Local Resolution
ORDINANCE NO. 13-

FOR HENRY COUNTY BOARD OF COMMISSIONERS TO PROVIDE EMERGENCY MANAGEMENT SERVICES WITHIN HENRY COUNTY

WHEREAS, O.C.G.A. §§ 38-3-27 through 38-3-28 and 38-3-54 through 38-3-56 authorizes the Henry County Board of Commissioners to provide emergency management within Henry County; and

WHEREAS, the Georgia Emergency Management Agency (GEMA) is the state agency assigned responsibility for coordination of all organization for emergency management activities within the state; and

WHEREAS, Henry County Emergency Management Agency is an established emergency management agency; and

WHEREAS, to ensure an effective and coordinated response to disasters, the county wishes to coordinate EMA activities and responses with cities location within the county; and

WHEREAS, the Board of Commissioners believes that an ordinance should be adopted to protect the health and safety of persons and property during an emergency or disaster resulting from manmade or natural causes.

NOW, THEREFORE, BE IT RESOLVED, that the Code of Ordinances of Henry County is amended by creating in Chapter 3-4: Public Safety, a new Subchapter entitled "Emergency Management" to read as follows:

I.

Chapter ____ Emergency Management

Section I. Definitions. As used in this ordinance, the following terms

(a) "Locally Declared Emergencies." As used in this ordinance, a “locally declared emergency” or “declaration of local emergency” shall mean a declaration by the Chair of the Board of Commissioners enacting some or all of the local emergency powers addressed in this outline.

(b) "State Declared Emergencies." As used in this ordinance, a “state declared emergency” or a state of emergency” shall mean a declaration by the Governor of an actual or impending emergency or disaster of natural or human origin, or pandemic influenza emergency, or impending or actual enemy attack, or a public health emergency, within or affecting Georgia or against the United States. A declaration of emergency by the Governor may enact some or all of the emergency powers, local or otherwise, addressed in this ordinance.
Section 2. 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 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 Henry 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 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 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 Henry 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 to the emergency and conducting necessary appropriate survey of the damages caused by the emergency, the Director or his/her designee is authorized to enter at a reasonable time upon any property, public, or private, for the purpose of evaluation sites involved with emergency management functions to protect the public’s health, safety or welfare.

(3) 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.

(4) No person shall refuse entry or access to any authorized representative or agent of the county who requests entry for purposes of evaluating sites involved with emergency management functions to protect the public’s health, safety, or welfare, 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.

(1) State Declared State of Emergency. If the Governor declares a state of emergency for the County, the Chair may cause the following provisions of this ordinance to become effective:

(a) Section 4, Authority to Waive Procedures and Fee Structures;
(b) Section 5, Registration of Building and Repair Services; and/or
(c) Section, Closed or Restricted Areas and Curfews.

(2) Locally Declared State of Emergency. If the Chair declares a local emergency for the County, the Chair may cause the following provisions of this ordinance to become effective:

(a) Section 4, Authority to Waive Procedures and Fee Structures; and/or
(b) 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 make provision for the availability and use of temporary emergency housing, emergency shelters and/or emergency medical shelters;

(4) To transfer the direction, personnel or functions of any county departments for the purpose of performing or facilitating emergency services;

(5) 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;

(6) 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;

(7) To suspend any ordinance, resolution, order, rules or regulation prescribing the procedures for conduct of county business, or the orders, rules or regulations of any county department, 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;

(8) 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 of families are unable to meet the expenses or need from other means, provided that such grants are authorized only when matching state or federal funds are available for such purposes;

(9) 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 that shall be in effect.

"DECLARATION OF LOCAL EMERGENCY"

WHEREAS, Henry County, Georgia has experienced an event of critical significance as a result of [description of event] on [date];

WHEREAS, the Governor has not declared a state of emergency for Henry County;

WHEREAS, in the judgment of the Chair of the Henry County Board of Commissioners, with advice from the Henry 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 Henry 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, certain actions are required.

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.

II.

It is the intention of the Board of Commissioners, and it is hereby ordained that the provisions of this Ordinance shall become and be made part of the Code of Henry County, Georgia and the sections and articles of the Code may be renumbered to accomplish such intention

III.

All Ordinances, parts of Ordinances, or regulations in conflict herewith are hereby repealed.

IV.

Should any section, part or provision of this ordinance be declared invalid or unconstitutional by any court of competent jurisdiction, such declaration shall not affect the validity of the Ordinances as a whole or any part thereof not specifically declared to be invalid or unconstitutional.

V.

The Ordinance shall take effect and be in force and after the date of it’s’ adoption, the public welfare demanding it.

BE IT SO ORDAINED,

This 14th day of July 2013

HENRY COUNTY BOARD OF COMMISSIONERS

BY: Tommy Smith, Chairman

ATTEST:
Shay Mathis, County Clerk
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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 Henry 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 Henry 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.
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 Henry 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 Henry 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

1. **Emergency or Disaster Occurs**
   - County assesses the damage

2. The highest elected official of jurisdiction having authority reviews damage reports and determines if local resources and mutual aid assets have been exhausted.

3. Damage reports collected by EMA Director and forwarded to the highest elected official of jurisdiction having authority.

4. If appropriate, local State of Emergency Declaration is prepared.

5. Once signed, a copy is sent to GEMA.

6. A copy of County's declaration is sent to the affected cities within the County.

*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

EMERGENCY SITUATION/ EVENT (Natural/Technological)

LOCAL RESPONSE

EVENT CONTAINED

NO

MUTUAL AID RESPONSE

NO

COUNTY RESOURCES

NO

STATE RESOURCES

NO

FEDERAL RESOURCES

NOTIFICATION

GEORGIA DUTY OFFICER RESOURCES

NOTE: Some Federal resources can be accessed through the Duty Officer. In the case of terrorism or federal crimes, federal response will automatically respond.

EVENT TERMINATED

YES

RECOVERY

NO

YES
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, Georgia 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 Georgia Emergency Management Agency to respond and accomplish short-term recovery.

• In coordination with the county and municipal governments, Georgia Emergency Management Agency will implement interagency coordination for emergency operations.

• In coordination with the county and municipal governments and Georgia 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 Georgia 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 Henry 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. Henry 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

Henry 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). Henry 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 Henry 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**

Henry 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 Henry 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 Henry 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 Henry 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 Henry 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

Henry 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 SIGN 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. Henry County Emergency Management Agency is responsible for coordinating all proposed modifications to the EOP with primary and support agencies and other stakeholders, as required. Henry 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, Henry 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

Henry 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, Henry 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. Henry 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 Henry County Emergency Management Agency to ensure consistency with the EOP, and are incorporated into the EOP, either by reference or as a whole. Henry 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
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
• 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
Henry County Board of Education

Support Agencies
Henry 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
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 Henry
County Board of Education and support for this function is the responsibility of
Henry 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. Henry County Board of Education
1. BOE will coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

2. 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.

3. 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.

4. Henry County Board of Education: School buses, resources, personnel, equipment, vehicles and fuel will be made available as needed to assist in fulfilling transportation needs.

B. Henry County Transit

1. Henry County Transit will coordinate with the BOE in directing transportation resources and prioritizing the needs for transportation services.

2. Immediately following an Incident of Critical Significance, Henry County Transit will assist the BOC with assessing the overall status of the transportation system within the county and begin determination of potential needs and resources.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 2
COMMUNICATIONS

Primary Agency
Henry County Emergency Communications

Support Agencies
Amateur Radio Emergency Services
Charter Communications
Hampton Police Department
Henry County Board of Commissioners
Henry County Emergency Management Agency
Henry County Fire Department
Henry County Police Department
Henry County Sheriff Department
Locust Grove Police
McDonough Police

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 Henry 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 Henry 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,
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
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. Henry County Emergency Communications

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

B. Amateur Radio Emergency Services

1. Provide public communications during emergencies and disasters.

2. Recruit, train, and designate communications and warning operators for the EOC.

C. Charter Communications

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

3. Develop maintenance and protection arrangements for inoperative communications equipment.

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

5. Continue coordinated communications to achieve rapid recovery and contact with the EOC.
6. Maintain records of expenditures and document resources utilized during response and recovery efforts.

7. 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.

D. Hampton Police Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

E. Henry County Board of Commissioners

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications
assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

F. Henry County Emergency Management Agency

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

2. Coordinate communications support to all governmental, quasigovernmental and volunteer agencies as required by collating cumulative damage information obtained from assessment teams, the telecommunications industry, the EOC and other agencies.

3. Provide a system for designated officials to communicate with the public including people with special needs, such as hearing impairments and non-English speaking.

G. Henry County Fire Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.
recovery in accordance with ESF #7 policies and procedures and report these records to the Primary Agency.

H. Henry County Police Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

I. Henry County Sheriff Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.
7. 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.

J. Locust Grove Police

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

K. McDonough Police

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 3  
PUBLIC WORKS AND ENGINEERING

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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 Henry County Department of Transportation and support for this function is the responsibility of City of Hampton Public Works, City of Locust Grove Public Works, City of McDonough Public Works, City of Stockbridge Public Works, Henry County Emergency Management Agency, Henry County Water & Sewer Authority and Stormwater Maintenance.

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
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. Henry County Department of Transportation

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

B. City of Hampton Public Works

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.
3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

C. City of Locust Grove Public Works

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

D. City of McDonough Public Works

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

E. City of Stockbridge Public Works

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

F. Henry County Emergency Management Agency

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

G. Henry County Water & Sewer Authority

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

H. Stormwater Maintenance

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

4. Maintain records of expenditures and document resources utilized during response and recovery efforts.
IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 4
FIREFIGHTING

Primary Agency
   Henry County Fire Department

Support Agencies
   McDonough Fire Department

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 Henry County Fire Department and support for this function is the responsibility of McDonough Fire Department.

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. Henry County Fire Department

Coordinate the provision of local firefighting personnel and equipment. It will also plan, coordinate, and assign any responding mutual aid resources. It additionally will coordinate those resources volunteered for ESF # 4 from other unidentified sources.

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs.

3. Assemble a complete list of available firefighting resources within Henry County and surrounding counties and municipalities that may be available for response and coordinate this information with the EOC.

4. Request volunteer and private agencies with assets to contribute those assets to response efforts.

B. McDonough Fire Department

1. Local fire departments, as listed under Support Agencies, will coordinate through ESF # 4 by forwarding their requests for mutual aid firefighting assistance to the EOC ESF # 4 Coordinator during an incident of critical significance or other activation of the EOC.

2. During activation, McDonough Fire Department will serve as a support agency of ESF # 4 and, as staffing allows, will coordinate State resources as needed and request by ESF#4.

3. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

4. Assess the need for and prioritize the deployment of services based on available resources and critical needs.

5. Assemble a complete list of available firefighting resources within Henry County and surrounding counties and municipalities that may be available for response and coordinate this information with the EOC.
6. Request volunteer and private agencies with assets to contribute those assets to response efforts.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 5
EMERGENCY MANAGEMENT SERVICES

Primary Agency
Henry County Emergency Management Agency

Support Agencies
Hampton Police Department
Henry County Fire Department
Henry County Police Department
Locust Grove Police
McDonough Fire Department
McDonough Police

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
III. RESPONSIBILITIES

A. Henry County Emergency Management Agency

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Coordinate message flow within the EOC.
3. Coordinate the overall efforts to collect, process, report, and display essential elements of information; and facilitate support for planning response operations.
4. Distribute plans and reports to the state and other ESFs.
5. Maintain records of expenditures and document resources utilized during response and recovery efforts.
6. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
7. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
8. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
9. Participate in drills and exercises to evaluate local capability.
10. 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.

B. Hampton Police Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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. Henry County Fire Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

D. Henry County Police Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

E. Locust Grove Police

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.
records to the Primary Agency.

F. McDonough Fire Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

G. McDonough Police

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 6
MASS CARE, HOUSING, AND HUMAN SERVICES

Primary Agency
Henry County Department of Family Children Svcs

Support Agencies
American Red Cross
Henry County Board of Education
Henry County Emergency Management Agency
Henry County Fire Department
Henry County Health Department
Henry County Parks and Recreation
McDonough Fire Department
Piedmont Henry Hospital

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), Henry 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 Henry 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 Henry County Department of Family Children Svcs and support for this function is the responsibility of American Red Cross, Henry County Board of Education, Henry County Emergency Management Agency, Henry County Fire Department, Henry County Health Department, Henry County Parks and Recreation, McDonough Fire Department and Piedmont Henry Hospital.

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 Henry County Department of Family Children Svcs and support for this function is the responsibility of American Red Cross, Henry County Board of Education, Henry County Emergency Management Agency, Henry County Fire Department, Henry County Health Department, Henry County Parks and Recreation, McDonough Fire Department and Piedmont Henry Hospital.

2. Actions

a. Mitigation/Preparedness

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

b. Response/Recovery

1. Work with the EMA to determine food and water needs.
2. Begin plan implementation as expeditiously as possible.
3. Coordinate community resources and personnel to assist with food and water services and/or distribution.
4. Establish sites for food and water service, distribution, and issuance.
5. Implement the Expedited and/or Emergency Food Stamp Programs at the request of the local government, in coordination with the EMA director.
6. 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.
7. 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. Henry County Department of Family Children Svcs

1. Provide primary support for all non special needs and sheltering activities.

2. Coordinate and maintain a list of shelters listings for each agency to include schools, places of worship, community centers, and colleges with names and numbers of each shelter manager, as available.

4. Provide support to the American Red Cross during sheltering operations to supplement shelter operations as requested.

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

6. Establish a protocol for prioritizing response activities.

7. Coordinate activities with other ESFs.

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

B. American Red Cross

1. Open, administer and operate all shelters.

C. Henry County Board of Education

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

2. Provide security at BOE facility shelters as required.

D. Henry County Emergency Management Agency
1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

E. Henry County Fire Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

F. Henry County Health Department

1. Support sheltering activities with personal and facilities.

2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:

3. Shelter listings for each agency with names and numbers of each shelter manager, as available.

4. Locations of all mass feeding sites and the names of site managers.

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

6. Establish a protocol for prioritizing response activities.

7. Coordinate activities with other ESFs.
8. Maintain records of expenditures and document resources utilized during response and recovery efforts.

G. Henry County Parks and Recreation

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:

3. Shelter listings for each agency with names and numbers of each shelter manager, as available.

4. Locations of all mass feeding sites and the names of site managers.

5. Coordinate activities with other ESFs.

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

H. McDonough Fire Department

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

2. Provide security at BOE facility shelters as required.

I. Piedmont Henry Hospital

1. Assist in locating health and welfare workers to augment personnel assigned to shelters.

2. Support disaster mental health services;

3. Provide technical assistance for shelter, feeding and warehouse operations related to food, vector control, water supply and waste disposal; and

4. Assist with the provision of medical and first aid supplies for shelters and first aid stations.

IV. COUNTY-SPECIFIC INFORMATION
No County-specific information provided.
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 Henry 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 Henry County Emergency Management Agency and support for this function is the responsibility of GEMA, Henry County Emergency Communications, Henry County Finance Department, Henry County Human Resources, Henry County Purchasing Department and Henry County Technology Services.

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. Henry County Emergency Management Agency

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out.

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

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

11. Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

B. GEMA

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.
5. Coordinating and determining the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

C. Henry County Emergency Communications

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

D. Henry County Finance Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.
5. Coordinating and determining the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

E. Henry County Human Resources

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

F. Henry County Purchasing Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.
5. Coordinating and determining the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

G. Henry County Technology Services

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 8
PUBLIC HEALTH AND MEDICAL SERVICES

Primary Agency
Henry County Health Department

Support Agencies
American Red Cross
Henry County Coroner
Henry County Emergency Management Agency
Henry County Fire Department
Piedmont Henry Hospital

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
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 Henry County Health Department and support for this function is the responsibility of American Red Cross, Henry County Coroner, Henry County Emergency Management Agency, Henry County Fire Department and Piedmont Henry Hospital.

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. Henry County Health Department

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

3. Conduct initial assessment of health and medical needs.

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

5. Coordinate and direct the activation and deployment of voluntary resources of health/medical personnel, supplies and equipment. (District PH - MRC)

6. Establish, as needed, active and passive surveillance systems for the protection of public health. (District EPI)

7. Coordinate response for:
   a. Safety of food and drugs - Food Environmental Health
   b. Mental health problems victims - DBHDD
   c. Vector control - Environmental Health
   d. Potable water/wastewater/solid waste

8. Continuously acquire and assess information about the situation; continue to identify the nature and extent of health and medical problems and establish appropriate monitoring and surveillance of the situation to obtain valid ongoing information.

9. Coordinate release of appropriate and timely public health information with ESF #15 to include boil water orders, safety issues, etc. The Henry County Health Department Director has the authority to warn the public of contaminated water supplies. All informational releases will be through the lead PIO in coordination with the command group.

