

ANNEX E

ESF 5: EMERGENCY MANAGEMENT

PROMULGATION STATEMENT

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

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

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

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ESF-5: Emergency Management

I. PURPOSE AND SCOPE

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

II. SITUATIONS AND ASSUMPTIONS

A. Situation

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

B. Assumptions

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

III. CONCEPT OF OPERATIONS

A. General

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

B. Phases of Emergency Management

1. Mitigation (Prevention)

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

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

2. Preparedness

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

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

3. Response

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

4. Recovery

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

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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

V. DIRECTION AND CONTROL

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

A. Executive Council

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

B. Operations Group

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

C. Communications Group

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

D. Support Group

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

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

VI. CONTINUITY OF GOVERNMENT

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

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

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

VII. ADMINISTRATION AND LOGISTICS

A. EMERGENCY OPERATIONS CENTER

1. Primary Emergency Operations Center

Caddo EOC:

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

2. Alternate Emergency Operations Center

a. Location:

Caddo Parish Sheriff's Office
4910 North Market
Shreveport

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

1. Forward Command Post

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

B. DEPARTMENTAL RELOCATION

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

C. REPORTS AND RECORDS

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

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

D. SECURITY

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

E. MEDIA

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

VIII. PLAN DEVELOPMENT AND MAINTENANCE

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

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

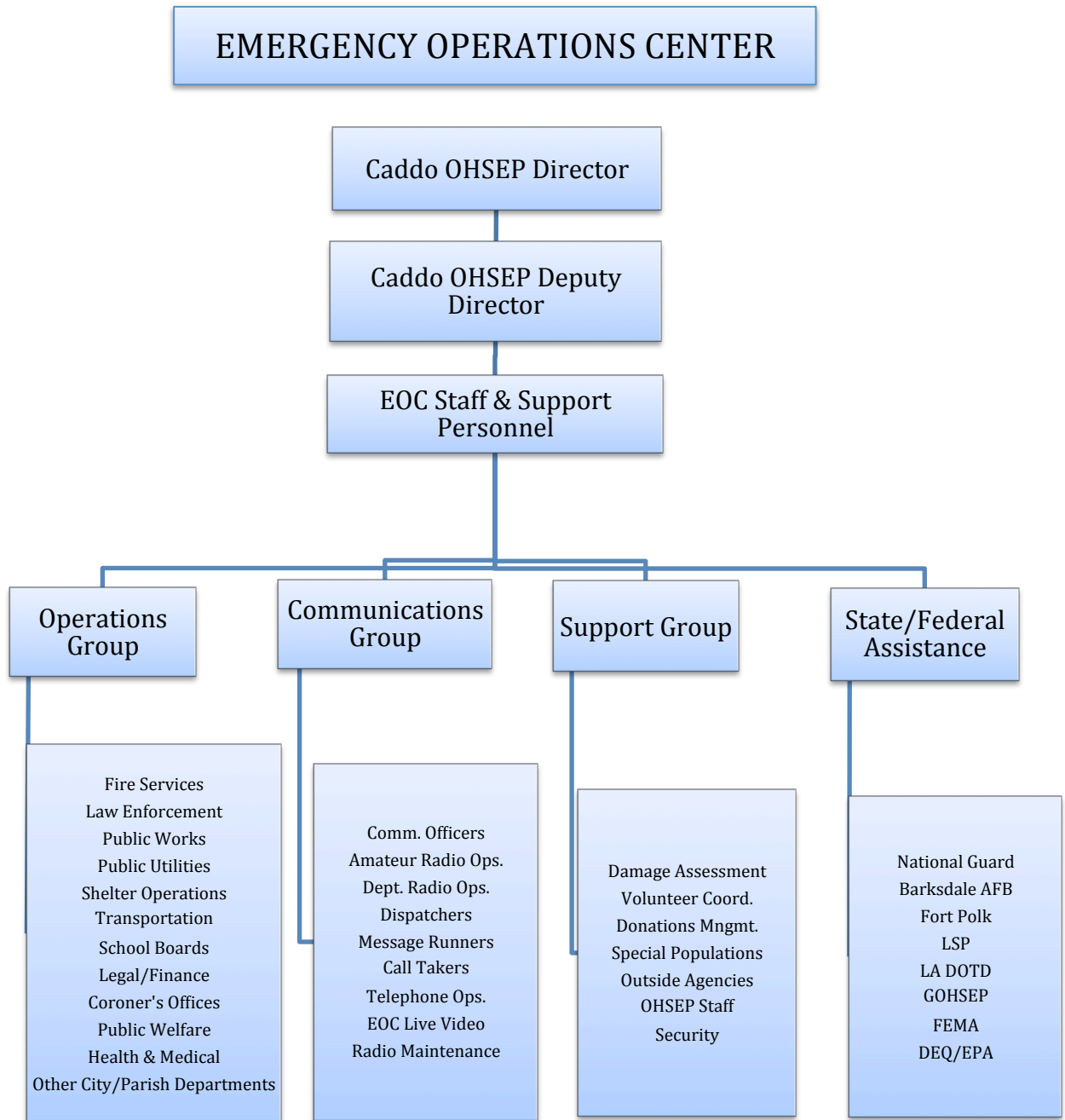
IX. AUTHORITIES AND REFERENCES

See Basic Plan.

X. APPENDICES TO ANNEX E

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

Appendix 1 – Organizational Chart



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Appendix 2 – EOC Guidelines

I. GENERAL

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

II. EOC STAFF

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

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

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

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

III. EOC ACTIVATION

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

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

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

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

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

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

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

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

IV. DRILLS AND EXERCISES

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

V. EOC ACCESS AND SECURITY

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

VI. ALTERNATE EOC

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

VII. EOC ACTIVATION MANUAL

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

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Appendix 3 – EOC Activation Roster

ACTIVATE EOC

Caddo EOC

1144 Texas Avenue
Shreveport, LA 71101
675-2255

Alert the following appropriate individuals/departments

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

Caddo OHSEP

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

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

Fire Services

_____ Shreveport Fire Chief
_____ Caddo Parish Fire Districts representative

Law Enforcement

_____ Shreveport Police Chief
_____ Caddo Parish Sheriff representative

Notify the following departments as appropriate

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

Hospitals

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

Public Works Department

_____ Shreveport Public Works

_____ Caddo Parish Public Works
_____ LA DOTD

Public and Private Utilities

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

Parish Departments

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

State/Federal Agencies

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

Non-Profits

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

Airports

_____ Downtown Airport
_____ Shreveport Regional Airport
_____ Airport Authority

Building Departments

_____ Shreveport Buildings
_____ Caddo Parish Buildings

Other Departments (as needed)

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

Appendix 4 – EOC Logistics

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