Coordinator

Reports to: The Phone Bank Coordinator.

Supervises: Volunteer Center Data Collectors.

Responsibilities.

- Managing the Volunteer Data Collectors who are responsible for collecting, processing, and maintaining information about emergency volunteers who contact the Phone Bank or the Volunteer Center directly.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Set up the Data/Agency Coordination Station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Train and supervise Volunteer Data Collectors.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Checklist.

- ☐ Train volunteers to work as Volunteer Data Collectors as needed.
- ☐ Track data collection and compile daily statistical reports for the Faith-Based/Volunteer Organization Unit Leader.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Phone Bank Coordinator.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Agencies Coordinator

Reports to: The Faith-Based/Volunteer Organization Unit Leader.

Supervises: N/A.

Responsibilities.

- Establish liaison with local and regional agencies to determine volunteer needs.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.

Volunteer Management

- ☐ Set up the Data/Agency Coordination Stations using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Checklist.

- ☐ Track agency volunteer needs data collection and compile timely statistical reports for the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Ensure that the Volunteer Job Status Board at your station is current.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Ensure that all requests for volunteers have been met before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Phone Bank/Interviewer Coordinator

Reports to: The Faith-Based/Volunteer Organization Unit Leader.

Supervises: Phone Bank Staff, and Volunteer Center Interviewers.

Responsibilities.

- Responsible for setting up and managing a Phone Bank and Interview Center to refer people who want to volunteer.
- Works from the EOC until the Volunteer Center is activated.

Activation Checklist.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Set up the Volunteer Interviews and Phone Bank Stations using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Train and supervise the Phone Bank Staff and Volunteer Center Interviewers who are responsible for answering incoming calls from people who want to volunteer.

Operational Checklist.

- ☐ Train volunteers to work as Phone Bank Staff and Volunteer Center Interviewers as needed.
- ☐ Assist Phone Bank Staff and Volunteer Center Interviewers.

Deactivation Checklist.

- ☐ Prepare an After Actions Report to be briefed to the Faith-Based/Volunteer Organization Unit Leader.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Center Public Information Officer (PIO)

Reports to: Emergency Operation Manager.

Supervises: Those that aid in the support of the PIO duties.

Responsibilities.

- Develop a capability to rapidly release emergency instructions and information to the public through all available means.
- Prepare informational summaries and provide rumor control.
- Single point of contact for the media and public.

Activation Checklist.

- ☐ Reference Whitfield County EMA Public Information Officer Procedures Guide; page 12; EOC Activation Checklist.

Operational Checklist.

- ☐ Reference Whitfield County EMA Public Information Officer Procedures Guide; page 15; Emergency Incident Checklist, and page 17; Disasters and Major Emergencies Checklist.

Deactivation Checklist.

- ☐ Complete and submit all reports, documents through the EOC Manager.
- ☐ Ensure that any required deactivation forms or reports are completed prior to leaving.
- ☐ Determine if there will be any required follow-up actions before you leave.
- ☐ Prepare an After Actions Report to be briefed to the Emergency Operations Center Manager.

Volunteer Management

Volunteer Center Manager

Reports to: The CERT Unit Leader.

Supervises: The Volunteer Center Staff.

Responsibilities.

- Establish the site and facility that is to serve as the Volunteer Center.
- Coordinate the efficient operation for the Volunteer Center.

Activation Phase.

- ☐ Establish site, preferably large indoor room with tables and chairs available.
- ☐ Bring the Volunteer Center Go Kit to the Volunteer Center.
- ☐ Ensure that you have a copy of the Volunteer Management Operating Guide, and Volunteer Reception Center Site Operations Binder and become familiar with it's contents as both will aid in operations of the Volunteer Center.
- ☐ Arrange the room using the Volunteer Reception Center Floor Plan; Attachment 4.
- ☐ Face tables and chairs so that information can be easily seen and so that volunteers feel they are receiving personal attention.
- ☐ Allow enough space for volunteers to fill out the volunteer intake form.
- ☐ Clearly mark the reception desk..
- ☐ Post a sign outside the center to direct potential volunteers to your site.
- ☐ Set up separate sections for each major class of work, with information about available placements. Typical headings might be:

• Food Services	• Clerical/Office Work
• Computer Data Entry	• Phones/Receptionist
• Plumbers/Electricians	• Shelter Workers/Hosts
• Repair/Reconstruction	• Communications
• Counseling Services	• Medical/Health
• Interviewing	• Transportation
• Child Care	• Cleanup—Home and Other
• Rescue	• Interpreters/Translators (including sign)
• Damage Assessment	• Miscellaneous

- ☐ Brief and assign tasks to staff and volunteers of the center.
 - ☐ Assign early volunteers to staff the Volunteer Center to include runners. Runners will bring in information about volunteer needs from the disaster scene and other agencies.
 - ☐ Designate an area for training/orientation. Utilize times when demand is slow to orient new volunteers to the disaster situation and to train them in Volunteer Center policies and procedures.
 - ☐ Through coordination with an American Red Cross representative, set up an area separate from the main reception center area to provide refreshments and meals for the Volunteer Center Staff.
 - ☐ Coordinate with the Volunteer Safety Officer and establish evacuation routes in case the Volunteer Center has to be vacated in an emergency situation and ensure that routes are clearly marked.
 - ☐ Ensure that a Go-Kit is readily available in event the center has to be relocated.
-

Volunteer Management

Operational Phase.

- ☐ Schedule brief meetings at beginning and end of day before/after opening the center to the public to address operational issues and update staff on disaster situation.
- ☐ Assign extra staff in the seating area to help the volunteers with completion of forms.
- ☐ For communications inside the Volunteer Center, have Runners relay messages. Runners may also be asked to accomplish tasks outside the Volunteer Center such as putting up signs, bringing messages from other agencies, etc.
- ☐ Schedule one or more times each day to orient and train new Volunteer Center staff.
- ☐ Monitor operations and make staffing changes when necessary.
- ☐ Forecast personnel needs and request extra staff if needed.
- ☐ Ensure that all Volunteer Forms are maintained throughout the Volunteer Center.
- ☐ Maintain all records of safety and job training provided to volunteers, and hours worked in the Volunteer Center employees and volunteers.
- ☐ Encourage staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.
- ☐ Brief the Transportation Coordinator of any changes to the routes used to and from the disaster area (s).
- ☐ Coordinate with the Faith-Based/ Volunteer Organizations Unit Leader for plans for demobilization.

Deactivation Phase.

- ☐ Determine if the need for volunteers is no longer needed and forward that information to the Faith-Based/ Volunteer Organizations Unit Leader.
- ☐ Brief all Volunteer Center Staff that the Volunteer Center will be closing, giving specific details to include date and time.
- ☐ Breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.
- ☐ Ensure that all Volunteer Center Forms and any other applicable paperwork have been turned in.
- ☐ Ensure that all volunteer data is complete and catalogued.
- ☐ Prepare and collect all After Actions Report to be briefed to the Faith-Based/Volunteer Organizations Unit Leader.
- ☐ Inventory all Volunteer Center equipment and supplies.
- ☐ Make necessary arrangements to turn over ongoing operations to other outside organizations, if needed.
- ☐ Conduct a final walk through with the facility owner.
- ☐ Inform security that all Volunteer Center Staff will be vacating and ensure that the facility is secure.

Volunteer Management

Volunteer Center Safety Officer

Reports to: The Volunteer Center Manager.

Supervises: Personnel that will aid in the support of safe operations of the Volunteer Center.

Responsibilities.

- Protect health and safety of people on-site and provide for security of facility.
- Monitor and assess unsafe situations.
- Conduct damage assessment of the Volunteer Center.
- Implement evacuation plan if necessary.
- Develop measures for staff safety.
- Monitor staff to ensure safe and healthy functioning.
- Ensure security of facility 24 hours a day.
- Participate in planning meetings.
- Review action plans.

Activation Phase.

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Determine what the current building security requirements are and take appropriate actions.
- ☐ Report needs for special communications equipment to the Volunteer Center Manager.
- ☐ Develop a vehicle traffic control plan inside and outside the facility.
- ☐ Position and maintain First Aid Kits in the Volunteer Center and ensure that the staff is aware of their location.
- ☐ Brief all Volunteer Staff where the Staff Break Area is located and ensure that it used for staff only, not volunteers.
- ☐ Coordinate with the Volunteer Center Manager to establish evacuation routes in the event the Volunteer Center has to be vacated in an emergency situation and ensure that evacuation routes are clearly marked.

Operational Phase.

- ☐ Give the Safety Briefing at Station 4 to volunteers using Safety Training for Volunteers; Attachment 6.
- ☐ Assign a replacement if you are unable to give the safety training to the volunteers.
- ☐ Obtain a situation briefing on the extent of the emergency from the Volunteer Center Manager on an ongoing basis.
- ☐ Assist in any evacuation that may be directed.
- ☐ Tour entire facility and evaluate conditions on a regular basis.
- ☐ Report unsafe conditions to Volunteer Center Manager.
- ☐ Coordinate with the Volunteer Center Manager on any personnel injury records or claims.
- ☐ Assist in sealing off any dangerous areas. Provide access control as required.
- ☐ Point out unsafe work practices as they occur.