10. Establish a protocol for prioritizing response activities.
11. Coordinate activities with other ESFs.
12. Maintain records of expenditures and document resources utilized during response and recovery efforts.

B. American Red Cross

Open, administer and operate all shelters.

C. Henry County Coroner

1. Secure and investigate the deaths in conjunction with Henry County Sheriffs Office
2. Victim identification/mortuary services

D. Henry County Emergency Management Agency

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

E. Henry County Fire Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

F. Piedmont Henry Hospital

1. Coordinate the notification, information, update and evacuation assistance to medical facilities within the county both pre- and postimpact.

2. Develop an emergency and disaster plan that address preparedness and response to hurricane threats for their residents. These plans should include:
   a. The degree of shutdown operations and evacuation of facilities.
   b. Process to cancel elective surgery, discharge patients for whom care would not be compromised, transfer patients who could be moved to safer facilities and make special arrangements for those patients whose condition will not allow transfer or evacuation. Psychiatric and mental health facilities will be expected to transfer their patients and staff to safer locations.

3. Develop evacuation and/or care plans for those patients who are receiving home health care through the hospital or its affiliates.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 9
SEARCH AND RESCUE

Primary Agency
   Henry County Police Department

Support Agencies
   Hampton Police Department
   Henry County CERT
   Henry County Coroner
   Henry County Emergency Management Agency
   Henry County Fire Department
   Henry County Sheriff Department
   Locust Grove Police
   McDonough Police

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 Henry County
Police Department and support for this function is the responsibility of
Hampton Police Department, Henry County CERT, Henry County Coroner,
Henry County Emergency Management Agency, Henry County Fire
Department, Henry County Sheriff Department, Locust Grove Police and
McDonough Police.

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. Henry County Police Department

The Henry County Police Department is the primary agency for ESF 9. The designated EOC Police Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC, to insure full deployment and utilization of resources identified under ESF 9. Multidisciplinary teams will consist of team leaders, law enforcement for security problems, fire personnel and paramedics to search and treat victims, bus driver for transport, debris personnel to push back debris for team vehicle movement (debris clearance will follow search and rescue in most instances) power company and gas company personnel for emergency issues, and a building inspector/engineer for structural integrity. It must be noted that this will be the ideal and not practical or feasible in many instances. The composition of each SAR team shall be determined by the Incident Commander/SAR Coordinator.

B. Hampton Police Department

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

C. Henry County CERT

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

D. Henry County Coroner

In conjunction with Henry County Police Department is responsible to secure and investigate the deaths.
E. Henry County Emergency Management Agency

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

F. Henry County Fire Department

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

G. Henry County Sheriff Department

1. Agencies participating in SAR will rely on ESF3 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

H. Locust Grove Police

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

I. McDonough Police

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.
2. The local SAR leaders will coordinate with ESF 3 for assistance in completing any structural shoring required to ensure the safety of the teams.

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
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 Henry County Fire Department and support for this function is the responsibility of Henry County LEPC and McDonough Fire Department.

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. Henry County Fire Department
The Henry County Fire Department has the lead role in ESF#10. Team membership includes responsibilities from EMA and McDonough Fire Department.

B. Henry County LEPC

Support Henry County Fire Department as needed in Hazmat Incidents.

C. McDonough Fire Department

Support Henry County Fire Department as needed in Hazmat Incidents.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 11
AGRICULTURE AND NATURAL RESOURCES

Primary Agency
Henry County Animal Control

Support Agencies
Henry County Emergency Management Agency
Henry County Extension Services
Henry County Health Department

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 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. Henry County Animal Control

1. Support Communications.

2. Coordination with local government authorities and establishment of veterinary aid stations and staging of emergency relief.

3. Coordination with public information operation to include but not limited to.
   a. pre-emergency education
   b. alert status
   c. veterinary medical volunteer mobilization
   d. casualty and damage information

4. Coordination with governmental authorities in matters of evacuation.

5. Participate with Georgia Voluntary Organizations Active in Disasters (GAVOAD).


7. Cooperations with governmental authorities in matters of equipment use.

8. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

11. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

13. Participate in drills and exercises to evaluate local communications
capability.

14. 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

B. Henry County Emergency Management Agency

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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. Henry County Extension Services

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

D. Henry County Health Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 12
ENERGY

Primary Agency
Georgia Power

Support Agencies
Central Georgia EMC
City of Hampton Public Works
City of Locust Grove Public Works
City of McDonough Public Works
City of Stockbridge Public Works
Snapping Shoals EMC

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 Henry 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 Georgia Power and support for this function is the responsibility of Central Georgia EMC, City of Hampton Public Works, City of Locust Grove Public Works, City of McDonough Public Works, City of Stockbridge Public Works and Snapping Shoals EMC.

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
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. Georgia Power

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

B. Central Georgia EMC

   1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
   
   2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

C. City of Hampton Public Works

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:

a. Electric generating capacity;
b. Expected electric peak load;
c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
d. Status of major generating unit outages;
e. Expected duration of event;
f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

D. City of Locust Grove Public Works

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.
12. Monitor the procedures followed by the individual utilities during a
generating capacity shortage on their systems and the procedures followed by
all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed
fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most
      severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency
      actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during
      response and recovery efforts.

E. City of McDonough Public Works

1. Attend at least quarterly meetings to ensure planning functions are carried
out to support this ESF.

2. Assess the need for 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 additional private sector support as
required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to
ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

F. City of Stockbridge Public Works

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:

   a. Electric generating capacity;
   
   b. Expected electric peak load;
   
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   
   d. Status of major generating unit outages;
   
   e. Expected duration of event;
   
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

G. Snapping Shoals EMC

1. Attend at least quarterly meetings to ensure planning functions are carried
1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.

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

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
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. Henry County Police Department

Recognizing that local authorities have primary responsibility for public safety and security in their jurisdiction, the primary agency will plan for, prepare, and coordinate law enforcement activities conducted in Henry County in
anticipation of and during incidents of critical significance and provide
guidance and direction for those agencies implementing the provisions of ESF #13.

B. Hampton Police Department

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. Henry County Sheriff Department

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. Locust Grove 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. McDonough 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.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 14
LONG TERM RECOVERY AND MITIGATION

Primary Agency
Henry County Emergency Management Agency

Support Agencies
American Red Cross
Henry County Board of Commissioners
Henry County Building Department
Henry County Department of Family Children Svcs
Henry County Health Department

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 Henry 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. Henry County Emergency Management Agency

1. Provide for a systematic damage assessment process that will help to ensure timely recovery assistance, as well as maximizing state and federal financial disaster assistance in state and Presidential declared disasters.

3. Oversee the coordination management of resources, facilities and equipment.

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

2. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

B. American Red Cross

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.

6. 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. Henry County Board of Commissioners

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

D. Henry County Building Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

4. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

E. Henry County Department of Family Children Svcs

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

F. Henry County Health Department

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.
6. 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.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
EMERGENCY SUPPORT FUNCTION 15
EXTERNAL AFFAIRS

Primary Agency
Henry County Emergency Communications

Support Agencies
Henry County Board of Commissioners
Henry County Board of Education
Henry County Building Department
Henry County Emergency Management Agency

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).

Henry County Emergency Communications provides primary responsibility of
this ESF and support for this function is the responsibility of Henry County
Board of Commissioners, Henry County Board of Education, Henry County
Building Department and Henry County Emergency Management Agency.

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 Henry County Emergency Communications and support for this function is the responsibility of Henry County Board of Commissioners, Henry County Board of Education, Henry County Building Department and Henry County Emergency Management Agency.

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
Define public notification timeframe regarding an emergency or disaster and disseminate information to the media.

i. 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.

ii. Provide a designated area for media briefings and/or press conferences and conduct briefings in a timely manner.

iii. Provide updates (e.g., response to inquiries about missing relatives, restricted areas of access and reentry) regarding the emergency or disaster.

iv. Establish media responsibilities and appropriate spokespersons from local government, agencies, and organizations with ESF responsibilities.

v. Continue provision of public safety and other necessary assistance information throughout the recovery phase.

vi. Provide advanced media releases to the GEMA-SOC.

vii. Coordinate with other jurisdictions that share the media market.

viii. Maintain records of expenditures and document resources utilized during recovery.

III. RESPONSIBILITIES

A. Henry County Emergency Communications

1. Ensure successful incident communications with the public. From initial notifications to final recovery actions,

2. Operate and speak with a unified voice and consistent message that is coordinated not only with the different authorities involved in an incident, but also with affected jurisdictions.

3. Maintain updated contact list for ESF-15

2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.

3. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.

4. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.

5. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.

6. Identify Agency staff representatives supporting this ESF and other...
6. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.

B. Henry County Board of Commissioners

1. Identifying the participants in the core group, and arranging conference calls and other activities necessary for coordination;
2. Provide leadership role during domestic incidents when significant interagency coordination is required; and
3. Coordinating with municipal, Public and private organizations and agencies on matters related to dissemination of incident-related information to the public.

C. Henry County Board of Education

1. Provide support to ensure a unified message is delivered to the public.
2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
3. Participate in drills, exercises, and other preparedness events to ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
4. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

D. Henry County Building Department

1. Conduct a needs assessment and prioritize based on the available resources and critical needs.
2. Provide resources, assistance and support as requested.
3. Participate in drills and exercises.
E. Henry County Emergency Management Agency

The EOC is the central point for coordination of incident information, public affairs activities, and media access to information regarding the latest developments. In the event of a potential or actual Incident of Critical Significance, the EOC is activated to coordinate County, municipal, and private-sector incident communications with the public. Major announcements, daily briefings, and incident updates from the EOC are coordinated through County Public Affairs, affected leadership, and the interagency core group prior to release. This must be closely assessed and agreed upon in the early stages of an incident by all involved in incident communications with the public. This EOC is the physical location from which public affairs professionals from organizations involved in the response work together to provide critical emergency information, media response, and public affairs functions. The EOC serves as a focal point for the coordination and dissemination of information to the public and media concerning incident prevention, preparedness, response, recovery, and mitigation.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.
<table>
<thead>
<tr>
<th>ACRONYM</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ARC</td>
<td>American Red Cross</td>
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<td>BOE</td>
<td>Board of Education</td>
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<td>CERT</td>
<td>Community Emergency Response Team</td>
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<td>DFACS</td>
<td>Department of Family and Children's Services</td>
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<td>DFO</td>
<td>Disaster Field Office</td>
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<td>DRC</td>
<td>Disaster Recovery Center</td>
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<td>EAS</td>
<td>Emergency Alert System</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<td>EOP</td>
<td>Emergency Operations Plan</td>
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<td>ESF</td>
<td>Emergency Support Function</td>
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<td>FCO</td>
<td>Federal Coordinating Officer</td>
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<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<td>GANG</td>
<td>Georgia National Guard</td>
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<td>Georgia Emergency Management Agency</td>
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<td>IC</td>
<td>Incident Commander</td>
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<td>ICP</td>
<td>Incident Command Post</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>NIMS</td>
<td>National Incident Management System</td>
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<td>NRP</td>
<td>National Response Plan</td>
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<td>Office of Homeland Security</td>
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<td>PDAT</td>
<td>Preliminary Damage Assessment Team</td>
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<td>Public Information Officer</td>
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<td>Point of Contact</td>
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<td>SA</td>
<td>Salvation Army</td>
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<td>State Coordinating Officer</td>
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<td>SITREP</td>
<td>Situation Report</td>
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<td>Special Needs Population Shelters</td>
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<td>SOP</td>
<td>Standard Operating Procedure</td>
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<td>USACE</td>
<td>US Army Corps of Engineers</td>
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<td>VOAD</td>
<td>Volunteer Organizations Active in Disasters</td>
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<tr>
<td>WMD</td>
<td>Weapons of Mass Destruction</td>
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</table>
AUTHORITIES AND REFERENCES

- Local Resolution for Emergency Management.
EMERGENCY SUPPORT FUNCTION ACTIVATION CHECKLIST

1. Receive notification of ESF Activation from Henry 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.
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 activities.
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.


**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

<table>
<thead>
<tr>
<th>ESF</th>
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<td>Amateur Radio Emergency Services</td>
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<td></td>
<td>American Red Cross</td>
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<td>Central Georgia EMC</td>
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<td>Charter Communications</td>
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<td>City of Hampton</td>
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<td>City of Hampton Public Works</td>
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<td>City of Locust Grove</td>
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<td>3</td>
<td>City of Locust Grove Public Works</td>
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<td>City of McDonough</td>
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<td>City of McDonough Public Works</td>
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<td>Henry County Developmental Disabilities Service</td>
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<td>Henry County Emergency Communications</td>
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<td>Snapping Shoals EMC</td>
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<td>Stormwater Maintenance</td>
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**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 Emergency Services

ESF 2: Communications (Support)

1. Provide public communications during emergencies and disasters.
2. Recruit, train, and designate communications and warning operators for the EOC.

American Red Cross

ESF 6: Mass Care (Support)

1. Open, administer and operate all shelters.

ESF 8: Public Health / Medical (Support)

Open, administer and operate all shelters.

ESF 14: Long Term Recovery (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Assess the need for 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.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
5. Participate in drills and exercises to evaluate local communications capability.
6. 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.

Central Georgia EMC

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried
1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.

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

**Charter Communications**

**ESF 2: Communications (Support)**

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

3. Develop maintenance and protection arrangements for inoperative communications equipment.

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

5. Continue coordinated communications to achieve rapid recovery and contact with the EOC.

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

7. 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.

**City of Hampton**

No responsibilities have been provided.

**City of Hampton Public Works**

**ESF 3: Public Works / Engineering (Support)**

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most
severely impacted, if available;
d. Status of major generating unit outages;
e. Expected duration of event;
f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**City of Locust Grove**

No responsibilities have been provided.

**City of Locust Grove Public Works**

ESF 3: Public Works / Engineering (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Oversee the coordination management of resources, facilities and equipment.
3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.
4. Maintain records of expenditures and document resources utilized during response and recovery efforts.

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Assess the need for 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 additional private sector support as required.
3. Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.
4. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
6. Participate in drills and exercises to evaluate local capability.
7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**City of McDonough**

No responsibilities have been provided.

**City of McDonough Public Works**

ESF 3: Public Works / Engineering (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.
14. Coordinate the following activities:

a. Electric generating capacity;

b. Expected electric peak load;

c. Geographic areas and number of customers that are expected to be most severely impacted, if available;

d. Status of major generating unit outages;

e. Expected duration of event;

f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.

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

City of Stockbridge

No responsibilities have been provided.

City of Stockbridge Public Works

ESF 3: Public Works / Engineering (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

3. Assemble a list of energy and utility related assets available to support recovery and coordinate this information with the EOC.
4. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**Connecting Henry**

No responsibilities have been provided.
ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

Georgia Department of Agriculture

No responsibilities have been provided.

Georgia Power

ESF 12: Energy (Primary)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**Georgia State Defense Force**

No responsibilities have been provided.

**Georgia Department of Transportation**

No responsibilities have been provided.

**Hampton Police Department**
ESF 2: Communications (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 5: Emergency Management (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 9: Search and Rescue (Support)

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work forcepersonnel will.

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

3. Municipal Police and the Sheriff Office will 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.

**Henry County Airport**

No responsibilities have been provided.

**Henry County Animal Control**

ESF 11: Ag / Natural Resources (Primary)

1. Support Communications.
2. Coordination with local government authorities and establishment of veterinary aid stations and staging of emergency relief.
3. Coordination with public information operation to include but not limited to.
   a. pre-emergency education
   b. alert status
   c. veterinary medical volunteer mobilization
   d. casualty and damage information
4. Coordination with governmental authorities in matters of evacuation.
5. Participate with Georgia Voluntary Organizations Active in Disasters (GAVOAD).
7. Cooperations with governmental authorities in matters of equipment use.
8. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
9. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.
10. Assemble a list of assets available to support the recovery and coordinate this information with the EOC.
11. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.
12. Evaluate the availability, operational condition and duration of need as well...
12. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

13. Participate in drills and exercises to evaluate local communications capability.

14. 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.

Henry County Board of Commissioners

ESF 2: Communications (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 14: Long Term Recovery (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.
5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

ESF 15: External Affairs (Support)

1. Identifying the participants in the core group, and arranging conference calls and other activities necessary for coordination;

2. Provide leadership role during domestic incidents when significant interagency coordination is required; and

3. Coordinating with municipal, public and private organizations and agencies on matters related to dissemination of incident-related information to the public.

Henry County Board of Education

ESF 1: Transportation (Primary)

1. BOE will coordinate with the support agencies in directing transportation resources and prioritizing the needs for transportation services.

2. 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.

3. 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.

4. Henry County Board of Education: School buses, resources, personnel, equipment, vehicles and fuel will be made available as needed to assist in fulfilling transportation needs.

ESF 6: Mass Care (Support)

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

2. Provide security at BOE facility shelters as required.

ESF 15: External Affairs (Support)

1. Provide support to ensure a unified message is delivered to the public.

2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists,
Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.

