

2015

BANNOCK COUNTY
EMERGENCY OPERATIONS PLAN
PARTNERS IN PREPAREDNESS
VOLUME 4

December 2015



Partners in Preparedness

I. Purpose

The Bannock County Partners in Preparedness Program is an information and resource sharing partnership between Bannock County and the non-governmental agencies. The Partnership is designed to grow as members of the private sector are added. It is designed to be compartmentalized or easily expanded as the situation dictates.

The primary goals of the program are:

- Develop multiple means of communicating information between the local government and non-government agencies (NGOs) in our community in all phases of an emergency.
- Provide a forum for collaboration between like-entities so that issues can be solved at the lowest level.
- Establish joint training and exercise programs that involve “whole-community” preparedness and foster interest in non-governmental emergency preparedness.
- Support and encourage independent efforts to build community resilience.
- Ensure the “most qualified entity is tasked to solve the problem”.

II. Scope

This annex addresses those aspects of incident management regarding the non-governmental sector that must be emphasized because of their uniqueness or importance. This annex does not alter existing non-governmental sector responsibilities for emergency management under the law. Existing contractual or other legal relationships between Bannock County Departments and the non-governmental sector are not supplanted by this annex.

III. Roles and Responsibilities

Bannock County

Develop plans, processes, and relationships, and facilitates coordinated response planning with the non-governmental sector at the strategic, operational, and tactical levels.

- Share information, including threats and warnings, before, during, and after an incident.
- Inform and orient the non-governmental sector on the contents of the County Emergency Operations Plan, and encourage and facilitate the development and coordination of equivalent non-governmental-sector planning.
- Coordinate and conduct County incident management functions with the non-governmental sector, tribal, and local governments.
- Develop, implement, and operate information-sharing and communication strategies, processes, and systems with emergency services stakeholders.

Non-Governmental Agencies

Non-Governmental sector organizations support the Bannock County Emergency Operations Plan either through voluntary actions to help ensure business continuity or by complying with applicable laws and regulations.

To assist in response and recovery from an incident, non-governmental sector organizations take responsibility for their internal preparedness by:

- Identifying risks, performing vulnerability assessments.
- Developing contingency and response plans.
- Enhancing their overall readiness.
- Implementing appropriate prevention and protection programs.
- Coordinating with their suppliers and CIKR customers to identify and manage potential cascading effects of incident related disruption through contingency planning.

Additionally they accept responsibility to:

- Share information appropriate within the law with the local government.
- Provide goods and services through contractual arrangements or government purchases, or and where appropriate, mutual aid and assistance agreements with host communities.
- Act as corporate citizens to donate and facilitate donations by others of goods and services.
- Certain organizations are required to bear the cost of planning and response to incidents, regardless of cause. When requested by Bannock County, these non-governmental 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.

IV. Concept of Operations

Leadership: The program is executed by a “leadership core”, consisting of the Bannock County Coordinator of Emergency Services, in partnership with the members of the Bannock County Local Emergency Planning Committee including such entities as Southeastern Idaho Public Health District, Idaho State University, Idaho Division of Environmental Quality, Idaho State Police, the City of Pocatello, the City of Chubbuck, the Shoshone Bannock Tribe, and Pocatello/Chubbuck Joint School District 25. These organizations assist as members of the LEPC to set strategic goals, manage the program day-to-day, and are the core contacts during times of non-emergency. During emergencies, these members provide “Liaison Partners” to perform essential functions in support of the event.

Community Partners: The Bannock County Partners in Preparedness Program are comprised of non-governmental agencies that provide essential services to Bannock County residents. Training opportunities, exercises and important information about

current threats are regularly extended to the Partners. During disasters, members of the Partnership are provided with near real-time information about response and recovery efforts so that they can more efficiently plan and execute their own recovery. In turn, they provide information about their own situation so that we can make realistic damage assessments, and more effectively focus our efforts. Lastly, the forum provides the local government with a pool of trained and equipped organizations from which it can draw resources and skilled labor to accomplish its goals.