Deactivation Phase.

- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

- ☐ Assure that workers practice safe work habits as the Volunteer Center is being demobilized.
- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all records and documents are turned into the Volunteer Center Manager.

Volunteer Management

Volunteer Center Transportation Coordinator

Reports to: The Volunteer Center Manager.

Supervises: Organizations that will be providing transportation for volunteers to and from disaster sites.

Responsibilities.

- Coordinates transportation for volunteers to and from disaster areas.

Activation Phase.

- ☐ Arrange available resources to provide transportation for volunteers through coordination with the Volunteer Center Manager.
- ☐ Ensure that routes to and from the disaster area are accessible.
- ☐ Ensure that transportation staging areas are established and clearly marked.

Operational Phase.

- ☐ Request updates on routes to and from the disaster area (s) from the Volunteer Center Manager and brief drivers of changes.
- ☐ Ensure that volunteers are directed to the appropriate area for transportation.

Deactivation Phase.

- ☐ Determine that all volunteer's transportation needs have been met through coordination with the Volunteer Center Manager.
- ☐ Prepare and After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Security

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Oversee the security operations at the Volunteer Center and to ensure a safe environment for staff and volunteers.

Activation Phase.

- ☐ Review the site layout of the Volunteer Center and become familiar with the operation, staff work areas, outside ground areas, parking areas, and pick up points for volunteers.
- ☐ Determine traffic routing/parking patterns; supervise setting up cones, lines, etc.
- ☐ Set up routine rounds for security checks in assigned areas.
- ☐ Receive appointment and briefing from Volunteer Center Manager.
- ☐ Review operating hours of the Volunteer Center.
- ☐ Review and ensure that there is adequate communications for security staff.
- ☐ Ensure that evacuation routes are labeled appropriately.
- ☐ Assure facility is secure, well-lighted and functional.
- ☐ Ensure that a resource accountability system (personnel and equipment) is established and maintained.

Operational Phase.

- ☐ Maintain a Security Log; document all actions and decisions.
- ☐ Assess all lines and stations on routine basis for any potential security and/or safety problems. Report and problems to the Volunteer Center Manager.
- ☐ Meet with other security staff and coordinate issues/efforts.
- ☐ During Operations ensure traffic routes/parking patterns are safe and secure.
- ☐ Pay attention to crowd control measures. Repair/replace if necessary.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all records, logs, and documents are turned into the Volunteer Center Manager.

Volunteer Management

Volunteer Registration/Orientation Staff (Station # 1; See Attachment 5; Volunteer Center Floor Plan)

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Orient volunteers inside and outside the volunteer entrance. Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, Volunteer Applications, Volunteer Instructions, and Volunteer Orientation Checklist, and Volunteer Log In/Log Out forms).
- ☐ Assist others in setting up the Volunteer Center.

Operational Phase.

- ☐ Greet the volunteer, thank them, give them a "Volunteer Instructions" sheet and ask them to fill out a Volunteer Application Form.
- ☐ Give the volunteer a copy of the Volunteer Orientation Checklist and instruct them to carry that with them as they process through the center so that it can be signed off at each station and then turned in at Station #6, Specific Job Training.
- ☐ When the application form is completed, direct them to the next available interviewer at Station #2; Interviews.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Center Interviewers

(Station #2; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Phone Bank/Interviewer Coordinator.

Supervises: N/A.

Responsibilities.

- Interview emergency volunteers and completes appropriate Volunteer Center forms.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Screening Checklists).

Operational Phase.

- ☐ Greet the volunteer with a friendly demeanor.
- ☐ Review the volunteer's application.
- ☐ Ask specific questions about their qualifications and ensure that all information on the application is complete and accurate.
- ☐ Initial their Volunteer Orientation Checklist.
- ☐ Thank them for volunteering. Direct them to Station 3; Data/Agency Coordination.
- ☐ Post Request for Volunteers forms on the bulletin board at your station.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Data Collectors

(Station # 3; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Data Coordinator.

Supervises: N/A.

Responsibilities.

- Collect, process, and maintain information on volunteers processing through the Volunteer Center.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, Activation Information Worksheets, Request for Volunteers forms, Disaster Referral forms, Job Action Worksheets, Volunteer Time Sheets, and a copy of the Trained and Affiliated Volunteer Groups).

Operational Phase.

- ☐ Match the Referral forms to the requests and to close out the requests when they have been filled or are no longer needed.
- ☐ You may have to call an agency contact to clarify the agency's request. When you do that record the information on the Request form.
- ☐ When a volunteer brings you his Disaster Volunteer Referral form, enter his name and the date of the referral on the request form to which he was referred. Place your initials on his referral form. If you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the request. When a request has been filled, have a runner remove that request from the board.
- ☐ Track data collection and compile daily reports for the Volunteer Center Manager.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct the volunteer to Station 4; Safety Briefing.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Safety Trainers

(Station #4; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Volunteer Center Safety Officer.

Supervises: N/A.

Responsibilities.

- Brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience.

Activation Phase.

- ☐ Set up your station using the Volunteer Center Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and a copy of the Safety Training for Volunteers sheet).

Operational Phase.

- ☐ When a small group has gathered, thank the volunteers for offering to help.
- ☐ Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.
- ☐ Read the entire Safety Training for Volunteers sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite.
- ☐ Ask if there are any questions.
- ☐ When your briefing is concluded, explain where the volunteers should meet the transportation to their worksites, if transportation is provided.
- ☐ File the attendance sheet for each class in the folder and turn them in to the Volunteer Center Safety Officer.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct volunteers to Station #5; Volunteer ID.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Safety Officer.
- ☐ Ensure that all Volunteer Forms have been turned into the Volunteer Safety Officer.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer ID Staff

(Station #5; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Ensure that volunteers are given a Volunteer ID badge with accurate information.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, and paper, Volunteer ID badges).

Operational Phase.

- ☐ Ask if the volunteer for his/her Referral form.
- ☐ Clearly write on the ID badge the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form.
- ☐ Explain to the volunteers that the ID will be "good" only for the date(s) written on the badge. Authorities will not permit them to enter any of the disaster impacted areas on any other day, without a current ID badge. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service.
- ☐ Initial the Volunteer Orientation Checklist.
- ☐ Direct the volunteer to Station #6; Specific Job Training.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Volunteer Specific Job Training Staff

(Station #6; See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Brief Volunteers on what their specific responsibilities will be at their assigned location.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper).

Operational Phase.

- ☐ As the Volunteer processes through your station give him/her specific information on what their responsibilities will be when they arrive at their duty location.
- ☐ Advise the volunteer specific training will be done at the assigned location, if needed.
- ☐ Collect the Volunteer Orientation Checklist from the volunteer.
- ☐ Direct the Volunteer to the designated area for transportation.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Phone Bank Interviewer

(See Attachment 5; Volunteer Reception Center Floor Plan)

Reports to: The Phone Bank/Interviewer Coordinator.

Supervises: N/A.

Responsibilities.

- Take information over the phone from volunteers and requesting agencies and complete appropriate Volunteer Center forms.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan.
- ☐ Set up your station using the Floor Plan. Remember this is just a sample. If more tables and chairs are needed please do so.
- ☐ Ensure that there are enough supplies to do your job (Clipboards, pencils, paper, and Volunteer Forms).

Operational Phase.

- ☐ Report resource needs to the Volunteer Center Manager.
- ☐ Each morning, print out a summary of the following:
 - # callers, previous day and to date.
 - # who wanted to volunteer.
 - # referred.
 - # who wanted to donate money or resources.
 - # who wanted information only.
- ☐ File completed forms alphabetically.

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Ensure that all Volunteer Forms are turned into the Volunteer Center Manager.
- ☐ Ensure that your area is cleaned up before leaving.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

Runners

Reports to: The Volunteer Center Manager.

Supervises: N/A.

Responsibilities.

- Carry information from one station to another within the Volunteer Reception Center.
- Accomplish tasks outside the Volunteer Center such as putting up signs, bringing messages from other agencies, etc.

Activation Phase.

- ☐ Review and become familiar the Volunteer Reception Center Floor Plan; Attachment 5.
- ☐ Assist in setting up the Volunteer Center.
- ☐ Fill requests for additional supplies that may be needed by each station in preparation for processing volunteers.

Operational Phase.

- ☐ When a station needs you to pick up forms, restock their supplies or escort a volunteer from one place to another.
- ☐ Watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.
- ☐ When you are asked to post a new Volunteer Request on the board, write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to Data/Agency Coordination (Station #3).

Deactivation Phase.