4. Participate in drills, exercises, and other preparedness events to ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.

5. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

Henry County Building Department

ESF 14: Long Term Recovery (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

ESF 15: External Affairs (Support)

1. Conduct a needs assessment and prioritize based on the available resources and critical needs.

2. Provide resources, assistance and support as requested

3. Participate in drills and exercises
Henry County CERT

ESF 9: Search and Rescue (Support)

1. Agencies participating in SAR will rely on ESF 7 to provide food and water to support operations, just as other critical workforce personnel will.
2. The local SAR leaders will coordinate with ESF 3 for assistance in completing any structural shoring required to ensure the safety of the teams.
3. Municipal Police and the Sheriff Office will provide security for SAR teams.

Henry County Coroner

ESF 8: Public Health / Medical (Support)

1. Secure and investigate the deaths in conjunction with Henry County Sheriff’s Office
2. Victim identification/mortuary services

ESF 9: Search and Rescue (Support)

In conjunction with Henry County Police Department is responsible to secure and investigate the deaths.

Henry County Counseling Center

No responsibilities have been provided.

Henry County Department of Family Children Svcs

ESF 6: Mass Care (Primary)

1. Provide primary support for all non special needs and sheltering activities.
2. Coordinate and maintain a list of shelters listings for each agency to include schools, places of worship, community centers, and colleges with names and numbers of each shelter manager, as available.
3. Provide support to the American Red Cross during sheltering operations to supplement shelter operations as requested.
4. Provide a system for recording incoming requests for sheltering and mass feeding, response assignments and actions taken.
5. Establish a protocol for prioritizing response activities.
6. Coordinate activities with other ESFs.
8. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**ESF 14: Long Term Recovery (Support)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

**Henry County Department of Transportation**

**ESF 3: Public Works / Engineering (Primary)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

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

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

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.
Henry County Developmental Disabilities Service

No responsibilities have been provided.

Henry County Emergency Communications

ESF 2: Communications (Primary)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

5. Coordinating and determining the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.
6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

ESF 15: External Affairs (Primary)

1. Ensure successful incident communications with the public. From initial notifications to final recovery actions,

2. Operate and speak with a unified voice and consistent message that is coordinated not only with the different authorities involved in an incident, but also with affected jurisdictions.


2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency’s responsibilities to this ESF.

3. Participate in drills, exercises, and other preparedness events to measure the Agency’s readiness to support this ESF.

4. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.

5. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency’s responsibilities to this ESF.

6. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.

**Henry County Emergency Management Agency**

ESF 2: Communications (Support)

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

2. Coordinate communications support to all governmental, quasigovernmental and volunteer agencies as required by collating cumulative damage information obtained from assessment teams, the telecommunications industry, the EOC and other agencies.

3. Provide a system for designated officials to communicate with the public including people with special needs, such as hearing impairments and non-English speaking.
ESF 3: Public Works / Engineering (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

ESF 5: Emergency Management (Primary)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Coordinate message flow within the EOC.

3. Coordinate the overall efforts to collect, process, report, and display essential elements of information; and facilitate support for planning response operations.

4. Distribute plans and reports to the state and other ESFs.

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

6. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

9. Participate in drills and exercises to evaluate local capability.

10. 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.

ESF 6: Mass Care (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies

ESF 7: Resource Support (Primary)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

8. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out.

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

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

11. Develop procedures to maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

ESF 8: Public Health / Medical (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 9: Search and Rescue (Support)

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work force personnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

ESF 11: Ag / Natural Resources (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 14: Long Term Recovery (Primary)

1. Provide for a systematic damage assessment process that will help to
1. Provide for a systematic damage assessment process that will help to ensure timely recovery assistance, as well as maximizing state and federal financial disaster assistance in state and Presidential declared disasters.

3. Oversee the coordination management of resources, facilities and equipment.

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

2. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

ESF 15: External Affairs (Support)

The EOC is the central point for coordination of incident information, public affairs activities, and media access to information regarding the latest developments. In the event of a potential or actual Incident of Critical Significance, the EOC is activated to coordinate County, municipal, and private-sector incident communications with the public. Major announcements, daily briefings, and incident updates from the EOC are coordinated through County Public Affairs, affected leadership, and the interagency core group prior to release. This must be closely assessed and agreed upon in the early stages of an incident by all involved in incident communications with the public. This EOC is the physical location from which public affairs professionals from organizations involved in the response work together to provide critical emergency information, media response, and public affairs functions. The EOC serves as a focal point for the coordination and dissemination of information to the public and media concerning incident prevention, preparedness, response, recovery, and mitigation.

Henry County Extension Services

ESF 11: Ag / Natural Resources (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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

**Henry County Finance Department**

ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

**Henry County Fire Department**

ESF 2: Communications (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.
5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 4: Firefighting (Primary)

Coordinate the provision of local firefighting personnel and equipment. It will also plan, coordinate, and assign any responding mutual aid resources. It additionally will coordinate those resources volunteered for ESF # 4 from other unidentified sources.

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs.

3. Assemble a complete list of available firefighting resources within Henry County and surrounding counties and municipalities that may be available for response and coordinate this information with the EOC.

4. Request volunteer and private agencies with assets to contribute those assets to response efforts.

ESF 5: Emergency Management (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 6: Mass Care (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 8: Public Health / Medical (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 9: Search and Rescue (Support)

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work forcepersonnel will.

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

3. Municipal Police and the Sheriff Office will provide security for SAR teams.

ESF 10: Hazardous Materials (Primary)

The Henry County Fire Department has the lead role in ESF#10. Team membership includes responsibilities from EMA and McDonough Fire Department.

**Henry County Fleet Services**

No responsibilities have been provided.

**Henry County Health Department**

ESF 6: Mass Care (Support)
ESF 6: Mass Care (Support)

1. Support sheltering activities with personal and facilities.
2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:
3. Shelter listings for each agency with names and numbers of each shelter manager, as available.
4. Locations of all mass feeding sites and the names of site managers.
5. Provide a system for recording incoming requests for sheltering and mass feeding, response assignments and actions taken.
6. Establish a protocol for prioritizing response activities.
7. Coordinate activities with other ESFs.
8. Maintain records of expenditures and document resources utilized during response and recovery efforts.

ESF 8: Public Health / Medical (Primary)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Provide leadership in directing, coordinating and integrating the overall county efforts to provide medical and public health assistance to the affected area.
3. Conduct initial assessment of health and medical needs.
4. Determine need for additional personnel and resources and initiate request mutual aid to EOC.
5. Coordinate and direct the activation and deployment of voluntary resources of health/medical personnel, supplies and equipment. (District PH - MRC)
6. Establish, as needed, active and passive surveillance systems for the protection of public health. (District EPI)
7. Coordinate response for:
   a. Safety of food and drugs - Food Environmental Health
   b. Mental health problems victims - DBHDD
   c. Vector control - Environmental Health
   d. Potable water/wastewater/solid waste
8. Continuously acquire and assess information about the situation; continue to identify the nature and extent of health and medical problems and establish appropriate monitoring and surveillance of the situation to obtain valid ongoing
9. Coordinate release of appropriate and timely public health information with ESF #15 to include boil water orders, safety issues, etc. The Henry County Health Department Director has the authority to warn the public of contaminated water supplies. All informational releases will be through the lead PIO in coordination with the command group.

10. Establish a protocol for prioritizing response activities.

11. Coordinate activities with other ESFs.

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

ESF 11: Ag / Natural Resources (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 14: Long Term Recovery (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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.

3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.

5. Participate in drills and exercises to evaluate local communications capability.

6. 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.

**Henry County Human Resources**

ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

**Henry County LEPC**

ESF 10: Hazardous Materials (Support)

Support Henry County Fire Department as needed in Hazmat Incidents.

**Henry County Parks and Recreation**

ESF 6: Mass Care (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:

3. Shelter listings for each agency with names and numbers of each shelter manager, as available.

4. Locations of all mass feeding sites and the names of site managers.

5. Coordinate activities with other ESFs.

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

**Henry County Police Department**

**ESF 2: Communications (Support)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

**ESF 5: Emergency Management (Support)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 9: Search and Rescue (Primary)

The Henry County Police Department is the primary agency for ESF 9. The designated EOCPolice Department Coordinator will coordinate provision of representatives on a 24-hour basis to the EOC, to insure full deployment and utilization of resources identified under ESF 9. Multidisciplinary teams will consist of team leaders, law enforcement for security problems, fire personnel and paramedics to search and treat victims, bus driver for transport, debris personnel to push back debris for team vehicle movement (debris clearance will follow search and rescue in most instances) power company and gas company personnel for emergency issues, and a building inspector/engineer for structural integrity. It must be noted that this will be the ideal and not practical or feasible in many instances. The composition of each SAR team shall be determined by the Incident Commander/SAR Coordinator.

ESF 13: Public Safety (Primary)

Recognizing that local authorities have primary responsibility for public safety and security in their jurisdiction, the primary agency will plan for, prepare, and coordinate law enforcement activities conducted in Henry County in anticipation of and during incidents of critical significance and provide guidance and direction for those agencies implementing the provisions of ESF #13.

Henry County Purchasing Department

ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

5. Coordinating and determining the availability and provision of consumable non-edible supplies stocked in distribution facilities and customer supply centers when available.
6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

**Henry County Risk Management**

No responsibilities have been provided.

**Henry County Senior Services**

No responsibilities have been provided.

**Henry County Senior Services 2**

No responsibilities have been provided.

**Henry County Sheriff Department**

**ESF 2: Communications (Support)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.
2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

**ESF 9: Search and Rescue (Support)**

1. Agencies participating in SAR will rely on ESF3 to provide food and water to support operations, just as other critical work force personnel will.

2. The local SAR leaders will coordinate with ESF 3 for assistance in completing any structural shoring required to ensure the safety of the teams.
3. Municipal Police and the Sheriff Office will 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.

Henry County Technology Services

ESF 7: Resource Support (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for and prioritize the deployment of services based on your area of responsibility.

3. Locating, procuring, and issuing resources to other County agencies for use in emergency operations necessary to support the County EOP or to promote public safety.

4. Locating and coordinating the use of available space for incident management activities.

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

6. Procuring required stocks from vendors or suppliers when County items are not available.

7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies.

Henry County Transit

ESF 1: Transportation (Support)

1. Henry County Transit will coordinate with the BOE in directing transportation resources and prioritizing the needs for transportation services.

2. Immediately following an Incident of Critical Significance, Henry County Transit will assist the BOC with assessing the overall status of the transportation system within the county and begin determination of potential needs and resources.

Henry County Water & Sewer Authority
ESF 3: Public Works / Engineering (Support)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

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

Locust Grove Police

ESF 2: Communications (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.

2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.

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

4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.

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

6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

ESF 5: Emergency Management (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

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

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

4. Participate in drills and exercises to evaluate local capability.

5. 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.

ESF 9: Search and Rescue (Support)

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical workforce personnel will.

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

3. Municipal Police and the Sheriff Office will 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.

McDonough Fire Department

ESF 4: Firefighting (Support)

1. Local fire departments, as listed under Support Agencies, will coordinate through ESF # 4 by forwarding their requests for mutual aid firefighting assistance to the EOC ESF # 4 Coordinator during an incident of critical significance or other activation of the EOC.

2. During activation, McDonough Fire Department will serve as a support agency of ESF # 4 and, as staffing allows, will coordinate State resources as needed and request by ESF#4.

3. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

4. Assess the need for and prioritize the deployment of services based on available resources and critical needs.

5. Assemble a complete list of available firefighting resources within Henry County and surrounding counties and municipalities that may be available for response and coordinate this information with the EOC.

6. Request volunteer and private agencies with assets to contribute those assets to response efforts.
ESF 5: Emergency Management (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

ESF 6: Mass Care (Support)

1. Support sheltering activities with personnel and facilities, specifically through contractual agreement between the Henry County Board of Education (BOE) and the American Red Cross.
2. Provide security at BOE facility shelters as required.

ESF 10: Hazardous Materials (Support)

Support Henry County Fire Department as needed in Hazmat Incidents.

McDonough Police

ESF 2: Communications (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support the Primary Agency.
2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.
3. Assemble a list of communications assets available to support the recovery and coordinate this information with the EOC.
4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.
5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
6. Participate in drills and exercises to evaluate local communications capability.

7. 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.

**ESF 5: Emergency Management (Support)**

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Identify and provide staff representatives to support the ESF and other operational information related to these activities.
3. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
4. Participate in drills and exercises to evaluate local capability.
5. 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.

**ESF 9: Search and Rescue (Support)**

1. Agencies participating in SAR will rely on ESF7 to provide food and water to support operations, just as other critical work forcepersonnel will.
2. The local SAR leaders will coordinate with ESF 3 for assistance in completing any structural shoring required to ensure the safety of the teams.
3. Municipal Police and the Sheriff Office will 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.

**Piedmont Henry Hospital**

**ESF 6: Mass Care (Support)**

1. Assist in locating health and welfare workers to augment personnel assigned to shelters.
2. Support disaster mental health services;
3. Provide technical assistance for shelter, feeding and warehouse operations
related to food, vector control, water supply and waste disposal; and

4. Assist with the provision of medical and first aid supplies for shelters and first aid stations.

ESF 8: Public Health / Medical (Support)

1. Coordinate the notification, information, update and evacuation assistance to medical facilities within the county both pre- and postimpact.

2. Develop an emergency and disaster plan that address preparedness and response to hurricane threats for their residents. These plans should include:
   a. The degree of shutdown operations and evacuation of facilities.
   b. Process to cancel elective surgery, discharge patients for whom care would not be compromised, transfer patients who could be moved to safer facilities and make special arrangements for those patients whose condition will not allow transfer or evacuation. Psychiatric and mental health facilities will be expected to transfer their patients and staff to safer locations.

3. Develop evacuation and/or care plans for those patients who are receiving home health care through the hospital or its affiliates.

Snapping Shoals EMC

ESF 12: Energy (Support)

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Assess the need for 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 additional private sector support as required.

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

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

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

6. Participate in drills and exercises to evaluate local capability.

7. 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.

8. Coordinate with each Support Agency through at least quarterly meetings to
ensure planning functions are carried out to support this ESF.

9. Oversee the coordination management of resources, facilities and equipment.

10. Develop maintenance and protection arrangements for consolidated energy and utility response and recovery.

11. Make contact with electric, gas, telephone, water, utilities and industry coordinating groups serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation.

12. Monitor the procedures followed by the individual utilities during a generating capacity shortage on their systems and the procedures followed by all utilities to ensure coordinated statewide action and communication.

13. Coordinate with industry trade groups and associations to obtain needed fuel supplies.

14. Coordinate the following activities:
   a. Electric generating capacity;
   b. Expected electric peak load;
   c. Geographic areas and number of customers that are expected to be most severely impacted, if available;
   d. Status of major generating unit outages;
   e. Expected duration of event;
   f. Explanations of utilities planned actions; and recommendations of agency actions in support of the utilities.
   g. Maintain records of expenditures and document resources utilized during response and recovery efforts.

**Stormwater Maintenance**

**ESF 3: Public Works / Engineering (Support)**

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.