Special Needs Partners: Special Needs Partners include public and private organizations that provide critical services to the Bannock County special-needs population. This includes but is not limited to medical centers and clinics, assisted-living facilities, home-health specialists, mental health services, and even service businesses such as dialysis centers. Some of the most disaster-sensitive residents in our community depend on the survivability of the organizations in the Special Needs Partners program.

VOAD Partners: Volunteer and faith-based organizations, the donations management program, animal issues teams, ARES/RACES volunteers, and many other services are organized under the VOAD Partners. This includes a framework for local volunteer collection and employment, as well as our donations management framework.

Education Partners: In order to more efficiently respond to issues that may affect our student population, all area school districts, higher-education institutions, and private schools are invited to the table.

Compartmentalization: While it may seem that Bannock County's Partnership in Preparedness may become overwhelmingly large, it is only manageable because it is compartmentalized. Because some emergency situations may only require certain skills, or impact certain groups, the program is designed to be very flexible. Additionally, the Partnership is designed so that some of our Partners groups can operate semi-autonomous. Rooted in the principle referred to as "Strategic Disassociation", Bannock County Emergency Services can allow certain groups to operate with limited or no involvement from the County during a disaster or emergency event. The benefits are two-fold: The County is free to focus its efforts elsewhere, and the non-governmental partners are left to operate in an environment in which they are much more comfortable... the private sector.

Staffing: Maintaining such a program, providing valuable information and training, and meeting the customer's expectations during an expanding incident can be very difficult. Additionally, with such a large pool from which to draw input and information, even tasks such as damage assessments become much more involved. Partnering with non-governmental organizations can also provides staffing, while providing those organizations with excellent coordination points within the community. A seat in the Emergency Operations Center is provided for "Partners Liaisons" for each of our core Partners groups.

Planning, Training and Exercises: Resources to help prepare for, respond to, and recover from disasters: Training programs and exercise support are provided year-round. During disasters, multiple daily meetings are coordinated with each program.

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
SEICAA	Shantay Miner	232-1114 x126	825 E Bridger Pocatello ID	Food, Clothing, Hygiene Kits, Baby Products, Homeowner's Acquisition, GED Education and Supplies, Counseling, Youth Mentoring, Senior Services, Veteran's Services, Meals on Wheels, Affordable Housing, Housing Energy Conservation Assistance, Self-Help Housing, Fuel Assistance
Safe Place Bannock House	Jennifer Carlson	238-2008	735 N Main Pocatello ID	Emergency Shelter (ages 12-17), Counseling, Pregnant Mom's Baby Steps Program (child up to 18 months old)
St. Vincent's de Paul	Pat Kent	406-1216	855 S 2 nd Pocatello ID	Utility Assistance, Rent Assistance, Clothing, Food Boxes, Furniture Vouchers
Aid for Friends		232-5669/ 232-0178	653 S 4 th Pocatello ID	Shelter, Bedding, Hygiene Items, Meals (1/day now)
Idaho Stars (211) CareLine	211.Idaho.gov	800-926-2588	315 W Center Suite 101 Pocatello ID	All Resource Availability Referral Listings
College Market Books and Coffee	Gail White/ Chris Taylor	232-3993	604 S 8 th Pocatello ID	60 People Capacity, Information Center and Gathering Place
Health West	Mindy Stosich	232-7862	845 W Center Ste 202 Pocatello ID	Emergency Medical Care, Bilingual Services, Post Trauma Counseling, Behavioral Health Counseling, Some Stored Medical Supplies, Could Set Up a Triage Center at each of the 6 Clinics
Idaho Care Line 2-1-1		211/ 8009262588	211@idaho.gov	Information and Referral Support