- ☐ Prepare an After Actions Report to be briefed to the Volunteer Center Manager.
- ☐ Assist in the breakdown, cleanup, and restore the Volunteer Center to pre-incident conditions.

Volunteer Management

ATTACHMENT 3 TIPS ON EFFECTIVE MANAGEMENT OF DISASTER VOLUNTEERS.

1. Plan carefully.

- Commit to provide trained leadership.
- Set realistic goals for each day's work.
- Help volunteers see where they fit in the "big picture."

2. Organize effectively.

- Refer to written checklists for each job to be done.
- Create a master list of all jobs with a one-line description of task and to whom volunteers report.

3. Staff responsibly.

- Make assignments to volunteers based on their skills, interest and experience.
- Train people in how to do their job; give them the information they will need for success as well as a vision of what you are doing.

4. Supervise in an enabling way.

- Help people to be successful.
- Praise their good work; correct errors immediately.
- Help people feel important and valuable.
- Watch for signs of burnout and rotate tasks or relieve volunteers appropriately.
- Be specific, brief, and clear in giving instructions.
- Use humor to help people over the rough spots.
- Always be fair.
- Remind volunteers that their efforts are helping the entire community.
- Keep people informed.
- Watch for signals that people want increased responsibility.
- Recognition, recognition, recognition.

Volunteer Management

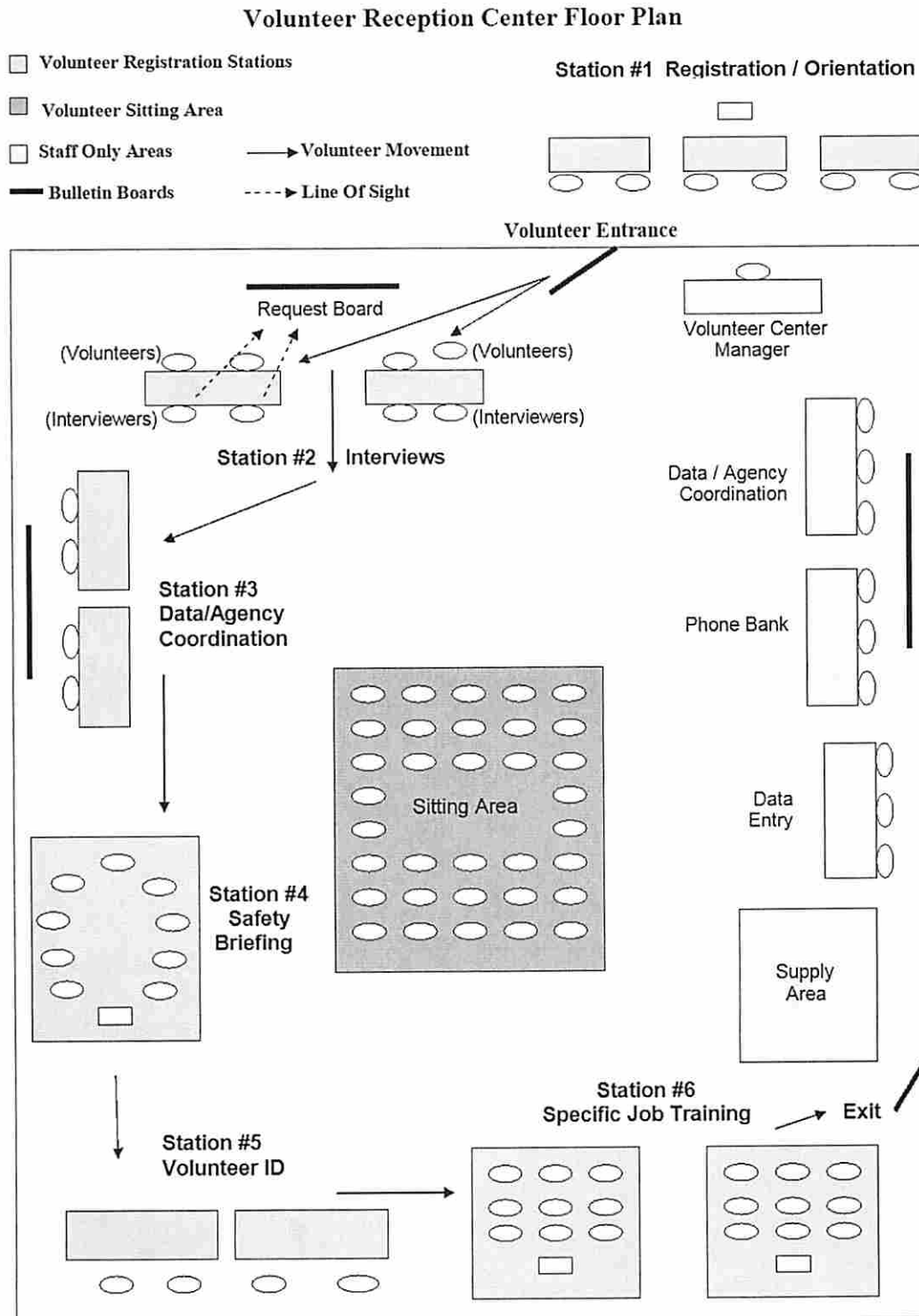
ATTACHMENT 4 SIGNAGE FOR VOLUNTEER RECEPTION CENTER.

You will need one enlargement, unless otherwise specified, for each of the 17 station or directional signs shown in the left column. All signs should be laminated and large enough to be read from across a large room.

Signs Needed	Where to Post
Disaster Volunteer Reception Center (2)	On street visible from either direction
Station #1 Registration	Registration / orientation area
Enter	Volunteer Entrance to VRC
Station #2 Interviews	Interview Area visible from Volunteer Entry
Station #3 Data/Agency Coordination	Data Coordination visible from Station #2
Station #4 Safety Briefing	Volunteer ID area visible from Station #3
Station #5 Volunteer I.D. Tags	Safety Training visible from Station #4
Station #6 Job Training	Job Training visible from Station #5
Exit	Exit visible from Stations #5 and #6
Staff Only (2+ as needed)	Staff rest area, supply area, etc
Phone Bank	Agency Coordination area
Volunteer Center Manager	Volunteer Center Manager's Table

Volunteer Management

ATTACHMENT 5 VOLUNTEER RECEPTION CENTER FLOOR PLAN.



Volunteer Management

ATTACHMENT 6 VOLUNTEER RECEPTION CENTER SUPPLY KIT

Note: In the event that a Volunteer Center is to be established, the Volunteer Center Go-Kit that is supplied has only minimal administrative supplies. Ensure that the facility location chosen can supply the following items:

- Tables (17).
- Folding chairs (100).
- Computers with printers (3).
- Fax machine (1).
- Copier (1), this is imperative to make copies of the various Volunteer Forms.
- Filing cabinets (3).
- Telephones with dedicated lines (7).

Station #1: Registration/Orientation.

Items needed:

- ID Badges for staff members.
- Sign (Station # 1; Registration/Orientation).
- Three (3) tables, Six (6) chairs, and clipboards for volunteers to use for filling out forms (See VRC Sample Floor Plan).
- Supply of Disaster Volunteer Registration forms.
 - Volunteer Orientation Checklist.
 - Volunteer Instructions.
 - Volunteer Application.
 - Volunteer Log In/Log Out.
- Ink pens, mechanical pencils.
- Clipboards (12).
- Letter size tablet (1) for staff members.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #2: Interviews.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and eight (8) chairs (see VRC Sample Floor Plan).
- Sign (Station #2; Interviews).
- Supply of the Volunteer Screening Checklist.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Push pins.
- Flag or hat to summon runners.

Volunteer Management

- One (1) Filing cabinet for maintaining Volunteer Registration forms.
- One (1) bulletin board.
- Two (2) Document Trays for incoming/outgoing mail

Station #3; Data/Agency Coordination.

Items needed:

- ID Badge for each staff member.
- Sign (Station #3; Data/Agency Coordination).
- Two (2) tables and four (4) chairs (See VRC Sample Floor Plan).
- One (1) phone.
- Letter size tablet (1) for staff member.
- Two (2) sets of files; one for open requests and one for closed out requests.
- One (1) bulletin board (used for posting current needs, offers of volunteer help, individuals, groups, and other resources.
- Supply of Disaster Volunteer Registration forms.
 - Trained and Affiliated Volunteer Groups.
 - Volunteer Log Sheet.
 - Volunteer Time Sheet.
 - Activation Information Worksheet.
 - Request for Volunteers.
 - Disaster Volunteer Referral.
 - Job Action Worksheet.
- Push pins.
- Ink pens, mechanical pencils.
- Stapler and staples.
- Computer, if available, networked to the computers at the Phone Bank Station.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #4; Safety Training

Items needed:

- ID Badge for each staff member.
- Sign (Station #4; Safety Training).
- Ten (10) or more chairs, preferably in a semi-circle so participants can see one another (See VRC Sample Floor Plan).
- Clipboards (5) with attendant sheets.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Stapler and staples.
- Flag or hat to summon runners.
- List of additional training required by specific worksites, training locations and instructors.
- A supply of Safety Training handouts.
- Two (2) Document Trays for incoming/outgoing mail.