2. Oversee the coordination management of resources, facilities and equipment.

3. Develop maintenance and protection arrangements for consolidated public works and engineering response and recovery.

4. Maintain records of expenditures and document resources utilized during response and recovery efforts.
Map of GEMA Areas

GEMA Field Coordinator Areas
July 1, 2015

Field Coordinators
1: C.J. Worden - charles.worden@gema.ga.gov
2: Frank Maneer - frank.maneer@gema.ga.gov
3: Gordon Lowe - gordon.lowe@gema.ga.gov
4: Jason Ritter - jason.ritter@gema.ga.gov
5: Kristen Higgs - kristen.higgs@gema.ga.gov
6: Tim Reave - tim.reave@gema.ga.gov
7: Sheri Russo - sherri.russo@gema.ga.gov
8: Diane Adams - diane.adams@gema.ga.gov

For Map Updates - (404) 635-7212
## Hazmat Facility Details

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airgas Carbonic</td>
<td>387 Hudson Bridge</td>
<td>Stockbridge</td>
<td>30281</td>
<td>770-389-4929</td>
<td></td>
</tr>
<tr>
<td>AmeriGas McDonough</td>
<td>1660 S Zack Hinton Parkway</td>
<td>McDonough</td>
<td>30253</td>
<td>770-914-8105</td>
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<tr>
<td>Atlanta SEI-75 American Tower Corp #9018</td>
<td>287 Green Cir</td>
<td>McDonough</td>
<td>30252</td>
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<tr>
<td>Atlas Cold Storage</td>
<td>1420 Greenwood Rd</td>
<td>McDonough</td>
<td>30253</td>
<td>678-432-6729</td>
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</tr>
<tr>
<td>Behr Process Corporation</td>
<td>130 Declaration Drive</td>
<td>McDonough</td>
<td>30253</td>
<td>678-583-6405</td>
<td></td>
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<td>Briggs &amp; Stratton Yard Power Products</td>
<td>535 Macon Rd</td>
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<td>Corbin Gas</td>
<td>848 Dailey Mill Road</td>
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<td>30253</td>
<td>770-964-1316</td>
<td>770-473-1392</td>
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<tr>
<td>Company Name</td>
<td>Address</td>
<td>City</td>
<td>Zip</td>
<td>Phone</td>
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<td>CW Matthews Contracting Co Inc Plant 63</td>
<td>124 Rock Quarry Rd</td>
<td>Stockbridge</td>
<td>30281</td>
<td>770-422-7520</td>
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<td>ECO Lab Inc.</td>
<td>261 Highway 155 South</td>
<td>McDonough</td>
<td>30253</td>
<td>770-954-4521</td>
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<tr>
<td>EcoLab- Liberty Warehouse</td>
<td>130 Liberty Industrial Drive</td>
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<td>30253</td>
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<tr>
<td>Ken's Foods Inc.</td>
<td>155 King Mill Road</td>
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<td>30253</td>
<td>770-898-8000</td>
<td>770-898-0510</td>
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<tr>
<td>KIK (Georgia) Inc</td>
<td>75 Pine View Drive</td>
<td>Hampton</td>
<td>30228</td>
<td>770-946-4533</td>
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<tr>
<td>Locust Grove Concrete Plant</td>
<td>110 Michaels Drive</td>
<td>McDonough</td>
<td>30252</td>
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<tr>
<td>North Atlanta Ready Mix</td>
<td>500 S Lee Street</td>
<td>Stockbridge</td>
<td>30281</td>
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<tr>
<td>Pep Boys McDonough Distribution Center</td>
<td>55 Liberty Industrial Pkw</td>
<td>McDonough</td>
<td>30253</td>
<td>770-957-7337</td>
<td>770-957-7311</td>
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</table>

HazMat Facilities

Henry 196
Pep Boys Surplus DC (leased)
Address: 3000 Hayworth Parkway
City: McDonough
Zip: 30253
Phone: 770-957-7337
Fax:

Ruan Leasing Company
Address: 550 Highway 155
City: McDonough
Zip: 30253
Phone: 800-678-3210
Fax:

Stockbridge Concrete Plant
Address: 140 Rock Quarry Rd
City: Stockbridge
Zip: 30281
Phone: 404-293-0090
Fax:

The Goodyear Tire & Rubber Company
Address: 100 Business Center Drive
City: Stockbridge
Zip: 30281
Phone: 678-284-6100
Fax:

Thomas Concrete Stockbridge Plant #2100
Address: 605 Rock Quarry Rd
City: Stockbridge
Zip: 30281
Phone: 404-225-1976
Fax:

Towaliga Water Treatment Facility
Address: 1147 Indian Creek Rd
City: Locust Grove
Zip: 30248
Phone: 770-957-6659
Fax:

Williams Gas Pipeline- Transco Station 120
Address: 683 Valley Hill Rd
City: Stockbridge
Zip: 30281
Phone: 770-474-7306
Fax: 770-507-4262

Wm. J. Hooper Filter Plant
Address: 55 Oakdale Drive
City: Stockbridge
Zip: 30281
Phone: 770-474-7674
Fax:
<table>
<thead>
<tr>
<th>Company</th>
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<th>Phone</th>
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<tr>
<td>Yancey Bros. Co.</td>
<td>187 Interstate South Drive</td>
<td>McDonough</td>
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<tr>
<td>ZTL ARTCC</td>
<td>299 Woolsey Rd</td>
<td>Hampton</td>
<td>30228</td>
<td>770-210-7615</td>
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## Emergency Shelter Details

**JP Mosely**  
Address: 1041 Miller's Mill Rd  
City: Stockbridge  
Zip: 30281  
Contact: Reggie Ammons  
Phone: 770-288-7311  
Max Capacity: 200  
Size:  
Shower: N  
Bathroom:  
Cook: Y  
Handicap: Y  
Animals: Y  
24 Hour: Y

**Fairview Recreation Center**  
Address: 35 Austin  
City: Stockbridge  
Zip: 30281  
Contact: James Martin  
Phone: 770-288-7314  
Max Capacity: 175  
Size:  
Shower: N  
Bathroom: Y  
Cook: Y  
Handicap: Y  
Animals: Y  
24 Hour: Y

**Locust Grove Recreation Center**  
Address: 10 Cleveland  
City: Locust Grove  
Zip: 30248  
Contact: Terry Nash  
Phone: 770-288-7295  
Max Capacity: 125  
Size:  
Shower: Y  
Bathroom: Y  
Cook: Y  
Handicap:  
Animals: Y  
24 Hour: Y
<table>
<thead>
<tr>
<th>Agency Contact Information</th>
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**Local Agencies**

**Amateur Radio Emergency Services**
Address: 526 Industrial Blvd  
City: Mcdonough  
Zip: 30253  
Phone: 404-406-3733  
Fax:  
Website:

**American Red Cross**
Address: 1955 Monroe Drive NE  
City: Atlanta  
Zip: 30324  
Phone: 404-870-3302  
Fax: 404-575-3084  
Website: www.redcross.org/local/georgia/locations/atlanta

**Central Georgia EMC**
Address: 923 South Mulberry St  
City: Jackson  
Zip: 30233  
Phone: 1-888-438-2427  
Fax:  
Website: www.cgemc.com

**Charter Communications**
Address: 1920 Brannan Rd  
City: Mcdonough  
Zip: 30253  
Phone: 1-800-614-7903  
Fax:  
Website: www.charter.com

**City of Hampton**
Address: 17 W Main St  
City: Hampton  
Zip: 30228  
Phone: 770-946-4306  
Fax: 7709464356  
Website: www.hampton.georgia.gov

**City of Hampton Public Works**
Address: 233 Richard Petty Blvd  
City: Hampton  
Zip: 30228  
Phone: 770-946-3234  
Fax: 770-946-3062  
Website: info@cityofhampton-ga.gov
City of Locust Grove
Address: 3644 Highway 42
City: Locust Grove
Zip: 30248
Phone: 770-957-5043
Fax: 770-954-1223
Website:

City of Locust Grove Public Works
Address: 3644 Highway 42
City: Locust Grove
Zip: 30248
Phone: 770-957-5048
Fax:
Website: www.locustgrove-ga.gov

City of McDonough
Address: 136 Keys Ferry Street
City: Mcdonough
Zip: 30253
Phone: 770-957-3915
Fax:
Website:

City of McDonough Public Works
Address: 136 Keys Ferry Street
City: Mcdonough
Zip: 30253
Phone: 770-957-3915
Fax:
Website: www.mcdonoughga.org

City of Stockbridge
Address: 4640 North Henry Blvd
City: Stockbridge
Zip: 30281
Phone: 770-389-7901
Fax: 770-389-7912
Website: www.cityofstockbridge.com

City of Stockbridge Public Works
Address: 351 Taylor Dr
City: Stockbridge
Zip: 30281
Phone: 770-474-0972
Fax: 770-474-2228
Website: www.cityofstockbridge.ga.gov

Connecting Henry
Address: 333 Phillips Drive
City: Mcdonough
Zip: 30253
Phone: 770-288-6230
Fax: 770-288-6234
Website: www.co.henry.ga.us/ConnectingHenry

Agency Contact Information 201
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<tr>
<th>Agency</th>
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<tbody>
<tr>
<td>GEMA</td>
<td>PO Box 669112</td>
<td>Marietta</td>
<td>30066</td>
<td>404-290-9105</td>
<td></td>
<td><a href="http://www.gema.ga.us">www.gema.ga.us</a></td>
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<tr>
<td>Georgia Department of Agriculture</td>
<td>19 Martin Luther King Jr. Drive SW</td>
<td>Attapulgus</td>
<td>30334</td>
<td>404-463-1081</td>
<td>404-656-4894</td>
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<tr>
<td>Georgia Power</td>
<td>241 Ralph McGill Boulevard NE</td>
<td>Atlanta</td>
<td>30308</td>
<td>404-506-6526</td>
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<td><a href="http://www.georgiapower.com">www.georgiapower.com</a></td>
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<tr>
<td>Georgia Department of Transportation</td>
<td>115 Transportation Blvd</td>
<td>Thomaston</td>
<td>30286</td>
<td>770-954-2011</td>
<td></td>
<td><a href="http://www.dot.state.ga.us">www.dot.state.ga.us</a></td>
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<tr>
<td>Hampton Police Department</td>
<td>4 McDonough St</td>
<td>Hampton</td>
<td>30228</td>
<td>770-946-4513</td>
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<td><a href="http://www.cityofhampton-gov.ga">www.cityofhampton-gov.ga</a></td>
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<tr>
<td>Henry County AirPort</td>
<td>474- Speedway Blvd</td>
<td>Hampton</td>
<td>30228</td>
<td>770-288-7834</td>
<td>770-288-7828</td>
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<tr>
<td>Agency</td>
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<tr>
<td>Henry County Animal Control</td>
<td>527 Hampton Road</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-7387</td>
<td>770-288-7432</td>
<td><a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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<tr>
<td>Henry County Board of Commissioners</td>
<td>140 Henry Parkway</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-6000</td>
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<td><a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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<tr>
<td>Henry County Board of Education</td>
<td>33 North Zack Hinton Parkway</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-6051</td>
<td>7708987912</td>
<td><a href="http://www.henry.k12.ga.us">www.henry.k12.ga.us</a></td>
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<tr>
<td>Henry County Building Department</td>
<td>140 Henry Parkway</td>
<td>Mcdonough</td>
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<td>770-288-6051</td>
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<td><a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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<td>Henry County CERT</td>
<td>526 Industrial Blvd</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-7877</td>
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<td><a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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<td>Henry County Coroner</td>
<td>526 Industrial Blvd</td>
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<td>30253</td>
<td>770-288-7341</td>
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<td>Henry County Counseling Center</td>
<td>139 Henry Parkway</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-358-8400</td>
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<td><a href="http://www.mctrail.org">www.mctrail.org</a></td>
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**Henry County Department of Family Children Svcs**
Address: 125 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 770-954-2014  
Fax:  
Website: www.dfcs.dhs.georgia.gov

**Henry County Department of Transportation**
Address: 533 Hampton Road  
City: McDonough  
Zip: 30253  
Phone: 7702887623  
Fax: 7702887683  
Website: www.co.henry.ga.us

**Henry County Developmental Disabilities Service**
Address: 672 Industrial Blvd  
City: McDonough  
Zip: 30253  
Phone: 770-358-8346  
Fax:  
Website: www.mctrail.org

**Henry County Emergency Communications**
Address: 526 Industrial Blvd  
City: McDonough  
Zip: 30253  
Phone: 770-288-7865  
Fax: 770-954-2876  
Website: www.co.henry.ga.us

**Henry County Emergency Management Agency**
Address: 526 Industrial Blvd  
City: McDonough  
Zip: 30253  
Phone: 770-288-7865  
Fax: 770-954-2876  
Website: www.co.henry.ga.us

**Henry County Extension Services**
Address: 97 Lake Dow Rd  
City: McDonough  
Zip: 30253  
Phone: 770-288-8421  
Fax: 770-288-8445  
Website: www.co.henry.ga.us

**Henry County Finance Department**
Address: 140 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 770-288-6000  
Fax: 770-288-6047  
Website: www.co.henry.ga.us
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<td>Henry County Fire Department</td>
<td>110 S Zack Hinton Parkway</td>
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<td>Henry County Fleet Services</td>
<td>121 Workcamp Road</td>
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<td>770-288-6778</td>
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<td>Henry County Health Department</td>
<td>135 Henry Parkway</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-6136</td>
<td>770-954-2269</td>
<td><a href="http://www.health.state.ga.us">www.health.state.ga.us</a></td>
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<td>Henry County Human Resources</td>
<td>140 Henry Parkway</td>
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<td><a href="http://www.lepc.co.henry.ga.us">www.lepc.co.henry.ga.us</a></td>
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<td>Henry County Parks and Recreation</td>
<td>100-A Windy Hill Road</td>
<td>Mcdonough</td>
<td>30253</td>
<td>770-288-7300</td>
<td>770-288-7288</td>
<td><a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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<td>Henry County Police Department</td>
<td>108 S Zack Hinton Parkway</td>
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Henry County Purchasing Department  
Address: 140 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 7702886033  
Fax: 7702886047  
Website: www.co.henry.ga.us

Henry County Risk Management  
Address: 140 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 770-288-6418  
Fax: 770-288-6444  
Website: www.co.henry.ga.us

Henry County Senior Services  
Address: 1050 Florence McGarity Blvd.  
City: McDonough  
Zip: 30252  
Phone: 770-288-7001  
Fax: 770-288-7019  
Website: www.co.henry.ga.us

Henry County Senior Services 2  
Address: 600 Spraggins Memorial Pky  
City: Stockbridge  
Zip: 30281  
Phone: 770-288-7002  
Fax:  
Website: www.co.henry.ga.us

Henry County Sheriff Department  
Address: 120 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 770-288-7070  
Fax: 770-288-7094  
Website: www.henrycountysheriff.net

Henry County Technology Services  
Address: 140 Henry Parkway  
City: McDonough  
Zip: 30253  
Phone: 770-288-6848  
Fax: 770-288-6860  
Website: www.co.henry.ga.us

Henry County Transit  
Address: 530 Industrial Blvd  
City: McDonough  
Zip: 30253  
Phone: 770-288-7433  
Fax: 770-288-7440  
Website: www.co.henry.ga.us
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<tr>
<td><strong>Henry County Water &amp; Sewer Authority</strong></td>
</tr>
<tr>
<td>Address: 1695 Hwy 20</td>
</tr>
<tr>
<td>City: Mcdonough</td>
</tr>
<tr>
<td>Zip: 30253</td>
</tr>
<tr>
<td>Phone: 770-957-6659</td>
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<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Website: <a href="http://www.hcwsa.com">www.hcwsa.com</a></td>
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<tr>
<td><strong>Locust Grove Police</strong></td>
</tr>
<tr>
<td>Address: 79 Frances Ward Dr</td>
</tr>
<tr>
<td>City: Locust Grove</td>
</tr>
<tr>
<td>Zip: 30248</td>
</tr>
<tr>
<td>Phone: 770-957-7055</td>
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<tr>
<td>Fax: 678-583-3588</td>
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<tr>
<td>Website: <a href="http://www.locustgrove-ga.gov">www.locustgrove-ga.gov</a></td>
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<tr>
<td><strong>McDonough Fire Department</strong></td>
</tr>
<tr>
<td>Address: 88 Keys Ferry St</td>
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<tr>
<td>City: Mcdonough</td>
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<tr>
<td>Zip: 30253</td>
</tr>
<tr>
<td>Phone: 770-957-1333</td>
</tr>
<tr>
<td>Fax: 678-432-0400</td>
</tr>
<tr>
<td>Website: <a href="http://www.mcdonough.ga.gov">www.mcdonough.ga.gov</a></td>
</tr>
<tr>
<td><strong>McDonough Police</strong></td>
</tr>
<tr>
<td>Address: 50 Lawrenceville Street</td>
</tr>
<tr>
<td>City: Mcdonough</td>
</tr>
<tr>
<td>Zip: 30253</td>
</tr>
<tr>
<td>Phone: 770-957-1218</td>
</tr>
<tr>
<td>Fax: 770-957-8888</td>
</tr>
<tr>
<td>Website: <a href="http://www.mcdonoughga.org">www.mcdonoughga.org</a></td>
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<tr>
<td><strong>Piedmont Henry Hospital</strong></td>
</tr>
<tr>
<td>Address: 1133 Eagle's Landing Parkway</td>
</tr>
<tr>
<td>City: Stockbridge</td>
</tr>
<tr>
<td>Zip: 30281</td>
</tr>
<tr>
<td>Phone: 678-604-1000</td>
</tr>
<tr>
<td>Fax: 678-604-5151</td>
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<tr>
<td>Website: <a href="http://www.piedmonthenry.org">www.piedmonthenry.org</a></td>
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<tr>
<td><strong>Snapping Shoals EMC</strong></td>
</tr>
<tr>
<td>Address: 14750 Brown Bridge Rd</td>
</tr>
<tr>
<td>City: Covington</td>
</tr>
<tr>
<td>Zip: 30016</td>
</tr>
<tr>
<td>Phone: 770-786-3484</td>
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<tr>
<td>Fax: 770-385-2720</td>
</tr>
<tr>
<td>Website: <a href="http://www.ssemc.com">www.ssemc.com</a></td>
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<tr>
<td><strong>Stormwater Maintenance</strong></td>
</tr>
<tr>
<td>Address: 120 Workcamp Rd</td>
</tr>
<tr>
<td>City: Mcdonough</td>
</tr>
<tr>
<td>Zip: 30253</td>
</tr>
<tr>
<td>Phone: 770-288-7246</td>
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<td>Fax: 770-288-7257</td>
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<tr>
<td>Website: <a href="http://www.co.henry.ga.us">www.co.henry.ga.us</a></td>
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### Local Government
### State-Wide Contacts
### Media Contacts

<table>
<thead>
<tr>
<th>Media Name</th>
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<th>Contact Name</th>
<th>Office Phone</th>
<th>Cell Phone</th>
<th>Fax</th>
<th>Email</th>
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<tbody>
<tr>
<td>11 Alive</td>
<td>Television</td>
<td>Assignment Desk</td>
<td>404-873-9114</td>
<td></td>
<td></td>
<td><a href="mailto:news11alive@yahoo.com">news11alive@yahoo.com</a></td>
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Media Type: Television
Contact Name: 
Office Phone: 
Cell Phone: 
Fax: 
Email: cbs46news@cbs46.com

Media Name: WSB TV 2
Media Type: Television
Contact Name: Assignment Desk
Office Phone: 
Cell Phone: 
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Email: assignmentdesk@wsbtv.com

Media Name: WSB TV Channel 2
Media Type: Television
Contact Name: 
Office Phone: 
Cell Phone: 
Fax: 
Email: newstip@wsbtv.com

Media Name: WXIA
Media Type: Television
Contact Name: J. Leslie
Office Phone: 
Cell Phone: 
Fax: 
Email: jleslie@wxia.gannett.com

Other Contacts

Henry County CERT
Jurisdiction: Henry County
Category: Volunteers
Address: 526 Industrial Blvd
City: McDonough
Zip: 30253
Contact Name: Don Ash
Title: Director
Office Phone: 770-288-7870
Fax: 770-954-2876
Radio Model: 
Radio Number: 
Email: dash@co.henry.ga.us
Website: 
Media Type: 
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Bathroom: N
Cook: N
Handicap: N
Animals: N
24 Hour Access: N
Support Annexes
Henry County
Emergency Management Agency
Snow and Ice Plan

Annex to:

Henry County Emergency Operations Plan

2016
The Henry County Snow and Ice Plan contain information needed by local planners and response personnel.

This Snow and Ice document is an adoption of the appendix to the State of Georgia Emergency Operations Plan and is consistent with the National Incident Management System.
INTRODUCTION

Purpose

The purpose of the Snow and Ice Annex is to coordinate activities among local agencies to prepare for, respond to, and recover from a significant snow and ice event that impacts Georgia.