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
NAMI	Zina Magee	232-5791	113 S Garfield Pocatello ID	Support to families and Mentally Ill Persons
National Runaway Switchboard		800-786-2929		Missing Person Location Assist.
Ombudsman/SICOG	Liz Delaney	233-4032 ext 35	214 E Center Pocatello ID	Senior Information and Assistance, Investigation of Senior Abuse/Neglect
Our Gathering Place (Trinity Church)	Ann Picallo	233-2640	335 West Lander	Safe Gathering Place, Snacks and Juice on Site, Restroom facilities
Pocatello Animal Shelter	Mary Remer	234-6156	Upper Level Ross Park Pocatello ID	Shelter and Food and Medical Supplies for Small Animals, Caging for Small Animals
Alcoholics Support (Al-Anon) (AAA)	Tom & Shirley Valley or Ron	237-4338 237-2195	Call for Info as it is anonymous	Families of Alcoholics Support Meeting

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
Pocatello Neighborhood Housing	Mark Dahlquist	232-9468		Some help with disaster recovery to get families into homes
Salvation Army		232-5318	400 N 4 th Pocatello ID	No Housing-could sleep about 50 on cots, have some cots and some blankets, Meals, Clothing and Household Furnishings through MOU with Deseret Industries
Deseret Industries	Ron Francis	232-5174	580 Roosevelt Ave Pocatello ID	Clothing, Household Furnishings, Food, Education & Supplies
Family Services Alliance	Sarah Leed	232-0742	355 S Arthur Pocatello ID	Post -Trauma Counseling (2)
LDS Family Services	Jared Neal	232-7780	1169 Call Creek Pocatello ID	Post-Trauma Counseling (payment may be required for services)

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
Easter Seals Good Will	Linda McCarty	233-1445	441 Yellowstone Ave Pocatello ID	Clothing, Bedding, Household Goods, Counseling, Food Vouchers, Car Repairs
Bright Tomorrows Child Advocacy	Kathy Downs	235-2322	409 Washington Pocatello ID	Post-Trauma Counseling (6-7)
Adult Protection Services/SICOG	Sister Anthony Marie	233-4032 x 18	214 E Center Pocatello ID	List of Homebound ages 60+, List of Nursing Home Clients
Portneuf Valley Interface Fellowship	Randy Spencer/ Troy Dye	241-1728/ 317-0218		Manpower Organization, Resources Organization, Shelter, Meals
After School Adventures	Sharon Williams	380-0514/ 233-9770	250 N 5 th Ave Pocatello ID	Gathering place for elementary age students, snacks on site for one week
Meals on Wheels	Helen Mayberry	233-9677 x 139	825 E Bridge Pocatello ID	Contact list of shut-ins , 2 refrigerator/oven trucks
Bannock Youth Foundation	Stephen Mead	234-1122	403 N Hayes Pocatello ID	Post-trauma Counseling
Bannock Humane Society	Sharon Angle	232-0371	850 Barton Rd Pocatello ID	Caging for Small Animals, Shelter for Small Animals, Small Animal Food, Pick-ups to transport small animals, Immunizations

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
American Red Cross	Roger Hinton	800-853-2570	253 4 th Ave North Twin Falls ID	Food Vouchers, Clothing, Hotel Vouchers, Medical Assistance (Blood), HAMS Communication Assistance
Life Incorporated	Dean Nielson	232-2747	640 Pershing Pocatello ID	Contact List for People with Disabilities
MK Place	Lisa Robinson	234-4722	19 th Ave	Housing for 12, Kitchen, Some Food Supplies, Hygiene Supplies, Post-Trauma Counseling
Square One	Ryan Butterfield	478-1333	735 N Main Pocatello ID	Housing for 8, Food, Kitchen, Hygiene Supplies, Post- Trauma Counseling
BEARS (Bannock Emergency Animal Rescue Society)	Mary Remer	234-6156	850 Barton Rd Pocatello ID	Caging for Small Animals, Shelter for Small Animals, Small Animal Food, Pick-ups to transport small animals, Immunizations
Knox Farm Volunteer	Sharon Angle	604-2302	6600 S 5 th Ave Pocatello ID	Large animal Shelter and Transport
PAWS (Portneuf Animal Welfare Society)	JoLynn Anderson	339-0258/ (Pat 232- 2948)	PO Box 1603 Pocatello ID	Food, Shelter, Medical Treatment, and Transport of Large and Small Animals
Education Entities				
School District #25	CB Giles	235-3220	3115 Poleline Road Pocatello ID	Transportation, Food, Cooking Facilities, Sleeping and Gathering Areas, Toilet Paper, Paper Towels, Hand Sanitizer, Hand Soap, Custodial and Cleaning Supplies and Personnel, Bucket Truck, Flat Bed Truck, Snowplows, Nurses, Plumbers, Carpenters, Locksmith, Welder, HVAC Technician, Painters