Volunteer Management

Station #5; Volunteer ID.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and four (4) chairs.
- Sign (Station #5; Volunteer ID).
- Supply of volunteer ID Badges.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- Scissors.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Station #6; Specific Job Training.

Items needed:

- ID Badge for each staff member.
- Two (2) tables and eight (8) chairs (See VRC Sample Floor Plan).
- Sign (Station #6; Specific Job Training).
- One (1) file to keep training records for each volunteer.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff members.
- Supply of Training forms.
- List of jobs that are recruiting volunteers, job tasks involved, reporting locations, and supervisor.
- Two (2) Document Trays for incoming/outgoing mail.

Supply Area.

Items needed:

- Two (2) tables (See VRC Sample Floor Plan).
- Sign (Supply Area).
- An overstock of supplies needed for each station in the Volunteer Center.
 - Volunteer forms.
 - Ink pens, mechanical pencils, scissors, letter size tablets, post-it notes, push pins, clip boards, stapler and staples, and file folders.
 - Volunteer ID Badges and Badge Holders.

Phone Bank Staff (Not a station used for Volunteer Registration).

Items needed:

- ID Badge for each staff member.
- One (1) table, three (3) chairs.
- One (1) computer, if available, networked with the computer at the Data/Agency Coordination station.
- Supply of Disaster Volunteer Registration forms.
 - Sign (Phone Bank Staff).
 - Volunteer Application.

Volunteer Management

- Trained and Affiliated Volunteer Groups.
- Activation Information Worksheet.
- Request for Volunteers.
- Disaster Volunteer Referral.
- Job Action Worksheet.
- Telephone Call Log.
- Call-Up Volunteers Worksheet.
- Push pins.
- Three (3) phones.
- Ink pens, mechanical pencils.
- Letter size tablets (3) for staff members.
- Flag or hat to summon runners.
- Two (2) Document Trays for incoming/outgoing mail.

Data/Agency Coordinator (Not a station used for Volunteer Registration).

Items needed:

- ID Badge.
- One (1) table, three (3) chairs.
- One (1) computer, if available, networked with the Phone Bank Staff station.
- One (1) fax machine.
- One (1) copier.
- Supply of Disaster Volunteer Registration forms.
 - Trained and Affiliated Volunteer Groups.
 - Volunteer Log Sheet.
 - Volunteer Time Sheet.
 - Activation Information Worksheet.
 - Request for Volunteers.
 - Disaster Volunteer Referral.
 - Job Action Worksheet.
- Copier paper.
- Sign (Data/Agency Coordinator).
- One (1) Phone.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- One (1) bulletin board.
- Push pins.
- Supply of Volunteer forms.
- One (1) filing cabinet.
- Two (2) Document Trays for incoming/outgoing mail.

Public Information Officer (Not a station used for Volunteer Registration).

Items needed:

- ID Badge.
- One (1) table, two (2) chairs.

Volunteer Management

- Sign (Public Information Officer).
- One (1) phone.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- Copies of the Volunteer Center Sample Release form and any appropriate form needed..
- Two (2) Document Trays for incoming/outgoing mail.

Volunteer Reception Center (VRC) Manager.

Items needed:

- ID Badge.
- One (1) table and four (4) chairs.
- One (1) phone.
- One (1) Computer.
- Ink pens, mechanical pencils.
- Letter size tablet (1) for staff member.
- One (1) file cabinet.
- Two (2) Document Trays for incoming/outgoing mail.

Sitting Area.

Items Needed:

- Forty (40) chairs.

Volunteer Management

ATTACHMENT 7 SAFETY TRAINING FOR VOLUNTEERS.

(Presenter: Edit this training for the specific incident).

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you will have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. When you arrive at your worksite, you will be warned if there is a possibility of encountering victims. **Follow the instructions given to you at your job site.**
6. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist victims into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.

Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. **Be sure to attend any debriefing that may be conducted at the end of your shift.**

7. Older children can help with the disaster recovery work in some areas, but parents must sign a release of liability form for each child under the age of 18. It is recommended that children remain in school, if it is open. Older children can participate with parents on weekends.
8. You will be covered by insurance provided by the county in which you will be working. If you should sustain an injury, you must pay for any treatment required and then submit a claim form and be reimbursed by the insurance company.
9. **Follow carefully any instructions given to you at your job site.**
10. **Please attend any debriefing activity provided at your worksite after your shift.**

ATTACHMENT 8 VOLUNTEER INSTRUCTIONS.

1. **Station #1; Reception Area:** Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Station #2; Interview Area:** Interviewer will take your form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to the Data Coordinator (Station #3).
3. **Station #3; Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the ID area (Station #4).
4. **Station #4; Safety Briefing Area:** You will be given special instruction about safety, security & transportation. You maybe directed to Station #6 for additional job training.
5. **Station #5; Identification Area:** You will receive an ID badge that will allow you to enter restricted areas during the days(s) written on ID. Proceed to Safety Briefing area (Station #5).
6. **Station #6; Specific Job Training:** Some jobs will require extra orientation or training that will be provided by the agency to which you are referred.

(The Volunteer Orientation Checklist needs to be initialed as you process through each station).

THANK YOU FOR VOLUNTEERING!

ATTACHMENT 9 ACTIVATION INFORMATION WORKSHEET.

This form is to be filled out by the Volunteer Coordinator.

The Emergency/ Disaster is:

<input type="checkbox"/>	Flood	<input type="checkbox"/>	House Fire	<input type="checkbox"/>	Hazardous Material Release
<input type="checkbox"/>	Hail Storm	<input type="checkbox"/>	Business Fire	<input type="checkbox"/>	Nuclear Accident
<input type="checkbox"/>	Heat Wave	<input type="checkbox"/>	Wild Fire	<input type="checkbox"/>	Act of Terrorism
<input type="checkbox"/>	Tornado	<input type="checkbox"/>	Building Collapse	<input type="checkbox"/>	Transportation Accident
<input type="checkbox"/>	Wind Storm	<input type="checkbox"/>	Explosion	<input type="checkbox"/>	Epidemic
<input type="checkbox"/>	Winter Storm	<input type="checkbox"/>		<input type="checkbox"/>	

Severity;	Light	<input type="checkbox"/>
	Moderate	<input type="checkbox"/>
	Severe	<input type="checkbox"/>

Affecting:	Homes	<input type="checkbox"/>
	Businesses	<input type="checkbox"/>
	People	<input type="checkbox"/>

Time:
Location:

The Emergency Operations Center (EOC):

Location:	
Phone Number:	
Incident Commander:	

Activation:

Staging Area Locations:		
Personal Protective Equipment Needed:		
Other Equipment Needed:		

Immediate Resources that are Needed:

<input type="checkbox"/>	Animal Care
<input type="checkbox"/>	Assisting those with Special Needs
<input type="checkbox"/>	Assisting Victims with Immediate Needs
<input type="checkbox"/>	Child Care
<input type="checkbox"/>	Clerical Work
<input type="checkbox"/>	Construction
<input type="checkbox"/>	Crowd Control Assistance
<input type="checkbox"/>	Damage Assessment
<input type="checkbox"/>	Data Entry
<input type="checkbox"/>	Debris Clean Up
<input type="checkbox"/>	Donations Coordination
<input type="checkbox"/>	Equipment Operating
<input type="checkbox"/>	Food Preparation
<input type="checkbox"/>	HAM Radio Operator

<input type="checkbox"/>	Labor
<input type="checkbox"/>	Leadership Team
<input type="checkbox"/>	Medical Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Mental Health Counseling
<input type="checkbox"/>	Patient Education
<input type="checkbox"/>	Pharmacy Team for Prophylaxis/Vaccination
<input type="checkbox"/>	Phone Receptionist
<input type="checkbox"/>	Security Assistance
<input type="checkbox"/>	Shelter Assistance
<input type="checkbox"/>	Traffic Control Assistance
<input type="checkbox"/>	Transportation
<input type="checkbox"/>	Translating Services
<input type="checkbox"/>	
<input type="checkbox"/>	

ATTACHMENT 10 REQUEST FOR VOLUNTEERS.

(Use this form for write-in entries)

(Complete one form for each job description.)

Request # _____ Today's Date: _____ Start Date: _____ End Date: _____

Title of Volunteer Position:

Agency Name: _____ Agency

Contact: _____

Agency Address: _____ Phone: _____

Ext: _____

Duties:

Volunteers must be physically able to:

Number Needed: _____ Dates/Hrs

Needed: _____

For this position, volunteers must be at least ____ years of age.