Scope & Applicability

The Snow and Ice Annex develops a framework for Henry County to prepare for, respond to, and recover from a significant snow or ice weather event. This plan provides an overview of protective actions taken by local level organizations. The plan presents operational strategies for preparedness (pre-season and during an imminent threat), coordination efforts during response, state-level support and resource allocation, logistical support, and recovery operations.

A significant snow and ice weather event typically affects multiple counties and can even span multiple states. Due to this scale of impact, this plan may be activated when:

(a) snow and ice accumulation are anticipated to impact multiple counties such that emergency response cannot be effectively performed within each county, or cannot be successfully met by county mutual aid resources, requiring assistance from the GEM; OR
(b) one or more of the following products are issued by the National Weather Service for any area in Georgia:

Winter Storm Watch: Issued when there is at least a 50 percent chance for winter storm conditions occurring in the next 12 to 48 hours. Winter storm conditions include an accumulation of at least a half inch of sleet, and/or a significant accumulation (1/4 inch or more) of ice due to freezing rain, and/or heavy snow accumulation. Snow accumulations must be at least 2 inches (except 3 inches in the Northeast Georgia Mountains) within a 12-hour period, or at least 4 inches in a 24-hour period.

Winter Storm Warning: Issued when there is at least an 80 percent chance for winter storm conditions occurring within the next 24 hours. Winter storm conditions include an accumulation of at least a half inch of sleet, and/or a significant accumulation (1/4 inch or more) of ice due to freezing rain, and/or heavy snow accumulation. Snow accumulations must be at least 2 inches (except 3 inches in the Northeast Georgia Mountains) within a 12-hour period, or at least 4 inches in a 24-hour period.

Ice Storm Warning: Issued when there is at least an 80 percent chance that freezing rain will result in the accumulation of at least 1/4 inch of ice within the next 24 hours.

Blizzard Watch: Issued when there is at least a 50 percent chance for blizzard conditions within the next 12 to 48 hours. Blizzard conditions consist of sustained wind
speeds (or gusts) of at least 35 mph, and considerable falling or blowing snow causing a reduction of visibilities to less than 1/4 mile for at least 3 hours.

Blizzard Warning: Issued when there is at least an 80 percent chance that wind and snow will combine to produce blizzard conditions within the next 24 hours. Blizzard conditions consist of sustained wind speeds (or gusts) of at least 35 mph, and considerable falling or blowing snow causing a reduction of visibilities to less than 1/4 mile for at least 3 hours.

Situation Overview

Historically, snow and ice events have impacted north Georgia’s higher elevations more frequently. Due to north Georgia’s enhanced risk for winter weather, the northernmost counties are typically better equipped to address snow or ice events on a local level. Significant snow and ice accumulation, however, has threatened central and south Georgia as well. Because these regions experience winter weather less frequently, any winter storm is considered a high-impact event.

In early January 2011, a major winter storm hit north and central Georgia. On Sunday, January 9th, mid-level rain and snow fell into cold surface air, evaporating and causing surface temperatures to cool further. By late evening on the 9th, a mix of rain, sleet, and snow began to fall across north and central Georgia, with accumulation of up to two inches. Between 10 pm and midnight on Sunday, an intense band of snowfall fell along and north of the I-20 corridor. In north Georgia, snowfall accumulation was 8 to 10 inches; in central Georgia, snowfall ranged from 6 to 8.5 inches. Though the snow stopped falling by mid-day Monday, temperatures hovered around the freezing mark, and persistent freezing drizzle and rain caused significant ice accumulation across north and central Georgia. Despite de-icing efforts by local and State Departments of Transportation, roads that had begun to melt subsequently re-froze overnight. Temperatures remained below freezing for several hours, making driving conditions very dangerous. Numerous vehicles were stranded on interstates and arterials. Most public and private schools, colleges, and universities remained closed for much of the week. Because most roads were impassable, many people were confined to their homes, unable to travel to their places of employment.

As the potential for snow and ice pose a hazard to Georgia each winter, this plan is intended to help Georgia organize local-level response procedures to mitigate the impact of such an event. While large-scale loss of life or property do not typically occur during winter storms, conditions can quickly become dangerous. Stranded motorists or those caught outside during the storm face great threats in reaching help. The potential loss of power, gas and other utilities on a large scale has far-reaching effects, including the loss of heating sources, freezing and bursting of pipes, and potential spoilage of food and other critical sustenance. Widespread power outages may have spillover effects for communications, creating great difficulty in coordinating emergency response. Icy roads
contribute to dangerous driving conditions for the general public as well as emergency responders. This lack of mobility causes a range of issues, including the inability of hospitals or other critical service facilities to obtain food or medical supplies; the inability to obtain additional fuel supplies to operate generators; and difficulty in reaching vulnerable populations or transporting vulnerable populations to shelters.

Georgia typically will have three to five days advance notice of a potential snow and ice event, allowing state agencies and partners to begin planning for response. The agencies and partners most critical to response efforts during a snow and ice event include (but are not limited to):

ESF 1 (Transportation): DOT, Transit

ESF 2 (Communications): Henry County Communications, Henry County PIO

ESF 3 (Public Works and Engineering): All City Public Works, Stormwater, Henry County Water & Sewer

ESF 4 (Firefighting): Henry County Fire Department, McDonough Fire Department

ESF 5 (Emergency Management): Henry County EMA, GEMA

ESF 6 (Mass Care, Emergency Assistance, Housing & Human Services): Henry County DFSC, American Red Cross; Piedmont Henry Hospital

ESF 7 (Logistics Management & Resource Support): HCEMA, GEMA

ESF 8 (Public Health & Medical Services): Henry County Public Health, American Red Cross; Coroner

ESF 9 (Search, Rescue & Recovery): Henry County PD, CERT,

ESF 11 (Agriculture& Natural Resources): Henry County Animal Control

ESF 12 (Energy): Georgia Power, Snapping Shoals, Georgia EMC, Central Georgia

ESF 13 (Public Safety & Security): Henry County Police Department, McDonough Police Department, Locust Grove Police Department, Hampton Police Department

ESF 15 (External Affairs): Henry County EMA, Henry County BOC, Henry County BOE
Planning Assumptions

A. This plan supports local jurisdictions’ plans to address snow and ice hazards.
B. Winter storms may fluctuate in coverage and intensity. These storms may become severe with little warning.
C. A winter storm typically will affect multiple counties and possibly span numerous regions throughout the state. The severity of impacts may vary locally due to excessive snow or ice accumulation in certain areas; the presence of vulnerable populations; the location of critical facilities impacted by the snow and ice; or the isolation of certain communities, which may stymie emergency response efforts. In preparing to respond these events, agency and ESF representatives should plan for a variety of impacts, including (but not limited to):
   - Widespread power outages (and the subsequent need for power generators at hospitals, nursing homes, and other critical facilities);
   - Communication networks that may fail due to power outages or ice on equipment;
   - Water treatment facilities and transport networks that may be shut down
   - Groceries and other goods that may be at risk of depletion if interstate highways are too hazardous for freight traffic (an especially critical consideration for hospitals, which typically stock just a few days of food and medical supplies);
   - The possibility of opening warming shelters, depending on the severity of the storm and duration of impacts
D. Most citizens will be made aware of the threat of a winter storm through a variety of means, including Henry County Public Information Officer; the National Weather Service, The Weather Channel, and other outlets for weather news; local TV news broadcasts; local newspapers; and Emergency Alert System broadcasts.

CONCEPT OF OPERATIONS

Due to the magnitude of significant snow and ice events, Henry County will be prepared to coordinate local resources in advance of a major winter storm. As all disasters are local, Henry County shall attempt to address emergency needs within its jurisdiction, potentially seeking mutual aid from neighboring counties. However, due to a number of critical factors, including the potential limited supply of snow and ice removal equipment within the State and counties; the winter storm’s impact on regional roads and interstate highways; and the overwhelming requests for assistance anticipated across a wide area, Henry County will be prepared to coordinate response and allocate critical resources on a local level. As with any emergency, the Chairman may declare a State of Emergency to coordinate the local response, if necessary.
Preparedness Activities

In order to ensure the most effective response to a winter storm, local agencies will participate in key preparedness initiatives prior to the cold weather season.

A. Henry County Fleet Services
   a. Update inventory of all four-wheel drive vehicles among all city and county government agencies.

B. Henry County Public Health
   a. Coordinate with inspection (Environmental Health) in opening Shelters.
   b. Provide nursing support IF American Red Cross request assistance
   c. Coordinate with District Office and / or Regional Coalition Hospitals for resources (cots, blankets, generators, etc…) or patient placement

C. Department of Transportation
   a. In the pre-season, verify that adequate snow and ice removal supplies are on hand.
   b. Establish or renew contracts with private contractors that specialize in snow and ice removal.
   c. Develop plan for assigning crew and/or contractors to specific corridors for snow and ice removal.
   d. Review road treatment/clearing prioritization plans, especially with regard to public safety, public health, and public works facilities, and local government critical facilities, that are adjacent to local and state roads or interstate/intrastate commerce routes.

D. Henry County Emergency Management Agency
   a. Conduct pre-season briefings among ESF partners.
   b. In coordination with ESF 2 partners, update the status of communications infrastructure and networks, and assess the readiness of available state communication cache assets for potential issuance/field use.
   c. Maintain the local Emergency Operations Center.
Response Activities

During a major snow or ice event, the following agencies will have key responsibilities critical to emergency response. Note that during the response, changing conditions may warrant that these organizations participate in additional duties beyond the scope of those listed here.

A. Henry County Department of Family and Children Services
   a. Be prepared to support local shelters.
   b. Be prepared to support local feeding centers.
   c. Be prepared to support local warming centers.
   d. Staff the Henry County Emergency Operations Center under ESF 6 to coordinate response efforts among partner agencies.

B. Henry County Public Health
   a. Coordinate with medical facilities and EMS units on planned operations during the snow and ice event.
   b. Coordinate with Georgia Department of Human Services on potential special medical needs during sheltering operations.
   c. Verify that status of medications on-hand within the State.
   d. Utilize the county-level medical special needs registries to contact special needs residents and their caregivers.
   e. Coordinate with area hospitals on requests for assistance related to the winter storm.
   f. Staff the State Operations Center under ESF 8 to coordinate response efforts among partner agencies.

C. Henry County Public Safety
   a. Escort emergency responders as needed on state roadways.
   b. Assist with security, road blockage, detours, or other response operations as needed.
   c. Coordinate with Henry County Department of Transportation to assist with security of snow and ice removal crews and equipment; road blockage or detour operations; and other strategic operations related to the removal of snow and ice from local / state roadways.
   d. Provide security and support for other response operations as needed among local partners and in local jurisdictions (sheltering, critical transportation, etc.).
e. Provide spot reports on road conditions.
f. Staff the Henry County Emergency Operations Center under ESF 13 to coordinate response efforts among partner agencies.

D. Henry County Department of Transportation
   a. Ensure adequate staffing within DOT for snow and ice removal in anticipation of operational periods.
   b. Activate contracts with private parties for snow and ice removal operations.
   c. Enact all snow and ice removal policies, including shift change and assignment procedures.
   d. Disseminate road conditions through ESF 15.
   e. Staff the Henry County Emergency Operations Center under ESF 1 to coordinate response efforts among partner agencies.

E. Henry County Emergency Management Agency
   a. Provide briefings and updates to the County Manager, Chairman
   b. If appropriate, recommend that the Chairman declare a local state of Emergency for the snow and ice event.
   c. Prior to the onset of the winter storm, contact local agencies that possess four-wheel drive vehicles (as indicated by the inventory); advise the agencies to ensure that the vehicles are being properly maintained, and to prepare to re-locate the vehicles to sites strategic to response (as directed by the Henry County Emergency Operations Center, in coordination with Department of Transportation).
   d. Process requests for assistance from counties.
   e. Maintain appropriate staffing levels and oversee all essential command and control processes.
   f. Staff the Henry County Emergency Operations Center under ESF 7 to coordinate response efforts among partner agencies and state vendors.
   g. Coordinate the dissemination of public information regarding the snow and ice event.
   h. Prior to the onset of the winter storm, coordinate with ESF 2, ESF 7, and ESF 3 partners to position power generators at commercial and local-owned communications sites
   i. Facilitate coordination calls among response partners
   j. Provide the status and location of all local-owned four-wheel drive vehicles upon activation
   k. Serve as the liaison to local vendors as necessary
The agencies listed above do not represent an inclusive list of local-level responders; it is anticipated that almost all ESFs will be activated, encompassing a variety of additional agencies and private sector partners. The agencies with highlighted responsibilities, rather, are considered key to the restoration of critical infrastructure and networks, or play a key role in addressing life safety needs.
ANNEX I

PUBLIC INFORMATION

Henry County
APPROVAL & IMPLEMENTATION

Annex I

PUBLIC INFORMATION

Signature  Date

Signature  Date

NOTE: The signature(s) will be based upon local administrative practices. Typically, the individual having primary responsibility for this emergency function signs the first signature block and the second signature block is used by the Emergency Management Coordinator, Mayor, or County Judge. Alternatively, each department head assigned tasks within the annex may sign the annex.
# RECORD OF CHANGES

## Annex I

### PUBLIC INFORMATION

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ANNEX I
PUBLIC INFORMATION

I. AUTHORITY

A. See Section I of the Basic Plan for general authorities.

B. Henry County Georgia Code of Ordinance (Article 11 – Emergency Management, Section 3.4-431).

C. Henry County Board of Commissioners

II. PURPOSE

The purpose of this annex is to outline the means, organization, and process by which we will provide appropriate information and instructions to the public during emergency situations. This annex also provides for public education to be conducted in advance of emergency situations to reduce the likelihood that citizens will place themselves in hazardous situations that may require an emergency response.

III. EXPLANATION OF TERMS

A. Acronyms

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B. Definitions

**Public Information**: Information provided to citizens before, during, and after emergency situations/incidents specifically including instructions on how to protect personal health, safety, and property or how to obtain assistance.
IV. SITUATION & ASSUMPTIONS

A. Situation

1. Henry County faces a number of hazards which may cause emergency situations; see Section IV of the Basic Plan for a summary of those hazards and their possible impact.

2. During emergencies, the public needs timely, accurate information on the emergency situation and appropriate instructions regarding protective actions that should be taken to minimize injuries, loss of life and damage to property.