NGO Partner Facility/Organization Name	Contact Person	Phone	Address	Services Offered in Disaster
Idaho State University	Carol Prescott/ Dennis Kettermann	317-1588/ 380-1953	921 S 8 th Pocatello ID	Housing, Medical, Some Food, Counseling
Taxation Districts				
Marshall Public Library	Sue Vander Horn	232-1263	113 S Garfield Pocatello ID	Communications Center, Volunteer Coordination Center, Sleeping Areas, Bathrooms & Supplies, Kitchenette, No food on Site, Custodians & Supplies, No Safe Room
Portneuf District Library	Jezmyne Dene/ Amanda Mathews	237-2192	5210 Stuart Chubbuck ID	Communication/Information and Gathering Center, Bathrooms, Custodial and Supplies, Could Shelter about 50 People, No Food on Site, Small Kitchenette/Microwave and Fridge, No Safe Room
South Bannock District Library	Marcy Price	897-5270	18 N Main Downey	Communications Center, Bathroom
McCammon District Library	Marcy Price	254-9003	808 Center McCammon, ID	Communications Center, Bathroom, Fridge
Lava District Library	Debbie DePaola	776-5301	33 E Center Lava Hot Springs, ID	Communications Center, Bathroom
State Agencies				
Idaho Department of Health & Welfare	John Hathaway	320-3149	1070 Hilene Pocatello ID	Food Stamps, Counseling, Long-term Care Assistance, Child Protective Services

Volunteer Management

I. Purpose

This Annex establishes an organizational structure and process by which the County can access and manage volunteer and service program resources for community-wide disaster response, relief and recovery efforts. When managed appropriately, volunteers and service programs provide valuable and cost-effective resources to the community.

II. Concept of Operations

- A. At the time of an emergency a volunteer coordinator will be identified to assist with the processing and recruiting of volunteers.
- B. The volunteer coordinator will work under the Logistics section of the EOC regarding task identification and specific volunteer skill and resource needs. All volunteer inquiries will be directed through this person to assure proper procedures are followed.
- C. Job descriptions will be made by the agency requesting volunteers with assistance from the volunteer coordinator.
- D. All volunteers will use either the individual volunteer signup sheet or the group signup sheet.
- E. Volunteers will be told what “jobs” are open either by verbal announcement or posting of the job descriptions.
- F. Volunteers who wish to apply for a position will go to the agency requesting that job and be interviewed by a supervisor to assess their ability to perform that duty.
- G. The requesting agency will be responsible for verifying credentials of volunteers.
- H. The selected volunteers will be trained and supervised by the requesting agency.
- I. The requesting agency will be responsible for ensuring volunteers use the volunteer time sheet on the 5th page of this annex.
- J. The requesting agency will be responsible for informing the volunteer coordinator of positions that have been filled.

Keys to an effective volunteer management program

- A. All volunteers **MUST** be treated as employees. This includes interviewing the volunteers, workmen’s comp, and tracking hours for personnel and equipment.
- B. Be sure to adequately train your volunteers for the service they will be performing and provide proper supervision.
- C. Recognize the volunteers after their service.