Skills Needed (If computerized, select from skills listed on Disaster Volunteer Registration form)

Follow-up Contacts with Requesting Agency / Clarification of Need

Date	Comments

Volunteers Referred

Name	Date	Name	Date
------	------	------	------

Request closed on ____/____/____

Completed ☐ No placements possible ☐
No longer needed ☐

ATTACHMENT 11 CALL-UP VOLUNTEERS WORKSHEET

[illegible]

ATTACHMENT 12 DISASTER VOLUNTEER REFERRAL

Name of Volunteer _____ Date _____

Referred to (agency)/ESF _____ Need # _____

Agency Contact Name _____

Address of Agency/Site _____

Directions to Site _____

Title/Description of Volunteer assignment _____

Dates and Hours Volunteer Will Work _____

Note: Verification of Volunteer's credentials is the Responsibility of the agency receiving the volunteer.

Whitfield County Volunteer Reception Center

Disaster Volunteer Referral

Name of Volunteer _____ Date _____

Referred to (agency)/ESF _____ Need # _____

Agency Contact Name _____

Address of Agency/Site _____

Directions to Site _____

Title/Description of Volunteer assignment _____

Dates and Hours Volunteer Will Work _____

Note: Verification of Volunteer's credentials is the Responsibility of the agency receiving the volunteer.

ATTACHMENT 13 JOB ACTION WORKSHEET

Agency Requesting Volunteers: _____

Contact Person _____ Phone Number _____

Job Title: _____

Supervisor: _____

Reporting to you are : _____

Location of Assignment: _____

Purpose:

Qualifications:

Training:

Check-In

Duties: _____

Duties: _____

Checkout

Duties: _____

Time Commitment: _____

ATTACHMENT 14 VOLUNTEER APPLICATION

Mr. Last Name		First	
Middle			
Mrs.			
Address		City	State Zip
Best Phone # and Time to Reach Me:		Email	
Employer		Job/Title	Work Phone #
Drivers License # *	Other License Held and # *	Date of Birth *	Social Security Number*
Do you currently volunteer for other organizations? If yes, please list.			
Emergency Contact Name	Best Phone #	Relationship	

* Needed for Background Check

Please put a 1 next to your primary qualification, and put a 2 next to other skills you have.

MEDICAL <input type="checkbox"/> Doctor Specialty: _____ <input type="checkbox"/> Nurse Specialty: _____ <input type="checkbox"/> Emergency Medical Professional: _____ <input type="checkbox"/> Veterinarian <input type="checkbox"/> Veterinary technician <input type="checkbox"/> First Aid <input type="checkbox"/> Card Expires: _____ <input type="checkbox"/> CPR: <input type="checkbox"/> Card Expires: _____ <input type="checkbox"/> Triage COMMUNICATIONS <input type="checkbox"/> CB or HAM Operator <input type="checkbox"/> Hotline Operator <input type="checkbox"/> Web Page Design Languages other than English: <input type="checkbox"/> Spanish <input type="checkbox"/> French <input type="checkbox"/> Sign Language <input type="checkbox"/> Other _____ OFFICE SUPPORT <input type="checkbox"/> Clerical - Filing, Copying <input type="checkbox"/> Data entry Software: <input type="checkbox"/> Phone Receptionist	SERVICES <input type="checkbox"/> Food Preparation <input type="checkbox"/> Elderly/Disabled Asst. <input type="checkbox"/> Child Care <input type="checkbox"/> Spiritual Counseling <input type="checkbox"/> Social Work/ Mental Health <input type="checkbox"/> Search and Rescue <input type="checkbox"/> Auto Repair/Towing <input type="checkbox"/> Traffic Control <input type="checkbox"/> Security <input type="checkbox"/> Crowd Control <input type="checkbox"/> Animal Rescue <input type="checkbox"/> Animal Care <input type="checkbox"/> Runner/Messenger <input type="checkbox"/> Shelter Management <input type="checkbox"/> Education STRUCTURAL <input type="checkbox"/> Damage Assessment <input type="checkbox"/> Metal Construction <input type="checkbox"/> Wood Construction <input type="checkbox"/> Block Construction <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Plumbing <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Electrical <input type="checkbox"/> Cert. # _____ <input type="checkbox"/> Roofing	LABOR <input type="checkbox"/> Loading/Shipping <input type="checkbox"/> Sorting/Packing <input type="checkbox"/> Clean-up <input type="checkbox"/> Operate Equipment Types: _____ <input type="checkbox"/> Have Experience <input type="checkbox"/> Supervising Others EQUIPMENT <input type="checkbox"/> Heavy Equipment <input type="checkbox"/> Chainsaw <input type="checkbox"/> Generator <input type="checkbox"/> Other: _____ In an emergency, additional equipment may be needed. Please check items you own that could be used in an event. TRANSPORTATION <input type="checkbox"/> Maxi-van, Capacity _____ <input type="checkbox"/> ATV <input type="checkbox"/> Off-Road Veh/4wd <input type="checkbox"/> Truck Type: _____ <input type="checkbox"/> Boat, Capacity _____ Type: _____ <input type="checkbox"/> Commercial Driver Class & License #: _____ <input type="checkbox"/> Camper/RV, Capacity & Type _____
---	---	---

Check the box that indicates how frequently you would like to volunteer.

_____ Occasionally Regularly _____ Only in an emergency

Are you interested in attending training or participating in practice drills?

Yes

No

Do you have any special considerations (skills, disaster training, or health limitations) you want to tell us about?

Please provide the names, and contact information of two personal references.

Name:	Name:
Address:	Address:
City, State, Zip	City, State, Zip
Phone #	Phone #
Email	Email

Application (continued)

	Yes	No
Are you licensed to operate a motor vehicle in the state of Georgia?	<input type="checkbox"/>	<input type="checkbox"/>
Has your license to operate a motor vehicle ever been revoked? If yes, please explain.	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been convicted of a felony?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been convicted of a misdemeanor that resulted in imprisonment in the last 24 months? If yes, please explain.	<input type="checkbox"/>	<input type="checkbox"/>

Verification and Consent for Reference and Background Check

I verify that the above information is accurate to the best of my knowledge. If this information is incomplete or untrue I understand that my volunteer assignment can be terminated.

I give this agency permission to inquire into my background. I understand this may include my educational background, references, licenses, police records, and employment history and volunteer history. I also give permission for the holder of any such information to release it to this agency.

I hold this agency harmless of any liability, criminal or civil, which may arise as a result of the release of this information about me. I also hold harmless any individual or organization that provides information to this agency. I understand that this agency will use this information only as a part of its verification of my volunteer application.

Signature

Date

Parent or Guardian if under age 18

ATTCHMENT 15 VOLUNTEER ORIENTATION CHECKLISTS

This form is to be filled out by Volunteer Center Staff at each station for each volunteer during the orientation process. This form should then be placed in the Volunteers folder.

Record the date and your initials when the following actions are completed.

Volunteer's Name _____

Date	Action	Your initials
	Station # 1; Registration. Volunteer has received a copy of the Orientation Checklist, Volunteer Instructions, and has completed the Volunteer Application and Emergency Contact Information forms.	
	Station # 2; Interviews. Volunteer has been interviewed and the Volunteer Screening Checklist has been filled out.	
	Station # 3; Data/Agency Coordination. Volunteer has been given a duty assignment and the Disaster Referral Form has been completed and given to them to be turned at Station # 3; Volunteer ID. Volunteer has been given a Volunteer Time Sheet to give to his supervisor at his assigned duty location.	
	Station # 4; Safety Briefing. Volunteer has received a safety briefing given by the Volunteer Center Safety Officer or their replacement.	
	Station # 5; Volunteer ID. Volunteer has turned in their referral form and received an ID badge.	
	Station # 6; Specific Job Training. Volunteer has received information on his/her assigned duty location and been given their supervisor's contact information.	

ATTACHMENT 16 VOLUNTEER SCREENING WORKSHEET

This form is to be completed by the Volunteer Center Interviewer during Screening.
Record the date and your initials when the following actions are completed.

Volunteer's Name		Phone #
Date	Action	Your initials
	Application Received	
	Applicant Interviewed <input type="checkbox"/> Applicants skills can be used <input type="checkbox"/> Not Appropriate at this time	
	References Checked	
	Background Check Completed (if necessary)	
	Professional license Verified (if appropriate)	

Indicate jobs for which this volunteer would be appropriate.