3. For some slowly developing emergency situations (such as river flooding or hurricanes), there may be several days for local government and the media to provide detailed information about the hazard and what citizens should do.

4. For other emergency situations, there may be no warning, leaving the public information system unable to react rapidly enough to properly inform the public about the hazard and what to do about it. For this reason, it is important that the public be advised of likely hazards and what protective measures should be taken to lessen the effect of an emergency and/or disaster.

B. Assumptions

1. An effective program combining both education and emergency information can significantly reduce loss of life and property. However, many people are unconcerned about hazards until they may be affected and will not participate in or retain pre-emergency education; therefore, special emphasis must be placed on the delivery of emergency information during emergencies and disasters.

2. Local media will cooperate in disseminating warning and emergency public information during emergency situations and may participate in pre-disaster awareness programs and other disaster education activities.

3. Some emergency situations may generate substantial media interest and draw both local media and media from outside the local area, overwhelming the available emergency public information staff.

V. CONCEPT OF OPERATIONS

A. General

1. Pursuant to the National Incident Management System (NIMS) operating principles and protocols, public information efforts should generally focus on specific event-related information. This information will generally be of an instructional nature focusing on such things as warning, evacuation, and shelter. Appendix 2 describes some basic emergency information needs.
2. A special effort should be made to keep the public informed of the general progress of events. Reporting positive information regarding emergency response will help to reassure the community that the situation is under control. Rumor control must be a major aspect of the informational program. Public feedback should be used as a measure of the program’s effectiveness.

3. Education efforts are to be directed toward increasing public awareness about potential hazards and how people should prepare for them. All information and education efforts will rely heavily on the cooperation of every type of media organization.

B. Information Dissemination

1. In the initial stages of an emergency situation, the Local Warning Point may have to take action on time-sensitive hazards. Within the limits of the authority delegated to it, the Local Warning Point (LWP), located at the Henry County Emergency Operation Center will determine if a warning needs to be issued, formulate a warning if necessary, and disseminate it. Pre-scripted emergency messages have been prepared for likely hazards and are included in Annex A, Warning. A list of these messages is provided in Appendix 5. These pre-scripted messages may be used as written or tailored as needed for specific circumstances.

2. As Emergency Alert System (EAS) messages are limited to two minutes, EAS warning messages may have to be supplemented with Special News Advisories prepared by the PIO staff that contains amplifying emergency information. Special News Advisories are generally disseminated to media outlets by mail. Copies of the pre-scripted messages, which include warning messages and Special News Advisories, are maintained on computers at the Warning Point and in the EOC so that they can be modified quickly.

   a. Broadcasters and cable companies must carry national security warnings and messages initiated by the President; they may broadcast alerts and messages initiated by state and local governments. The Federal Communications Commission encourages licensees to broadcast local warning and instruction messages, but the final decision on broadcasting such messages rests with the broadcasters.

   b. Broadcasters and cable operators will expect EAS to be used for life-threatening emergencies.

3. When the Incident Command System is activated for an emergency situation, the Incident Commander will normally warn the public in and around the incident site. A designated PIO at the Incident Command Post (ICP), assisted by the Henry County PIO staff if necessary, will normally provide information on the emergency situation to the media if the EOC has not been activated. All information relayed to the media by the PIO will be approved by the IC and the County Manager, regardless of the command structure – single or unified.

4. Once the EOC has been activated for an emergency situation, the EOC Coordinator will normally determine the need for additional warning and instructions. The PIO staff will formulate additional warning messages and public instructions, using the sample messages contained in Annex A as a basis, where appropriate. The LWP will normally execute such warnings by activating the warning system, including transmitting EAS messages to broadcasters. The PIO staff will disseminate Special News Advisories and
other emergency public information materials to the media directly using its contact list. The PIO staff will also, employ its social media, newsletter subscribers list and website tools to reach citizens directly.

5. In the case of large-scale emergencies or disasters where there are substantial external responders from other jurisdictions and/or state or federal agencies and the response and recovery effort may continue for an extended period, a Joint Information Center (JIC) may be established. The JIC, an element of the Joint Information System (JIS) developed to provide information to the public during an emergency, is a working facility where the emergency public efforts of all participating jurisdictions, agencies, volunteer organizations, and other responders can be coordinated to ensure consistency and accuracy. In federally declared incidents, a JIC will typically be set up as part of the Joint Field Office (JFO).

6. The following means will be used to provide emergency information and instructions to the public:

   a. EAS broadcasts by radio, television, and cable companies.
   b. Special news broadcasts by radio, television, and cable companies.
   c. Local newspapers.
   d. Henry 14 Cable local government access channel.
   e. AT&T U-verse Channel 99
   f. Telephone warning/information system.
   g. Mobile units with public address systems.
   h. Recorded information on the Citizen’s Information Hotline.
   i. The local government Internet site.
   j. Henry County Update Newsletter subscriber list
   k. All Henry County social media vehicles

C. Providing Emergency Information to Special Populations

   Special populations will be provided information on emergency situations and appropriate instructions by the following methods:

   1. Visually-impaired: EAS messages and news advisories on radio, NOAA Weather Radio, or by door-to-door notification
   2. Hearing-impaired: Captioned EAS messages and news advisories on television, print media
   3. Non-English Speakers:[Interpreters/radio, TV, or cable language newscasts/door-to-door/other]

D. Resources

   The PIO shall maintain a Media Roster that contains the names, telephone and facsimile numbers, and E-mail addresses of each of the media resources listed below. See Appendix 1 for an example.

   1. Broadcast Television

      a. WSB
      b. 11 Alive
c. CBS 46

2. Cable Television
   a. Fox 5
   b. SBN
   c. SCB
   d. Henry TV14

3. Radio
   a. WSB 98.5 (B98.5)
   b. WSTR 94.1 (Star 94)
   c. WKHX 101.5 (Kicks)
   d. WFSH 104.7 (The Fish)
   e. WVJF 93.3 (Joy)
   f. WWWQ 99.7 (Q100)
   g. WNNX 100.5 (Rock)
   h. WKDP 1430
   i. WHAT 107.9 (Hot)
   j. WPZE 97.5 (Praise)
   k. WVEE 103.3 (V-103)
   l. WALR 104.4 (Kiss)
   m. WAMJ 102.5 (Old School)
   n. WFOX 97.1 (R&B)
   o. WWPW 96.1 (The Beat)

4. Newspapers
   a. Henry Heard
   b. Henry County Times
   c. Henry Neighbor

5. Other
   a. Emergency information is published on the county's website annually in the local telephone directory.
   b. An annual emergency calendar is published and distributed to local residents.
   c. Educational emergency preparedness information is published in the form of a press release during severe weather Awareness Week.
   d. Newsletter by SO and Communications department
   e. Chamber membership database
   f. County and City websites
   g. Social Media Outlets
E. Phases of Management

1. Mitigation
   a. Conduct hazard awareness programs.
   b. Develop systems to enhance information dissemination during emergency situations.

2. Preparedness
   a. Develop and distribute educational materials; conduct public education programs, not only about what to do in an emergency, but in where to look for more information.
   b. In coordination with the EMC, prepare pre-scripted warning and public instruction messages for known hazards. See Appendix 5 to this annex for a list of those messages included in Annex A, Warning.
   c. Brief local media on local warning systems and coordinate procedures for transmitting emergency information to media.
   d. Conduct public education on warning systems and the actions that should be taken for various types of warnings.
   e. Train public information staff.
   f. Brief local officials and emergency responders on working with the media. See Appendix 3.
   g. Maintain this annex.
   h. Identify suitable facilities for a Joint Information Center.

3. Response
   a. Develop, obtain authorization, and release public information on the emergency situation.
   b. Conduct media monitoring to determine the need to clarify issues and distribute updated public instructions.
   c. Manage rumor control.
   d. Conduct news conferences and arrange interviews as needed.

4. Recovery
   a. Provide public information relating to recovery process and programs.
   b. Compile record of events.
c. Assess effectiveness of public information and education program.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. General

1. The overall responsibility for providing emergency information and instructions to the public rests with Henry County Board of Commissioners.

2. The Board of Commissioners shall provide general guidance for Public Information (PI) programs and appoint a Public Information Officer (PIO).

3. The PIO will manage and coordinate all emergency public information related activities and direct such staff as may be assigned or recruited to assist in those activities.

4. Trained public information specialists will staff PIO positions at the Incident Command Post or the EOC.

B. Task Assignments

1. The Henry County Board of Commissioners will:

   a. Appoint a Public Information Officer (PIO).

   b. Ensure that the jurisdiction has implemented and institutionalized processes and procedures to coordinate and integrate public information functions including the development of a public education program for emergency situations.

   c. Authorize release of all IC approved incident information to the media.

   d. Ensure that a Joint Information Center (JIC) is activated when warranted by the incident.

2. The Public Information Officer (PIO) will:

   a. Represent and advise the IC on all public information matters relating to the management of the incident.

   b. Ensure the IC approves the release of all incident-related information.

   c. Coordinate and integrate public information functions across jurisdictions and functional agencies as required.

   d. Develop accurate and complete information on the incident for both internal and external consumption.

   e. Coordinate the overall emergency public information efforts of local government.

   f. Serve as the official Henry County representative in the JIC.
g. Conduct public education programs as an ongoing activity.

h. Develop and disseminate public information materials and maintain a stock of materials for emergency use based on hazards likely to confront the jurisdiction. Such materials should include:

1) General materials dealing with the nature of hazards and basic protective actions to take in the event of an emergency, including shelter-in-place and evacuation.

2) Hazard specific instructions on “where to go and what to do” in an emergency.

3) Information on how emergency warnings are disseminated and the meaning of warning signals.

i. In coordination with the [Sheriff/Police Chief/Fire Chief] and the EMC, develop pre-scripted warning messages for known hazards for use by the local warning point and the EOC.

j. Develop methods (i.e., newspaper supplements, prepared TV/radio scripts for broadcast stations) for distribution of EPI materials to the public, to include materials for non-English speaking groups, if appropriate.

k. In cooperation with the EMC, coordinate with broadcasters (radio and television stations and cable television companies) to develop procedures for local government to disseminate warning messages and emergency information through the broadcast media.

l. Authenticate sources of information, verify for accuracy, and obtain authorization before issuing news releases.

m. Provide authorized news releases to the media while keeping the Henry County Board of Commissioners informed of message content.

n. Monitor media coverage of emergency operations as well as social media for accuracy of reports and post issue corrections where necessary.

o. Take action to control rumors.

p. Brief potential Incident Commanders, department heads and key staff, and the EOC staff on basic public information needs, working with the media, and media access during emergency operations. See Appendices 2, 3 and 4 for further information on these subjects.

q. Maintain a media briefing area in the Public Meeting Room in the EOC.

r. Periodically brief the media on local warning systems and warning procedures.

s. Maintain a Media Contact Roster. See Appendix 1 for a sample.

t. Compile printed and photographic documentation of the emergency/disaster.
u. Develop public information emergency checklists for known hazards. See Appendix 6.

v. Anticipate and be prepared to handle unscheduled inquiries from the media and the public.

w. Train a group of government employees and/or volunteers to staff PIO positions at the Incident Command Post and in the EOC.

3. The EMC will:
   a. Advise the PIO on when to disseminate emergency instructions to the public.
   b. Coordinate with the PIO in the development of pre-scripted emergency messages.
   c. Work with the PIO in public education activities relating to emergency management.
   d. Assist with the identification of concerns raised by the public, rumors, and other issues involving citizens to the PIO so they may be addressed in public information activities.

4. All local government departments and agencies will:
   a. Refer media inquiries during emergency situations to the PIO.
   b. Assist the PIO in responding to requests for information from the public or the media.

5. Media companies are expected to:
   a. Disseminate warning messages and special news advisories provided by local government to the public as rapidly as possible.
   b. Participate in periodic tests of the EAS and other warning systems.
   c. Provide coverage of emergency management activities.
   d. Work with PIO and EMC on public educational programs relating to emergencies.
   e. Check accuracy of information on emergency operations with the PIO or EMC.

VII. DIRECTION & CONTROL

A. Line of Succession. The line of succession for the Public Information Officer is:

1. Melissa Robinson – Communications Director
2. Kevin Williams – Broadcast Producer
VIII. READINESS LEVELS

A. Readiness Level 3 – Normal Readiness
   1. Monitor the situation.
   2. Check and update Media Contact Roster.
   3. Alert media of the increased threat so they are aware of the situation and are prepared to disseminate warnings and public instructions if necessary.

B. Readiness Level 2 - High Readiness
   1. Monitor the situation.
   2. Review pre-scripted warning messages and public instruction messages; draft updated versions or additional messages tailored for the impending threat.
   3. Alert personnel for possible emergency operations; identify personnel for increased staffing during primary vulnerability period.
   4. Determine requirements for additional pre-emergency public information and instructions and produce and disseminate those materials.
   5. Consider placing public information personnel on shifts to provide for increased situation monitoring and to conduct additional public information planning.

C. Readiness Level 1 - Maximum Readiness
   1. Monitor the situation.
   2. Update warning messages as necessary.
   3. Update public information materials based on current threat and disseminate.
   4. Provide information to the media on local readiness activities.
   5. Place selected off-duty personnel on standby to increase staffing if necessary.
   6. Staff public information positions in the EOC or at the ICP when activated.
IX. ADMINISTRATION & SUPPORT

A. Media Contact Roster

The PIO shall maintain a contact roster for the media organizations that are involved in local emergency management programs. A sample is provided in Appendix 1.

B. Records

1. The PIO shall maintain a file of all news advisories and press releases issued during emergency operations.

2. The PIO shall also compile and maintain copies of newspaper articles, videotapes of emergency operations and news broadcasts relating to an emergency, and other media materials distributed for use in post-incident analysis and future training activities.

C. Educational Programs

1. The PIO and the EMC shall conduct disaster educational programs to increase citizen preparedness. Educational programs may include presentations in schools and for community organizations, displays at local public gatherings, community meetings, distribution of educational materials, and other activities. The local media may be willing to assist with such activities and local businesses may be willing to sponsor such events and assist with costs. Educational brochures may also be distributed with regularly scheduled government, utility, or business mailings.

2. The PIO is expected to obtain and maintain materials for disaster-related public education. A wide variety of educational materials dealing with emergency management and disaster preparedness are available. Materials include pamphlets, posters, videotapes, CD-ROMs, and complete training curricula for school children. Many publications are available in ready-to-distribute form or as fact sheets whose content can be incorporated into locally developed materials. Materials available include emergency preparedness information of general interest and specialized preparedness publications for school children, the elderly, and people with various disabilities. Public education materials relating to emergency management are available in a variety of foreign languages.

3. The principal providers of disaster-related educational materials are the Federal Emergency Management Agency (FEMA), the American Red Cross (ARC), and the Georgia Emergency Management Agency (GEMA); many agencies and volunteer organizations also published specialized disaster-related educational materials. FEMA publishes a catalog of their publications and both FEMA and the ARC include educational materials on their web sites; see Section XI, References, for their addresses. The GEMA also distributes hazard-specific awareness materials periodically throughout the year to local EMCs as part of state awareness campaigns.
D. Training

Members of the public information staff for whom public information is not their primary daily work should attend public information training, preferably training focusing on emergency public information activities. GEMA and FEMA offer Public Information Officer training.

X. ANNEX DEVELOPMENT & MAINTENANCE

A. Development. The Public Information Officer is responsible for developing and maintaining this annex.

B. Maintenance. This annex will be reviewed annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.

C. Operating Procedures. The Public Information Officer is responsible for developing and maintaining SOPs covering recurring public information tasks.

XI. REFERENCES

A. FEMA, *FEMA Publications Catalog*


C. FEMA web site: www.fema.gov

D. American Red Cross web site: www.redcross.org


APPENDICES:

Appendix 1 ........................................................................................................ Media Contact Roster
Appendix 2........................................................................................................ Public Information Needs
Appendix 3........................................................................................................ Working with the Media
Appendix 4........................................................................................................ Media Access & Identification
Appendix 5........................................................................................................ List of Pre-scripted Emergency Messages
Appendix 6........................................................................................................ Public Information Checklists

Tab A Public Information Checklist for Flooding
Tab B Public Information Checklist for Hazmat Incident
Tab C Public Information Checklist for Hurricanes
MEDIA CONTACT ROSTER

1. Radio

A. Station Name:
   1) Address:
   2) Frequency & Operating Hours:
   3) Contact Name:
   4) Telephone Number/Fax Number:
   5) E-mail Address:

B. Station Name:
   1) Address:
   2) Frequency & Operating Hours:
   3) Contact Name:
   4) Telephone Number/Fax Number:
   5) E-mail Address

2. Television

Station Name:
   1) Address:
   2) Frequency & Operating Hours:
   3) Contact Name:
   4) Telephone Number/Fax Number:
   5) E-mail Address:

3. Cable Television Company

Name:
   1) Address:
   2) Service Area:
   3) Contact Name:
   4) Telephone Number
   5) Fax Number:
   6) E-mail Address

4. Newspapers

Name:
   1) Address:
   2) Distribution Area:
   3) Contact Name:
   4) Telephone Number
   5) Fax Number:
   6) E-mail Address
PUBLIC INFORMATION NEEDS

1. Background

During emergency situations, it is important to provide the general public with adequate information on the situation as rapidly as possible to alleviate concerns and reduce the likelihood of panic or inappropriate actions. The news media are the primary means of disseminating such information by providing up-to-date information quickly to a wide audience. The information they provide reduces the time and manpower that local government would have to divert from response and recovery tasks to deal with (which could be an overwhelming number of inquiries from the public). Every effort should be made to cooperate with the news media in providing information and in recognition of the rights of the news media to perform their proper function.