III. Attachments

Attachment 1 - Volunteer Coordinator Responsibility Checklist

Attachment 2 - Individual Volunteer Signup Sheet

Attachment 3 - Group volunteer Signup Sheet

Attachment 4 - Volunteer Time Sheet for Personnel and Equipment

Attachment 1: Volunteer Management Coordinator

General Duties

- Establish and maintain communications with, or relocate to, the EOC.
- Establish and maintain communications with agencies requesting volunteers.
- Recruit the needed volunteers through established groups or individual methods.
- Ensure all volunteers fill out either the individual or group signup sheet.
- Ensure all volunteers' hours are tracked through the volunteer time sheet.
- Ensure all volunteers are appropriately assigned, utilized, prepared, and fed.

Action Checklist

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Obtain a status briefing from the Logistics Section. Determine if local emergency has been declared and the anticipated needs for volunteers.
- ☐ Determine needs of all EOC sections and branches for volunteers.
- ☐ If necessary, assign and train volunteers to assist you.
- ☐ Request needed resources from EOC, including food and water for staff, phone lines and/or electronic communications equipment.
- ☐ Work with EOC's Finance/Administration Section to make sure your staffing and operations cost tracking follow FEMA guidelines.
- ☐ Maintain all required records and documentation to support the history of the emergency.
- ☐ Thank volunteers who contributed to efforts in the community. Consider also recognizing volunteers after the event (e.g., phone call, letter from the mayor, an article or ad publishing their names in a local newspaper, gift of commemorative item).

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Attachment 2: Individual Volunteer Signup Sheet

I (Name): _____ give my permission to voluntarily participate in any disaster response and recovery activities.

I understand that all reasonable and prudent precautions will be taken to ensure no harm or injury comes to me.

My emergency contacts are:

Name: _____ Phone: _____

Name: _____ Phone: _____

I am allergic to the following medications and or substances:

I hereby covenant and agree to release and hold harmless Bannock County, Homeland Security, and all other agencies and participants from and against any and all liability, loss, damages, claims, or actions for bodily injury and/or property damage, to the extent permissible by law, arising out of my volunteer participation.

_____ Date: _____

Signature

If under 18 years of age:

I (Parent/Guardian Name): _____ give my permission for my minor child (Name): _____ to participate in the (County) _____ drill or exercise. I give my permission for the disaster Coordinator/assigned delegate to transport and have my child treated if required.

Parent or Guardian does hereby covenant and agree to release and hold harmless Bannock County, Homeland Security, and all other agencies and participants from and against any and all liability, loss, damages, claims, or actions for bodily injury and/or property damage, to the extent permissible by law, arising out of their volunteer participation.

_____ Date: _____

Parent/Guardian

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Attachment 3: Group Volunteer Signup Sheet

Group Name:		Date:	
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Name	Emergency Contact	Emergency Phone	Allergies

By completing the above form, I agree to voluntarily participate in any disaster response and recovery activities. I further covenant and agree to release and hold harmless Bannock County, Homeland Security, and all other agencies and participants from and against any and all liability, loss, damages, claims, or actions for bodily injury and/or property damage, to the extent permissible by law, arising out of my voluntary participation.

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Attachment 4: Volunteer Time Sheet for Personnel and Equipment

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Donated Goods Management

Purpose

This attachment describes the management of goods donated as disaster relief to the people of Bannock County.

Assumptions

- Lack of an organized system of management for the identification, receipt, organization, and distribution of donations will result in chaos.
- Persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods, and services
- An aggressive public information effort will expedite the distribution of goods, as well as limit the influx of unwanted goods.
- The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the County level.
- Suitable space and equipment will be available to receive, sort, and store the influx of donated goods.
- Donations of non-useful and unwanted goods can be expected; these include loose unsorted clothing, perishable items, and worn-out items.
- Some donors will seek to bypass the distribution system established by the County.
- The magnitude of the disaster and the severity of local need will dictate the amount of space and personnel required for the reception and distribution of donated goods.
- A telephone number will be published immediately following the event to accept incoming calls for donations.