<input type="checkbox"/> Animal Care	<input type="checkbox"/> Labor
<input type="checkbox"/> Assisting those with Special Needs	<input type="checkbox"/> Leadership Team
<input type="checkbox"/> Assisting Victims with Immediate Needs	<input type="checkbox"/> Medical Team for Prophylaxis/Vaccination
<input type="checkbox"/> Child Care	<input type="checkbox"/> Mental Health Counseling
<input type="checkbox"/> Clerical Work	<input type="checkbox"/> Patient Education
<input type="checkbox"/> Construction	<input type="checkbox"/> Pharmacy Team for Prophylaxis/Vaccination
<input type="checkbox"/> Crowd Control Assistance	<input type="checkbox"/> Phone Receptionist
<input type="checkbox"/> Damage Assessment	<input type="checkbox"/> Security Assistance
<input type="checkbox"/> Data Entry	<input type="checkbox"/> Shelter Assistance
<input type="checkbox"/> Debris Clean Up	<input type="checkbox"/> Traffic Control Assistance
<input type="checkbox"/> Donations Coordination	<input type="checkbox"/> Transportation
<input type="checkbox"/> Equipment Operating	<input type="checkbox"/> Translating Services
<input type="checkbox"/> Food Preparation	
<input type="checkbox"/> HAM Radio Operator	

ATTACHMENT 17 VOLUNTEER RECOGNITION AND MOTIVATION

Acknowledgement of the value of a volunteer's contribution is critical to maintaining a sufficient volunteer workforce. There are both informal and formal types of recognition.

Informal:

Address the volunteer by name

Say "Thank you."

Write a thank you note

Treat a volunteer to coffee

Take the volunteer to lunch

Ask how the work is going, and stop to listen and discuss the response.

Ask for input

Include volunteers in staff meetings.

Include volunteers in an orientation or education video.

Formal:

Give annual recognition at an appreciation banquet.

Hold an awards ceremony during National Volunteer Week.

Throw a holiday party for volunteers.

Place a photo and article in the local newspaper featuring volunteers.

Place a "volunteer of the month" photo on an agency bulletin board.

Offer advanced training.

Give more responsibility, such as the opportunity to train or supervise other volunteers.

Present volunteers with plaques, certificates, pins, T-shirts, mugs, etc.

Adapted from FEMA Job Aid 3.6

ATTACHMENT 18 VOLUNTEER RECEPTION CENTER NEWS MEDIA TEMPLATE

STATEWIDE NEWS RELEASE

CONTACT: (706) 236-5004

VOLUNTEER RECEPTION CENTER OPENED

City Name, GA – In response to [insert name/type of incident and city/ region affected] in [insert location], the [insert city/cities] [has/have] opened a local Volunteer Reception Center in [insert city location]. The Volunteer Reception Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Volunteer Reception Center located at [insert street address and city] between [insert opening time] and [insert closing time], or they may call [insert area code and phone number] to learn about current volunteer needs and urgent skill requests. Agencies that need volunteers should call [insert area code and phone number].

[IF NEEDED, ADD THIS SECTION] Volunteers with [insert list specific urgent skills needed such as language, medical, etc.] are urged to contact the Volunteer Reception Center or [insert other organization name, such as Health Services, Red Cross, etc.] immediately.

ATTACHMENT 19 VOLUNTEER LOG IN/OUT FORM

Site _____ Site Supervisor _____ Date _____
Page ____ of ____

Volunteers MUST fill out this form each time they arrive and leave a volunteer assignment.

	Print Name	Signature	Time In	Time Out
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				

**ATTACHMENT 20 WHITFIELD COUNTY VOLUNTEER RECEPTION CENTER
TELEPHONE CALL LOG**

[illegible]

ATTACHMENT 21 TRAINED AND AFFILIATED VOLUNTEER GROUPS

Volunteer Groups

[illegible]

Service Programs

[illegible]

ATTACHMENT 22 EMERGENCY CONTACT INFORMATION

Name of Volunteer _____

Address _____

City, State _____

Zip Code _____

Contact Number: _____

In case of emergency contact:

Name: _____

Relationship: _____

Contact Number: _____

ATTACHMENT 23 VOLUNTEER TIME SHEET

Volunteer Time Sheet for _____
Month/Year

Your Name _____
First Name Last Name

Your Signature _____

Your Address _____

Instructions: In order to be considered an active volunteer, you must turn in your time sheet to the Volunteer Reception Center Manager each month. Let us know if you plan to be away for an extended time.

Please fill in all the information requested below for each of the agencies at which you volunteer.

Please return this form to the Volunteer Reception Center Manager or the Whitfield County Emergency Management Agency office by the 5th of each month. (The office location, mailing address, and fax number are at the top of this form.)

If you have any questions, concerns or need more time sheets, please contact the Whitfield County Emergency Agency. (Numbers are listed at the top of this form.)

Agency _____

Supervisor's Signature _____

Volunteer Title or Job Description _____

Total number of volunteer hours for this month at this agency / job

Share a story or tell how your volunteer efforts is making a difference in the community _

(Over-Continued on Back)

Volunteer Time Sheet (continued)

Volunteer Hours Log: You may use this calendar to keep track of the number of hours you work each day during the month.

Month/Year _____ Agency _____						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total hours for the month _____

2008-2009 WHITFIELD COUNTY SCHOOLS EMERGENCY CONTACT LIST
In making emergency contacts after hours the names and numbers of persons to be contacted
are listed in priority order for each facility in the system.

ELEMENTARY SCHOOLS:

1	2	3	4	5	6	7
ANTIOCH*						
Lisa Jones 706-694-6406	Lisa Jones 706-264-0560	Denise Pendley 706-279-3492	Denise Pendley 706-264-9339	Sarah Green 706-226-2678	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
BEAVERDALE*						
Joe Barnett 706-277-5008	Joe Barnett 706-980-2781	Janice Carlock 706-694-8172	Sharon Conway 423-476-7804	Sharon Conway 706-618-2218	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
COHUTTA*						
Allyson Millican H – 694-6425	Cheryl Phillips 706-694-8408	Jessica Wood 706-694-4630	Kim Whaley 706-694-3869		Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
DAWNVILLE*						
Sherri Trivisano 706-581-8760 706-529-6570	Paulette Bonds 706-581-0025	Linda Mashburn 706-278-0246	Lisa Waters 706-280-9030		Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
DUG GAP*						
Mandy Locke 706-673-7659	Mandy Locke 706-264-9568	Leona Coker 706-673-9202	Ansley Fowler 706-217-8817	Ansley Fowler 706-226-2362	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
EASTSIDE *						
Ty Snyder 706-694-2838	Ty Snyder 706-581-4794	Laurie Grant 706-980-9236	Connie Kelley 706-270-2597	Shirley Wright 706-847-0678	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
NEW HOPE*						
Brinda Clayton 706-226-3314	Donna Rogers 706-275-6330	Joyce Wilson 706-694-8498	Kristi Crumpton 706-272-9116	Jeanette Rogers 706-517-5844	Randy Jones 537-3661 259-5063	Mike Ewton 463-3029

PL. GROVE*						
Richard Knox H-423-263-5693	Angela Hargis 706-260-7520	Cassandra Cole 706 -271-0438	Susan Hendrix 706 -694-3500		Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
TUNNEL HILL*						
Bert Coker 706-259-5625	Tami Dodd 706-694-8682	Karen Chesser 706-673-6681	(Red-nickname) Houston Collins 706-673-6620	Carol Jones 706-694-2233	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
VALLEY PT.*						
Karey Williams 706-259-4037	Karey Williams 706-280-7311	Carla Maret 706-272-8657	Carla Maret 706-218-6821	Darlene Tallent 706-264-8657	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
VARNELL*						
Ellen Thompson 706-581-3173	Renee Moot 706-694-4283	Darlene Bearden 706-259-1888	Roger Studdard 706-694-4427	Rodney Lee 706-980-4024	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
WESTSIDE*						
Tracy Mardis 706-428-2351	Amy Locke 706-673-6752	Selena Goodson 706-673-2099	Ginny Horne 706-673-4844	Jane Terry 706-937-3665	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029

MIDDLE SCHOOLS

EASTBROOK*						
Brian Satterfield 706-618-3354	Ben Hunt 706-581-2197	Sonya Planzer 706-270-1956	Tracy Dempsey 706-463-0117	Janice Bagley 706-980-5457	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
NEW HOPE* MIDDLE George Kopcsak 423-653-6720	Chastity Blanchard 706-618-0058	Chad Young 706-581-5667	Vanessa Ellison 706-618-0078	Shirley Dyer 259-5872	Randy Jones 537-3661 259-5063	Mike Ewton 463-3029

N.WHITFIELD* Andrea Bradley 706-694-3886	Chris Parker 706-980-2778	Jill Ryerson 706-581-0089	Caroline Woodason 707-217-7378	Linda Vineyard 706-259-8263	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
VALLEY PT* Britt Adams 706-694-4455	Cindy Dobbins 706-673-9522	Marie Goss 706-277-4112			Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
WESTSIDE* Stan Stewart 706-264-4971	Cheri Mahan 706-973-9357	Larry Farner 706-581-6463	Becky Gowin 706-271-7207	John Barron 706-278-4886	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029

HIGH SCHOOLS:

NORTHWEST* Carolyn Towns 706-891-5118 423-596-3977 706-581-3588	Brett Harper 706-694-8394 706-581-8395	Mike Sholl 706-965-7285 706-653-8342	Jay Williams 423-238-3910 423-314-8515	Wanda Storey 423-396-3028 423-667-7786	Randy Jones 259-5063 463-3029	Mike Ewton 463-3029
SOUTHEAST* Alan Long 706-264-9586	Mike Sikes 706-217-5610	Scott Ramsey 706-264-1382	Jason Carter 423-618-1376	David Privett 423-802-2904	Randy Jones 259-5063 463-3029	Mike Ewton 463-3029
CAREER ACADEMY* Phillip Brown 706-226-2990	Tim Fleming 706-529-7989	Jennifer Phinney 706-673-9719	Sharon Bonifacious 706-673-4875		Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
PHOENIX* Fred Toney 706-278-7760	Huey Talley 706-694-3259	Beth Hayes 706-272-7972	Leanne Edmond 706-259-6117	Wanda Snipes 706-581-2533	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029

OTHER WHITFIELD COUNTY SCHOOL FACILITIES:

CROSSROADS*						
Lloyd Brochu 706-847-7413	Frances Brewer 706-280-5467	Vicki Stahl 706-483-2848	Jerry Frazier 423-595-5402	Rob Lively 706-537-2064	Randy Jones 537-3661 259-5063	Mike Ewton 463-3029
STUDENT SVCS*						
Judy Gilreath 706-866-1460 706-260-5265	Wanda Phillips 706-280-7220	Linda Jones 706-259-5063 706-313-3271	Mike Ewton 463-3029	Brian Newton 706-226-8581	Randy Jones 259-5063 537-3661	Mike Ewton 463-3029
Central Office*						
Richard Schoen 706-217-9936	Danny Hayes 706-847-7804	Dusty Brown 706-217-9924	Randy Jones 260-2285	Mike Ewton 463-3029		
Operations* Richard Schoen C – 706- 217-9936 H – 706-694-3749						
Randy Jones C – 537-3661 H – 259-5063	Ronnie Morgan 537-3741	John Shaugnessey 537-3748	Ronnie Sheppard 537-3742	Wesley Moore 537-3745		
Randy Cook 694-3542 537-3744	James Walraven 278-5160 271-7912	Sandy Kelley 278-9691	Bryan Ramsey 275-4438			

revised 8/19/08

**WHITFIELD COUNTY
COMMUNITY AWARENESS
STANDARD OPERATING GUIDE**



**Whitfield County
Emergency Management Agency
Whitfield County, Georgia
SOG 2012-002**

ACRONYMS

C.V.A.D. – Community Volunteers Active in Disasters

DAPS - Disaster Awareness and Preparedness Strategy

DPIO – Deputy Public Information Officer

EMA - Emergency Management Agency

EAS - Emergency Alert System

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

GEMA - Georgia Emergency Management Agency JIC Joint Information Center

LPIO – Lead Public Information Officer

NRF - National Response Framework

PIO – Public Information Officer

SWAW -Severe Weather Awareness Week

DEFINITIONS

Public Education: The process of making the public aware of its risks and preparing citizens for hazards in advance of a disaster and as a long-term strategic effort. Public Education must occur prior to an event. When a disaster strikes, it should not be the first time that the public is hearing emergency preparedness information.

Public Information: The delivery of messages to the public in anticipation of and during an incident. Public information is incident specific and includes the development and release of real-time messages.

EMA Alert: An email group dedicated to the distribution of time critical preparedness, safety and administrative material that may be of interest to the public and/or motivate the public to take action.

Social Media: Web-based and mobile technologies that turn communication into an interactive dialogue and can assist in providing immediate emergency notification to citizens.

I. Introduction

A. The need for clear, concise information about potential and impending disasters is vital to protecting public safety and welfare. Whitfield County is vulnerable to both natural and man-made hazards. It is therefore essential that the community is aware of the hazards they face and have the skills and resources to manage emergencies when they occur.

B. In order to raise the level of disaster awareness of communities in Whitfield County, the Whitfield County Emergency Management Agency (EMA) Disaster Awareness and Preparedness Strategy (DAPS) has been developed.

C. The primary objective of the DAPS is to create an informed public that knows the steps that should be taken to prevent and respond to a wide range of emergency incidents. These steps are to protect life, property, and the environment, and to promptly notify Whitfield County EMA when an emergency occurs.

D. In an effort to improve public safety and to minimize the loss of life and property during periods of emergency, effective public education and communication campaigns will provide clear objectives and incorporate techniques to motivate the public to act before an emergency.

E. In a major emergency or disaster, there may be large numbers of media representatives seeking information about the situation and about response efforts. Whitfield County will fully cooperate with the media and procedures have been developed to ensure imperative information is disseminated to the public through the media in a timely manner.

II. Purpose

A. This Guideline establishes procedures relating to public awareness and education programs in order to increase citizen's knowledge and enable safe attitudes and behaviors. Public education works to change people's opinion about a hazard and to motivate them to take actions to reduce risk.

B. This Guideline has been prepared to be consistent with the Georgia Emergency Management Agency's (GEMA) Emergency Operations Plan (EOP) and the National Response Framework (NRF) for emergencies and disasters.

C. The intent of this document is to provide a program using existing communication facilities and news media outlets to inform the public before, during and after an emergency or disaster whether it is natural, man-made, or terrorist-related.

D. This strategy aims to increase awareness about Whitfield County's emergency response plan and how to learn additional information about the community's emergency management program.

E. The public information program will serve as a guide to properly plan and prioritize disaster awareness programs in order to fully utilize limited resources.

III. Scope

A. This Guideline identifies the key policies, concepts of operations, roles, responsibilities and capabilities of public information before, during and after an emergency or disaster.

B. Whitfield County EMA provides informational materials and resources to keep the public informed on a variety of Emergency Preparedness topics ranging from hurricanes, severe storm and flood preparedness, tornado preparedness, self-sufficiency immediately after a disaster, pandemic flu preparedness, fire prevention and safety, injury prevention, hazardous materials awareness, and more. In addition, during specific emergency situations, Whitfield County EMA provides additional information to be made available to the public.

IV. Authorities

A. Whitfield County EMA is mandated by the State of Georgia to operate under the purview of the Whitfield County Commission and is directly responsible for emergency operations to include warning services and necessary actions incidental to the preparations for an emergency.

B. During routine operations, Whitfield County EMA has the responsibility to provide residents and businesses, which are potentially affected by these hazards with information about what they can do to prepare for, respond to, and recover from an emergency.

C. Whitfield County EMA has developed and exercised a variety of tools and systems to assist with notifying and disseminating information to the public to include outdoor warning system, the Emergency Alert System (EAS), NOAA All-hazard Weather Radio, media outlets, emergency notification systems (phone, text, email), website, and social media forums.

D. If the scope of the disaster is large enough, Whitfield County EMA can utilize the Whitfield County Public Information Officer (PIO) as well other local public affairs representatives.

V. Assumptions

A. The public needs timely and accurate information regarding disasters before, during, and after disasters.

B. Effective public education and communication campaigns seek clear objectives and incorporate techniques used to disseminate public information.

C. Many disasters can occur rapidly, hampering the ability of response organizations and local government to provide comprehensive information to everyone impacted at the onset. For this reason, there is a need for public education to prepare people for action in future warnings.

D. Messages on TV and radio are effective; however, there must be an information stream of multiple communications through diverse media such as websites and social media.

E. Before, during and after a disaster there will be a need to disseminate information in multiple languages, especially literature in Spanish as there are a high number of Spanish-speaking residents in Whitfield County.

F. The demand for information will be overwhelming if the scope of the disaster is of large scale; there will undoubtedly be a need for a coordinated response from the media outlets.

VI. Implementation

A. Whitfield County EMA reaches the public through a number of methods. These include programs that are targeted to specific audiences such as school children, seniors or the disabled, church or civic groups, neighborhood watch groups and programs that are directed to the general public through campaigns, publications, and teaching resources. Radio, television, newspapers, community public educators, Whitfield County EMA staff and volunteers all play a vital role in providing public awareness/information messages of Whitfield County EMA to the public.

B. Whitfield County EMA will rely heavily on technology based media to aid in dissemination of public information including the Whitfield County website, text and email alerts, and social media.

C. A proposed outline for Emergency Preparedness Education will be developed annually which will include a timetable for delivery of the various messages throughout the year. This timetable will outline the topic of the message, the time frame, target audiences and delivery methods. Fact sheets, flyers and other materials needed for delivery of various programs will be identified during this planning phase.

D. Special consideration will be given to National and State Observances of events such as Severe Weather Awareness Week (SWAW) in February and National Preparedness Month in September. Other topics will be implemented based upon specific threats or seasons such as Hurricane Season from June through November, Tornado Season in the spring and Holiday Safety in December.

VII. Concept of Operation

A. Public Education Planning and Implementation is an ongoing process. Before a disaster threatens/strikes Whitfield County, residents need to be made aware of the hazards they could be faced with. The message should clearly explain three critical issues: the potential losses, the chances that the losses will take place, and how to minimize the losses.