2. Information Needs

The following types of information shall be provided to the public as soon as possible in as much detail as possible.

A. What Happened

1) Nature of incident or emergency
2) Location
3) Time of occurrence
4) Situation resolved or response on-going
5) Cause (Until an investigation has determined the cause with reasonable certainty, it is not advisable to speculate.)

B. Current Response Actions

What actions have been or are being taken to protect public health and safety and public and private property?

C. Known Damages

1) Homes
2) Businesses
3) Government buildings
4) Infrastructure – roads, bridges, parks, etc.

D. Casualties

1) Number dead and apparent cause
2) Number injured and nature/severity of injuries and where being treated
3) Number missing and circumstances
4) General identification of casualties – age, sex, situation (employee, homeowner, responder, etc.)
5) Names of casualties – only released after next of kin have been notified
E. Safety Instructions for the Public

F. Evacuations and Sheltering in Place
   1) Areas and facilities evacuated
   2) Approximate number of evacuees

G. Shelter & Mass Care
   1) Shelters open – name and location
   2) Approximate number of persons being housed in shelters
   3) Mass feeding site or other mass care facilities in operation – name, location, and number of persons being served.

H. Status of Utilities
   1) Electric service
   2) Telephone system
   3) Water system
   4) Sewer system
   5) Natural gas distribution

I. Road and Facility Closures

J. Organizations Responding
   1) Local government
   2) State agencies
   3) Federal agencies
   4) Volunteer groups

K. Where to go for more information. How to call for assistance if you have been affected.

L. Means of contacting evacuees

M. Areas to which access is restricted and the reason(s) for such restriction

N. For ongoing emergency situations, planned response activities

O. In the recovery phase:
   1) Disaster assistance programs available
   2) How to apply for disaster assistance
3. Collection and Dissemination of Information

Information shall be collected and disseminated as soon as possible by the appropriate personnel. All incidents related information must be approved by the IC prior to dissemination.

A. Where an Incident Command Post has been established and a qualified public information staff member is at the scene, that individual may provide information directly to the media if the EOC is not activated. If no qualified public information staff member is present at the scene, the Incident Commander or a member of his staff should pass situation information to the Public Information Officer for release to the media.

B. Where an Incident Command Post has been established and the EOC has been activated, information from the incident scene will normally be passed to the Public Information Officer at the EOC. The Public Information Officer will utilize reports from the scene and other available pertinent information to brief the media and prepare news advisories for release to the media.

C. The Shelter and Mass Care Officer is responsible for collecting information on shelter and mass care activities and providing that information to the PIO.

D. The Energy and Utilities representative in the EOC is responsible for obtaining information on the status of utilities and providing it to the PIO.

E. Law Enforcement and Public Works/Engineering are responsible for obtaining information on road closures and facility closures and providing it to the PIO.

F. The PIO is responsible for collection of information from the Incident Commander, the EOC staff, and other sources and agencies. The PIO staff is responsible for preparation of news releases, for the dissemination of information directly to the news media, and, where appropriate, for making arrangements for announcements directly to the public via radio and/or television hookups, websites, emails, newsletter databases and social media tools.

G. Hospitals are responsible for dissemination of information concerning casualties and deaths. They generally have policies restricting the release of detailed information without permission of patients or their families. This information that they choose to release will normally be disseminated directly to the news media. The PIO should request that the EOC be provided copies of any information released to the media.
WORKING WITH THE MEDIA

1. What to do when working with the media:

   A. Identify your spokesperson beforehand.

   B. Have a number the media know to call when they need information.

   C. Make certain the person answering the phones knows to whom to direct media calls.

   D. Get all the information you can from those in charge before you talk with the media.

   E. Write out the answers to these questions for your use:

      1) What happened?
      2) When did it happen?
      3) Where did it happen?
      4) Why did this happen?
      5) Who’s responsible, involved, injured?
      6) How many were hurt or killed? What are their names/ages/addresses?
      7) Can I shoot video/take photos? How close can I get?
      8) Who can I talk to?
      9) What is your agency doing about it?

2. When you talk with the media:

   A. Tell the truth and if related to the incident, ensure the IC has approved the information.

   B. Be courteous and don't play favorites.

   C. Avoid "off the record" remarks.

   D. Never say anything you would not want to see printed or broadcast.

   E. Stay on top of the interview by listening to the reporter’s questions.

   F. Don't accept the reporter’s definitions of what happened.

   G. Pause, think; ask for more time if you need it.

   H. Respond only to the question you've been asked. Don't speculate.

   I. Stick to the core message
MEDIA ACCESS & IDENTIFICATION

1. Media Access

   In recognition of the public’s right to know as much information as possible about a disaster, local response agencies will cooperate with legitimate news media representatives and provide equal access to information and, within the limits of safety and other response needs, access to incident scene to various news organizations. News media representatives are required to cooperate with response personnel as directed for safety and efficient operation.

   A. The Incident Commander or his designated representative will allow media such access to the incident scene as is consistent with safety and does not disrupt critical operations.

   B. The EMC, in coordination with the PIO, shall establish rules for media access to the EOC. When the EOC is activated, representatives of news media may be provided access to those areas of the EOC designated by the EMC. As a general rule, press briefings will not be conducted in the EOC because they can disrupt on-going EOC operations; briefings will normally be conducted in the press area of the EOC. Photo shoots and interviews may be conducted in the EOC, but these should be scheduled so as to minimize disruption.

   C. Hospitals establish their own rules of access for news media representatives and these may vary for individual circumstances. For emergency situations where there have been substantial casualties, it may be desirable for hospitals to provide a pressroom or other designated area with access to telephones for the use of news media representatives.

   D. When incident scenes are on private property, the property owner may establish and enforce policies with regard to access by the media and other persons who are not emergency responders.

2. Media Identification

   Representatives of news media will be considered to have satisfactory identification if they have:

   A. A media company identification card with photo that identifies them as a media representative, unless there is reason to believe that the identification is not genuine.

   B. Texas Department of Public Safety Press identification card.

   C. A press identification card issued by the Henry County Public Information Office.
LIST OF PRE-SCRIPTED EMERGENCY MESSAGES

The following pre-scripted emergency messages have been prepared and are included in Annex A, Warning:

1. Warning – General Incident
2. Warning – Road/Facility Closure
3. Warning – Shelter-in-Place
4. Special News Advisory – Pre-Evacuation
5. Warning – Urgent Evacuation
6. Warning – Deliberate Evacuation
7. Special News Advisory – Supplemental Evacuation Information
8. Special News Advisory – Schools & Public Facility Status
This appendix includes the following Emergency Public Information (PI) Checklists:

Tab A  Public Information Checklist for Flooding
Tab B  Public Information Checklist for Hazmat Incidents
Tab C  Public Information Checklist for Hurricanes
## Public Information Checklist for Flooding

<table>
<thead>
<tr>
<th>Pre-Emergency Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Conduct public education and distribute preparedness materials highlighting local flood risk areas, precautionary actions, and protective actions.</td>
</tr>
<tr>
<td>2. In coordination with the EMC, maintain a set of pre-scripted warning and public instructions messages ready for use. See Annex A to the Basic Plan.</td>
</tr>
<tr>
<td>3. Coordinate with school authorities/PIOs on policies/procedures for announcing school closures.</td>
</tr>
<tr>
<td>5. Coordinate with Animal Control, Animal Shelter, and other organizations to determine availability of facilities for evacuated pets and large animals.</td>
</tr>
<tr>
<td>6. Coordinate with PIOs from local response agencies and volunteer groups and develop an effective PIO-to-PIO communication system.</td>
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<tr>
<th>Readiness Phase</th>
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<tbody>
<tr>
<td>1. Ensure PIO receives current information on flood watches &amp; warnings.</td>
</tr>
<tr>
<td>2. Coordinate with the Shelter and Mass Care Officer to determine likely shelter sites.</td>
</tr>
<tr>
<td>3. Coordinate with Law Enforcement to determine planned/likely evacuation routes.</td>
</tr>
<tr>
<td>4. In coordination with the EMC, update precautionary action and evacuation message(s). See Annex A of EM Plan.</td>
</tr>
<tr>
<td>5. Develop maps of likely evacuation areas and evacuation routes that can be provided to the media.</td>
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<tr>
<td>6. Disseminate property protection and evacuation preparedness information to public through media.</td>
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<th>Emergency Response Phase</th>
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<tr>
<td>1. Provide evacuation area and evacuation route maps to media.</td>
</tr>
<tr>
<td>2. Release evacuation recommendation through warning system.</td>
</tr>
<tr>
<td>3. Release information on how transportation will be provided for those who lack it.</td>
</tr>
<tr>
<td>4. Release public instructions on securing property, evacuation routes, and what to take with you.</td>
</tr>
<tr>
<td>5. Release information to media on shelter and mass care facilities available.</td>
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<tr>
<td>6. Release information to media on where persons needing assistance should call.</td>
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<tr>
<td>7. Release special instructions for those evacuating pets.</td>
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<tr>
<td>8. Release information on curfews and travel restrictions in effect within evacuation areas.</td>
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<tr>
<td>9. Release information on disaster welfare inquiry procedures.</td>
</tr>
<tr>
<td>10. Advise the public not to return to the evacuation area until told to do so.</td>
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<td>11. Inform media of emergency response actions and organizations participating.</td>
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Note: This public information checklist is designed for slowly developing floods. For a fast-breaking flood situation, it may not be feasible to conduct some of the readiness activities listed.
## Public Information Checklist for Hazmat Incidents

<table>
<thead>
<tr>
<th><strong>Pre-Emergency Phase</strong></th>
</tr>
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<tbody>
<tr>
<td>1. Review local Hazard Analysis and Annex E, to obtain information on potential Hazmat risk areas and evacuation routes.</td>
</tr>
<tr>
<td>2. Conduct public education and distribute preparedness materials highlighting local Hazmat risk areas, precautionary actions, and protective actions.</td>
</tr>
<tr>
<td>3. In coordination with the EMC, maintain a set of pre-scripted warning and public instructions messages ready for use. See Annex A.</td>
</tr>
<tr>
<td>4. Coordinate with school authorities, other PIOs, and local media on policies/procedures for announcing school closures or evacuations.</td>
</tr>
<tr>
<td>5. Coordinate with special facilities or special needs populations and local media on policies/procedures for announcing closures or evacuations.</td>
</tr>
<tr>
<td>6. Coordinate with PIOs from local response agencies and volunteer groups and develop an effective PIO-to-PIO communication system.</td>
</tr>
<tr>
<td>7. Coordinate with local media to insure thorough understanding of Hazmat response operations and protective actions such as shelter-in-place and evacuation.</td>
</tr>
<tr>
<td>8. Disseminate evacuation preparedness information to the public.</td>
</tr>
</tbody>
</table>

### Readiness Phase

1. Insure PIO receives current information on potential Hazmat incidents.  
2. Coordinate with the Shelter and Mass Care Officer to determine likely shelter sites.  
3. Coordinate with Law Enforcement to determine planned/likely evacuation routes.  
4. In coordination with the EMC, update precautionary action and evacuation message(s). See Annex A to the Basic Plan.  
5. Develop maps of likely evacuation areas and evacuation routes that can be provided to the media.

### Emergency Response Phase

1. Provide information to the media and public about the incident to include information on the nature of the incident, the expected duration of the incident, instructions to the community on evacuation or shelter in place procedures, symptoms of contamination, and potential health-risks.  
2. Disseminate property protection and evacuation preparedness information to public through the media.  
3. **Shelter in Place Actions**  
   a. Release shelter in place recommendation through the media.  
   b. Provide shelter in place instructions to the media.  
   c. Provide maps of geographic area that will shelter in place.
### Emergency Response Phase (Continued)

4. **Evacuation Actions**
   - a. Release evacuation recommendation through media.
   - b. Provide evacuation area and evacuation route maps to media.
   - c. Release information on how transportation will be provided for those who lack it.
   - d. Release public instructions on securing property, property protection, and what to take with you.
   - e. Release information to media on shelter and mass care facilities available.
   - f. Release special instructions for those evacuating pets, and insure that you have the information on which shelters will accept pets or available sheltering facilities for animals.

5. **General Actions**
   - a. Release information to media on where persons needing assistance should call.
   - b. Release information on curfews and travel restrictions in effect within evacuation areas.
   - c. Release information on disaster welfare inquiry procedures.
   - d. Advise the public not to return to the evacuation/shelter in place area until told to do so by the proper authorities.
   - e. Inform media of emergency response actions and organizations participating.

### Post-Emergency Phase

1. Coordinate with law enforcement to obtain information on routes for return of evacuees and areas where reentry is restricted due to damage.
2. Coordinate with EMC to obtain and release damage/contamination assessments to media, and update them as additional information becomes available.
3. Release information to media on return of evacuees and preferred reentry routes, if any.
4. Release information to media on access controls for damaged areas, if any.
5. Provide public information on safety precautions for entering damaged areas and the need to document damage and contact insurance companies.
6. Release information on disaster relief/recovery programs and facilities.
7. Release information on termination of shelter operations.
8. Release information on decontamination activities.
9. Release information on volunteer assistance.
10. Release information on clean-up/decontamination activities, if needed.
11. Keep public and media informed of long-term clean-up activities, potential long-term health effects, liability information, and future mitigation efforts.

Note: As most Hazmat incidents occur without significant warning, it may not be feasible to conduct some of the activities listed in the Readiness Phase.
Public Information Checklist for Hurricanes

<table>
<thead>
<tr>
<th>Pre-Emergency Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Conduct public education and distribute preparedness materials highlighting local hurricane risk areas, precautionary actions, and protective actions.</td>
</tr>
<tr>
<td>2. In coordination with the EMC, maintain a set of pre-scripted warning and public instructions messages ready for use. See Annex A to the Basic Plan.</td>
</tr>
<tr>
<td>3. Coordinate with school authorities/PIOs on policies/procedures for announcing school closures.</td>
</tr>
<tr>
<td>5. Disseminate information on the availability of facilities for evacuated pets and large animals.</td>
</tr>
<tr>
<td>6. Coordinate with PIOs from local response agencies and volunteer groups and develop an effective PIO-to-PIO communication system.</td>
</tr>
<tr>
<td>7. Disseminate information emphasizing the need for ride sharing during an evacuation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Readiness Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure PIO receives current information on hurricane watches &amp; warning.</td>
</tr>
<tr>
<td>2. Coordinate with the Shelter and Mass Care Officer to determine likely shelter sites that could be used during the recovery phase.</td>
</tr>
<tr>
<td>3. Coordinate with Law Enforcement to determine planned/likely evacuation routes.</td>
</tr>
<tr>
<td>4. In coordination with the EMC, update precautionary action and evacuation message(s). See Annex A to the Basic Plan.</td>
</tr>
<tr>
<td>5. Develop maps of likely evacuation areas and evacuation routes that can be provided to the media.</td>
</tr>
<tr>
<td>6. Disseminate property protection and evacuation preparedness information to public through media.</td>
</tr>
<tr>
<td>7. Disseminate information to special need facilities and those in mobile home/trailer parks recommending an early precautionary evacuation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Response Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide evacuation area and evacuation route maps to media.</td>
</tr>
<tr>
<td>2. Release evacuation recommendation through warning system.</td>
</tr>
<tr>
<td>3. Release information on how transportation will be provided for those who lack it.</td>
</tr>
<tr>
<td>4. Release public instructions on securing property, evacuation routes, and what to take with you.</td>
</tr>
<tr>
<td>5. Release information to media on shelter and mass care facilities available.</td>
</tr>
<tr>
<td>6. Release information to media on where persons needing assistance should call.</td>
</tr>
<tr>
<td>7. Release special instructions for those evacuating pets.</td>
</tr>
<tr>
<td>8. Release information on curfews and travel restrictions in effect within evacuation areas.</td>
</tr>
<tr>
<td>9. Release information on disaster welfare inquiry procedures.</td>
</tr>
<tr>
<td>10. Advise the public not to return to the evacuation area until told to do so.</td>
</tr>
<tr>
<td>11. Inform media of emergency response actions and organizations participating.</td>
</tr>
<tr>
<td>12. Release information on the availability of food service, gas stations, and medical facilities.</td>
</tr>
</tbody>
</table>

<p>| Post-Emergency Phase |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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</tr>
<tr>
<td>2.</td>
<td>Coordinate with EMC to obtain and release damage assessments to media, updating as additional information becomes available.</td>
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<td>Release information to media on return of evacuees and preferred reentry routes, if any.</td>
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<td>Release information to media on access controls for damaged areas, if any.</td>
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<tr>
<td>5.</td>
<td>Provide public information on safety precautions for entering damaged buildings and the need to document damage and contact insurance companies.</td>
</tr>
<tr>
<td>6.</td>
<td>Release information on disaster relief/recovery programs and facilities.</td>
</tr>
<tr>
<td>7.</td>
<td>Release information to media on termination of shelter operations.</td>
</tr>
<tr>
<td>8.</td>
<td>Release information on debris removal activities.</td>
</tr>
<tr>
<td>9.</td>
<td>Release information on where to obtain disaster mental health/crisis counseling services.</td>
</tr>
<tr>
<td>10.</td>
<td>Release information on volunteer assistance for home cleanup and repair.</td>
</tr>
</tbody>
</table>
Why was this Mass Fatality Plan Template developed?
Federal plans list Mass Fatality Management under Emergency Support Function (ESF) #8: Public Health and Medical Services. Prior to 2010, the Georgia Emergency Operations Plan (GEOP) listed fatality management as the responsibility of ESF-13, with Public Health assisting. The 2010 GEOP now has Mass Fatality Management as the responsibility of ESF-8, and GEMA is looking to Public Health for coordinating this effort. As a result, Public Health has taken the lead in coordinating the creation of this Mass Fatality Plan template for local use.