Concept of Operations

Receipt of Donated Goods for Bannock County

- The community and religious organizations, in coordination with Bannock County Emergency Services, will manage the receipt and distribution of donated goods.
- The IBHS donations software, or locally developed software, will be used to record all donated resources and volunteer offers received.
- Operational personnel will be solicited from the Volunteer Coordinator's list of available personnel resources.

Volunteer Agency Support Matrix

Primary and Support Agency Responsibilities		9/20/2010	Adventist Community Service	American Red Cross	American Radio Relay League	CAPI	Church of the Brethren	Church World Service	Community Disaster Network	Humane Society of the United States	Madame Foodbank	Madame Humane Society	Southern Baptist	LDS	Lutheran Community Service	Manitoba	Northern Disaster Response	Presbyterian Church USA	RACES	REACT	St Vincent de Paul	Swedish Army	United Methodist
<div> R = Receive D = Deliver W = Warehouse P = Primary S = Support </div>	Response:																						
	Shelter			DP									DS	DS	DS							DS	
	Kitchen			DS									DP	DS	DS							DP	
	People Mass Feeding			DS									DP	DS	DS							DP	
	Food			R									RDWP	RDWP	RDWP							RDWP	
	Youth Groups		DS										DS	DS	DS								DS
	Interpreters		DS										DS	RDWP	RDWP								
	Medical Supplies												DP	DS	DS								
	Medical Personnel												DP	DS	DS							DS	
	Communication												DP	DS	DS							DS	
	Search & Rescue												DP	DS	DS							DS	
	Counseling (CISM/NOVA...)		DP	DP									DP	DS	DS							DS	
	Animal Shelter			DS									DP	DS	DS							DS	
	Child care			DS									DP	DS	DS							DS	
	Chaplaincy		DP										DP	DS	DS							DS	DP
	Donations Management		DP										R	RDWP	RDWP							RDWP	
	Bulk Distribution		DP										RDWP	RDWP	RDWP							RDWP	
	Emergency First Aid			DP									DS	DS	DS							DS	
	Family Reunification			DP									DP	DS	DS							DS	
	Pets												DP	DS	DS							DS	
	Spontaneous Volunteers			R									RDWP	RDWP	RDWP							R	
	Blankets		RDWP	RDWP									R	RDWP	RDWP							RDWP	
	Clothing		RDWP	RDWP									R	RDWP	RDWP							RDWP	
	Personal Hygiene		RDWP	RDWP									RDWP	RDWP	RDWP							RDWP	
	Transportation												DP	DS	DS							DP	
	Recovery																						
	Case Management			DP									DS	DS	DS							DP	DP
	People Repair of Homes		DS	DS									DP	DS	DS							DS	DP
	Mud out/Flood		DS										DP	DS	DS							DS	DP
	Chainsaw		DS										DP	DS	DS							DS	DP
	Fire Cleanup			DP									DP	DS	DS							DS	DP
	Damage Assessment												DS	DS	DS							DS	DP
	Pets												DP	DS	DS							DS	DP
	Housing			DS									DP	DS	DS							DS	DP
	Construction		DS										DP	DS	DS							DS	DP
	Electrical												DP	DS	DS							DS	DP
	Furniture		RDWP										DP	DS	DS							RDWP	
	Plumbing												DP	DS	DS							DS	DP
	Transport Clients		DS										DP	DS	DS							DS	DP
	Communication												DP	DS	DS							DS	DP
	Training			DS									DP	DS	DS							RDWP	RDWP
	Clean up Kits		RWS	DS									DS	DS	DS							RDWP	RDWP
	Layette and Birthing Kits																						

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