B. Coordinating Instructions

1. Preparedness: Preparedness includes measures taken before an incident to prepare for or mitigate the effects. Actions include:

a. Identify hazards which are specific to our area. The Whitfield County Hazard Mitigation Plan identifies hazards that are most likely to affect Whitfield County. Many of these are weather related such as thunderstorms, hurricanes and tornados. These hazards as well as current events will be used in planning and implementing the public awareness campaign.

b. Identify target audiences, vulnerable populations and stakeholders to address in the development of key messages. Key messages must be communicated to target audiences in a way that they understand, and inspire them to take action. Target audiences include, but are not limited to: Civic Groups, Neighborhood Watch Groups, Business Organizations, Community Groups, Churches, Schools, and individuals with special considerations (elderly, disabled, non-English speakers and those with vision, hearing and cognitive impairments).

c. Messages and educational materials will be obtained or developed based upon the identified messages, the audience and the method of delivery. (Several sample documents for Public Educational Topics are attached for reference.)

d. A variety of techniques shall be used to deliver messages to the community. These include:

- 1) Local media: newspaper articles, radio / television programs.**
- 2) Speaking engagements: civic organizations, school events, Neighborhood Watch programs.**
- 3) Special events; Local festivals, career day at schools.**
- 4) Contests: essay contest for elementary school children**
- 5) Educational materials: pamphlets, flyers**
- 6) Online content: website articles, social media discussion on Facebook and Twitter.**

e. Having an ongoing, positive relationship with local media is vital to an effective education and awareness campaign. Whitfield County EMA has already established this relationship with each of the local media. Regular press releases and media notices are provided as part of the agency's Public Relations activities.

f. The Whitfield County EMA will collect and maintain a file of fact sheets, instructions and procedures, and other readily available pre-scripted information on a wide range of topics to support the rapid dissemination of public information.

2. Response: Response processes mitigate the effects of unexpected problems and allow for the orderly release of information. Response activities for disaster communications with the public include:

a. Rapid mobilization of the Whitfield County EMA PIO to prepare and deliver messages to the public focusing on:

- 1) Emergency status information**
- 2) Lifesaving/health preservation instructions and emergency status information**
- 3) Information in response to public or media inquiry**
- 4) Information to resolve any conflicting information or to dispel rumors**

b. Depending on scale of disaster, the Whitfield County EMA PIO will disseminate messages through local media, the Whitfield County EMA Alert, Facebook, Twitter, Whitfield County Website, and text alerts.

c. In situations when the EOC is activated, the Whitfield County EMA PIO, Whitfield County PIO and volunteer Phone Operators will be activated.

d. When deemed appropriate, activate a Joint Information Center (JIC) near the EOC allowing PIOs to collaborate on a unified public message.

e. Prepare media releases, key messages and talking points.

f. If deemed necessary, the Whitfield County EMA website homepage will be replaced with an incident specific page containing pertinent information about the current emergency/disaster.

3. Recovery: Incident communications and public information efforts are sustained as long as necessary to continually reassure, inform and respond to public information needs.

a. Deliver messages to the public focusing on:

1) Disaster assistance and recovery assistance.

2) Donations management assistance from external groups.

b. If an evacuation is ordered, public information on re-entry and response efforts will be distributed to media, as well as through various Whitfield County EMA communication tools.

C. Exercise and Training: Whitfield County EMA will continually monitor the effectiveness of the Public Information strategy by noting the behavior of residents as well as the number of individuals reached through various communication tools.

VIII. Responsibilities

A. Whitfield County EMA Director: The Whitfield County EMA Director serves as the primary advisor to the County Commissioners and the County Administrator and will make notifications as deemed necessary. The Whitfield County EMA Director serves as the liaison and advisor to the Command Policy Group. The Director also has signature authority and responsibility to issues and/or requests through the County and GEMA. During times of crisis the Director may serve as the lead spokesperson to the community and primary subject matter expert regarding the County's emergency management plan. The Director will continually evaluate the capabilities required to accomplish the goals established in the annual outline for Emergency Preparedness Education.

B. The Whitfield County EMA Public Information Officer: The Whitfield County EMA PIO develops and/or participates in relevant ESF related planning, training and exercises and ensures necessary supplements to the ESF annex are developed and maintained. The Whitfield County EMA PIO is responsible for the organization and distribution of public information before, during and after disasters or emergencies that affect Whitfield County.

C. JIC LPIO: If a disaster warrants the full activation of the EOC and a JIC, the Whitfield County PIO will assume the role of LPIO and the Whitfield EMA PIO will assume the role of Deputy PIO (DPIO)

D. Whitfield County C.V.A.D.: Whitfield County C.V.A.D. may be used to help support public information efforts to ensure effective management, communications, and operations. Whitfield County EMA Volunteers will be used to help with preparedness efforts, attending festivals and expos as well as reaching out to their communities to identify hazards. If the EOC is activated, Whitfield County C.V.A.D. will serve as Phone Operators.

IX. Guideline Management and Maintenance

A. Whitfield County EMA is the executive agent for Annex management and maintenance. This Guideline will be updated periodically as required to incorporate new directives and changes based on lessons learned from exercises and actual events. This section establishes procedures for interim changes and full updates of the Guideline.

B. Types of Changes: Changes include additions of new or supplementary Material and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation.

C. Coordination and Approval: Any department or agency with assigned responsibilities within the EOP Annexes may propose a change to the plan. Whitfield County EMA is responsible for coordinating all proposed modifications to the Annexes with primary and support agencies and other stakeholders, as required. Whitfield County EMA will coordinate review and approval for proposed modifications as required.

D. Notice of Change: After coordination has been accomplished, including receipt of the necessary signed approval supporting the final change language, WHITFIELD COUNTY EMA will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated insert pages that will replace the modified pages in the EOP. Once published, the modifications will be considered part of the EOP for operational purposes pending a formal revision and re-issuance of the entire document. Interim changes can be further modified or updated using the above process.

E. Distribution: Whitfield County EMA will distribute the Notice of Change to all participating agencies. Notice of Change to other organizations will be provided upon

request Working toward continuous improvement, Whitfield County EMA is responsible for an annual review and update of the EOP to include related annexes, and a complete revision every four years (or more frequently if the County Commission or GEMA deems necessary). The review and update will consider lessons learned and best practices identified during exercises and responses to actual events, and incorporate new information technologies. Whitfield County EMA will distribute revised EOC Annex documents for the purpose of interagency review and concurrence.

ANNEX A

Annual Outline for Focus of Educational Activities

This outline will be reviewed and updated annually by Whitfield Emergency Management Agency personnel. The outline will encompass a variety of subjects and methods of delivery for appropriate educational and informational messages. The annual outline is only a guide and can be updated and amended as needed.

January

Winter Weather

- **Target Audience: General public, senior citizens, businesses**
- **Winter weather safety press release**
- **Safety tips issued by the Whitfield County EMA.**
- **Winter storm preparedness tips placed on agency social media sites and website**

February

Severe Weather Awareness Week (SWAW)

- **Target Audience: General public, children, senior citizens, businesses**
- **SWAW press release issued to media about severe weather awareness**
- **Safety tips issued for each day of the week focusing on severe thunderstorms, flooding, tornadoes, supply kits, and lightening**
- **PSA created to run on local cable channels, the County government channel, Whitfield County YouTube channel, and agency social media sites and website**
- **Severe Weather Awareness tips discussed on weekly radio show**
- **Whitfield County EMA will promote Statewide Tornado Drill**
- **Whitfield County EMA will hold an essay contest for area 5th graders**

March

Volunteer Opportunities

- **Target Audience: General public, businesses, civic groups**
- **Press release issued to media highlighting volunteer opportunities**
- **Opportunities placed on agency social media sites and website**
- **Organizations to include: The Community Emergency Response Team.**

June

Hurricane Season

- **Target Audience: Entire Whitfield County population**
- **Multiple press releases issued to the media about hurricane season**
- **Outreach in neighborhoods, schools, civic groups, businesses**
- **Literature regarding hurricane season made available at Whitfield County EMA office**
- **Hurricane information and PSAs placed on agency social media sites and website.**

September

National Preparedness Month

- **Target Audience: General public, education institutions, businesses, senior citizens.**
- **Press release issued to media about National Preparedness Month**
- **National Preparedness Month information placed on agency social media sites and website**
- **Preparedness discussions presented to elementary schools**

December

Holiday Safety

- Target Audience: General public, education institutions, businesses.
- Holiday Safety information placed on agency social media sites and website

This plan is effective upon adoption by the Whitfield County Board of Commissioners and will be activated upon the direction of the heads of local government.

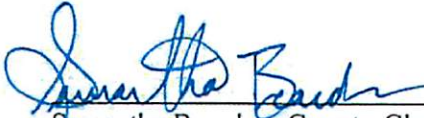
Adopted this 23rd day of January 2012.

WHITFIELD COUNTY BOARD OF COMMISSIONERS



Mike Babb, Chairman

ATTEST:



Samantha Bearden, County Clerk