Why did Public Health Coordinate this Effort?
Public Health is the coordinating agency for ESF-8: Public Health and Medical Services. Public Health has many partners in the community and has a track record of taking the lead in coordinating planning efforts. Public Health also has experience in reaching out to community agencies and organizations through emergency planning, i.e., pandemic planning, as well as having partnerships with Medical Examiners/Coroners (ME/Cs).

How to Use the Plan Template
This plan template was written with the intent that it be adopted and adapted at the local level to reflect the community and its responding agencies’ support capabilities. The template is an all-inclusive document written to be short, so as not to overwhelm planners and responders and for easy reference; therefore, a separate appendix supports each of the ten sections.

The local planning team (see Section I: Roles and Responsibilities) is encouraged to add or delete information as it seems appropriate. It is expected that modifications will be made to supporting forms and reference materials contained in this plan template.

Throughout the plan, there are Notes and Suggestions to Planners that are highlighted in light orange (see examples below).

Generally, these are notes pointing planners to supporting material in the corresponding appendix or are suggestions for planners to consider. When adapting this plan to meet your local needs, it is expected that these orange highlighted notes or suggestions would be deleted from your plan, unless the planning team determines they should be kept with appropriate modifications.

Also, there are several places throughout the plan indicating prompted information be filled in, i.e., Henry County. While this prompt is bolded to get planners’ attention, it is expected that local planners unbold the content once entered.
Acknowledgements

The Georgia Department of Community Health, Division of Public Health would like to sincerely thank the members of the Mass Fatality Planning Committee for their dedication and contribution leading to the creation of this 2011 Mass Fatality Plan Template. The multidisciplinary Committee was comprised of the following members and affiliated organizations:

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Introduction

Mass Fatality Definition

A mass fatality (MF) incident, by definition, is any situation where more deaths occur than can be handled by local medical examiner/coroner resources. There is no minimum number of deaths for an incident to be considered a MF incident because communities vary in size and resources. Mortuary capacity may be significantly exceeded and in many communities, there is no mortuary capacity. Regardless of the size of the MF incident, the local ME/C is the legal authority to conduct victim identification (or augment with the Georgia Bureau of Investigation (GBI)), determine the cause and manner of death, and manage death certification. The ME/C is also responsible for other medical/legal activities, such as notification of next of kin. Under the direction of the GEOP and the ESF-8, Public Health and Medical Services, the state-level response to a mass fatality event would primarily involve coordination of the response and resources among the Public Health regions and arranging for support from state and federal assets as requested.

ME/Cs make up the investigation system in the United States and are the lead in MF management. Both MEs and Cs are public officials who investigate any death not due to natural causes. MEs are qualified physicians who often have advanced training in forensic pathology (the application of medical knowledge to questions of the law). The medical/legal death investigation system in the United States has coroner-only systems; medical examiner systems; mixed systems (some counties are served by coroners; others by medical examiners); and referral systems, in which a coroner refers cases to a GBI state crime lab.

An MF incident may be caused by natural hazards (e.g., fires, tornadoes, earthquakes, floods and hurricanes) or man-made hazards (e.g., motor vehicle crashes, airline accidents, bridge or tunnel collapses, and terrorist acts). A pandemic influenza has the potential to rapidly spread among the population, last for many weeks and cause fatalities in such large numbers that the current capacity of our medical and coroner infrastructures could be overwhelmed. In this scenario, State, District, and local Public Health officials will work closely with the ME/C and other response partners to coordinate the response.

Several MF incidents have occurred in recent years. Natural disasters include such incidents as multiple Southeastern Tornadoes in April 2011 (~320 deaths); Hurricane Katrina on August 29, 2005 (1,464 deaths); the Indian Ocean Tsunami on December 6, 2004 (~250,000 deaths); and the often overlooked Chicago heat wave in 1995 (750 heat-related deaths over 5 days). Man-made disasters include such incidents as the Graniteville, South Carolina, chlorine spill in 2005 (9 dead; 5,400 displaced); US Airways Express accident in Charlotte, North Carolina, in 2003 (21 deaths); the September 11 the terrorist attacks in 2001 (~3,000 deaths); the bombing in Oklahoma City, Oklahoma, on April 19, 1995 (169 deaths); and Airways accident in New Hope, Georgia, on April 4, 1977 (72 deaths). In the United States, during a 5-year period (2000-2005), there were 27 fires and explosions with an average fatality of 18.

Both natural and human-related disasters have demonstrated that the fatality management infrastructure is vulnerable to overwhelming events. The need to recognize and strengthen fatality management planning and response is critical if we are to be prepared for the possibility of incidents like these, as well as for a worst-case scenario pandemic influenza, a hazard from which no community will be immune.
The 2010 GEOP lists MF management under ESF-8, Public Health and Medical services annex. The coordinating agency for ESF-8 is the Georgia Department of Community Health (GDCH) and services include: public health, medical, mental health services, and mortuary services via the ME/C, all of which have a role in MF management. Public Health has key roles in mass-fatality management that include, at a minimum, plan coordination, allocation of medical resources, health surveillance; worker health/safety; radiological/chemical/biological hazards consultation; burial requirement consultation; public health information; vital records and vector control.

**Purpose**

The purpose of a MF plan is to provide a framework to facilitate an organized and effective response to MF incidents that treats the dead and their loved ones with dignity and respect. This plan will define authority and procedures for notification and activation of the plan; recovery and identification of decedents and their property; morgue services; family assistance and notification; public communication; death certificate processing; tracking; storage; and final disposition.

In Henry County, the Donald Cleveland is in charge of local MF management. The Official Code of Georgia (OCGA) 45-16 specifies the ME/C responsibilities.

Per OCGA 45-16-20, the Georgia Death Investigation Act outlines the ME/C’s responsibility and authority. The ME/C function is critical in the area of incident site human remains recovery, morgue services, and coordinating family assistance. Public communication, the vital records system, and death care services operations are also important to effective MF management. If any one of these operational areas is not able to carry out its critical function, the entire MF infrastructure will be impacted. Cooperation and collaboration among all MF response organizations is critical to effective MF management.

This plan is compatible with the Georgia Emergency Operations Plan 2010 and serves as an annex to the [insert county name] County emergency operations plan. This plan is intended to be utilized within the National Incident Management System (NIMS).

**Plan Objectives**

The primary objectives for the MF plan are: (re-order later, once plan is complete)

- To facilitate Henry County’s management of a MF incident
- To identify the stakeholders and organizations responsible for management and coordination of operational activities
- To delineate the command and control structure, who is responsible for activating the plan, and the criteria for levels of activation, utilizing the Incident Command System (ICS)
- To outline a means for obtaining the following support functions with scalability:
  - Supplies and equipment
  - Staffing requirements
  - Facility requirements
  - Support services
- To provide information regarding health and safety threats when handling decedents, infectious diseases, security requirements; family, cultural and religious considerations; and staff and volunteer management.
- To identify potential decedent processing areas
- To describe the method with which human remains will be recovered and identified
- To outline a method for the preservation and storage of human remains on a temporary basis when normal capacity has been exceeded
• To detail local morgue capacity and operations and average death rate
• To delineate a method for assisting families during a MF incident
• To outline the process for obtaining death certificates and permits for disposition of remains
• To describe how the plan will be exercised, updated and maintained

Scope
This plan recognizes the need to organize local and state agencies and resources to plan for and respond to an incident resulting in catastrophic loss of life. Fatalities related to an incident may be located at the scene of the emergency incident, at patient staging areas, at medical facilities or in one’s residence. The Henry County Mass Fatality Plan will be applicable to any incident that results in fatality cases that overwhelm the local capability and will outline the necessary procedures to responding to the event and requesting outside assistance.

This plan seeks to provide guidance, definitions, and relevant laws and delineation of organizational responsibilities pertaining to a response to a MF incident. Additionally, this plan is intended to incorporate local, state, federal, private and volunteer organization resources into a coordinated system for responding to a MF incident.

Emergency Operations Center (EOC) Operations
The county’s EOC may be activated in response to a MF incident. It will provide overall coordination of resources for the multiple agencies and departments involved in the incident response (local, regional, state and federal resources) that support and work with the lead agencies and organizations. When the county EOC is activated, a local ESF-8 representative may be assigned. The Public Health District Operations Center (DOC) will be activated when:

1) There has been a biological-chemical-radiological incident;
2) A pandemic influenza and/or infectious disease of similar seriousness is threatening the general populace of the county;
3) Surge capacity is needed in the Vital Records System to register deaths and issue final disposition permits;
4) The need for multiple patient management is evident for the injured survivors; or
5) The local hospital and long-term care facility resources are exhausted and assistance is needed.

This plan will operate alongside other emergency plans that are activated to respond to the incident.
Planning Assumptions

- The ultimate purpose in a mass fatality response is to recover, identify and effect final disposition of the remains in a timely, safe, and respectful manner while reasonably accommodating religious, cultural and societal expectations. A mass fatality event will be challenging and require support and leadership from all levels of government.

- The Medical Examiner/Coroner (ME/C) is responsible for managing mass fatalities; however, there are many other agencies/organizations that are involved in a mass fatality response.

- A mass fatality plan will be activated in concert with a mass casualty plan (to ensure care for survivors), and normally be activated in concert with jurisdictional emergency operations center(s) and the Public Health department emergency operations center. Coordination of EMS or other healthcare assets will be handled by the local EOC ESF-8 section with support from District and/or State Public Health.

- A diverse pool of public and private resources at regional, state and federal levels may be necessary to effectively manage and/or support mass fatality decedent operations.

- The National Incident Management System (NIMS) will be used in a mass fatality response.

- Unless caused by a natural disaster, i.e., tornado, the incident site will be treated like a crime scene until authorities having jurisdiction over the incident have determined otherwise.

- Incident site operations will be performed according to professional protocols to ensure accurate identification of human remains and, depending on the nature of the event (e.g., commercial airline accident and criminal or terrorist act), to preserve the scene and collect evidence.

- Contaminated deceased victims may require decontamination on scene prior to admittance to a temporary morgue. Local assistance or mutual aid from the fire department, hazardous materials (hazmat) unit, Disaster Mortuary Operational Response Team (DMORT), military, or other non-ME/C discipline may be needed.

- The collection, inventory, and return of personal effects to the decedent’s family must be inventoried and returned. Family members, the general public, government officials, and the media have high expectations concerning the identification of victims and morgue services.

- Family members, the general public, government officials, and the media have high expectations concerning the identification of victims and morgue services.

- Support is essential to managing the short- and long-term emotional impact of responders.

- If the incident is suspected to be an infectious disease outbreak, the Georgia Division of Public Health and its public health partners will coordinate with and provide guidance on the communicable disease investigation to the medico-legal authority.
Authorities and References

The ME/C in the State of Georgia has the legal authority to determine the cause and manner of death, and manage death certification for a mass fatality. The ME/C and LE share legal authority in victim identification. This mass fatality plan derives its authority from that legal responsibility as detailed in the Death Investigation Act of Georgia.

This plan is consistent with:

- The U.S. Department of Homeland Security’s National Response Framework, which states that the primary management of an incident should occur at the lowest possible geographic, organizational, and jurisdictional level.
- Official Code of Georgia Death Investigation Act, Title 45
- The Georgia Emergency Operations Plan
- The Henry County Local Emergency Operations Plan
- The National Incident Management System (NIMS)
- The Emergency Management Assistance Compact
- O.C.G.A. 38-3-57

Definition of a Mass Fatality Incident. A mass fatality incident is “an incident where more deaths occur than can be handled by local ME/C resources.”

ME/C Responsibilities. The ME/C share responsibility for fatality management with law enforcement (LE) — the recovery, identification, and disposition of mass fatality incident victims. It is the duty of the coroner to inquire into and determine the circumstances of death for suspicious or unusual deaths. (O.C.G.A. 45-16-24)

Suspicious or unusual deaths are when any person dies in any county in this state:
1. As a result of violence;
2. By suicide or casualty;
3. Suddenly with in apparent good health;
4. When unattended by a physician; or
5. In any suspicious or unusual manner.

Confidentiality of Medical/Dental Records. Health Insurance Portability and Accountability Act (HIPAA) of 1996 (Public Law 104-191) covers the requirement to maintain confidentiality of all missing person/victim records in mass fatality response. Medical and dental providers of suspected victims are relieved of confidentiality restraints by the HIPAA Exemption for Medical Examiners (CFR 164.512).

Mutual Aid. The Emergency Management Assistance Compact (EMAC) is the mutual aid agreement and partnership between member states (Public Law 104-32, 1996) and the Georgia Statewide Mutual Aid agreement.

Public Health Responsibilities. Public Health is a first responder in medical disasters (Presidential Directive HSPD 8) and is charged with providing leadership and coordination with regard to biological-chemical-radiological incidents as outlined in ESF-8 of the Georgia Emergency Operations Plan and Henry County Emergency Operations Plan.

**Section I: Roles and Responsibilities**

Below is a suggested list of agencies/organizations that should be at the planning table for your local mass fatality plan.

<table>
<thead>
<tr>
<th>MASS FATALITY PLAN SECTION</th>
<th>EMERGENCY SUPPORT FUNCTION</th>
<th>ASSISTING ORGANIZATIONS (NOT AN ALL-INCLUSIVE LIST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Command and Control</td>
<td>ESF-5</td>
<td>ME/C, local EMA, Public Health, fire and emergency services, law enforcement</td>
</tr>
<tr>
<td>Human Remains Recovery</td>
<td>ESF-13</td>
<td>Law enforcement agencies</td>
</tr>
<tr>
<td>Morgue Services</td>
<td>ESF-8</td>
<td>ME/C Office</td>
</tr>
<tr>
<td>Family Assistance</td>
<td>ESF-6</td>
<td>American Red Cross, mental health representatives</td>
</tr>
<tr>
<td>Public Communications</td>
<td>ESF-15</td>
<td>ME/C Office, Public Health, local EMA (Joint Information Center)</td>
</tr>
<tr>
<td>Vital Records System</td>
<td>ESF-8</td>
<td>ME/C, death care services, Public Health</td>
</tr>
<tr>
<td>Mortuary Industry</td>
<td>ESF-8</td>
<td>Local funeral directors, funeral homes, cemeteries, cremation services, Georgia Funeral Directors Association, Independent Funeral Directors Association</td>
</tr>
<tr>
<td>Mass Fatality Plan Maintenance</td>
<td>ESF-5</td>
<td>Local EMA, ME/C, Public Health</td>
</tr>
<tr>
<td>Security</td>
<td>ESF-13</td>
<td>Local law enforcement agencies</td>
</tr>
<tr>
<td>Staff/Volunteer Processing Center</td>
<td>ESF-5</td>
<td>Local EMA</td>
</tr>
<tr>
<td>Family Concerns and Religious/Cultural Considerations</td>
<td>ESF-6</td>
<td>ME/C Office with assistance from local spiritual care community</td>
</tr>
<tr>
<td>Infection and Other Health and Safety Threats</td>
<td>ESF-8</td>
<td>Public Health, local hospitals</td>
</tr>
<tr>
<td>Infectious Disease Considerations</td>
<td>ESF-8</td>
<td>Public Health, local hospitals</td>
</tr>
</tbody>
</table>

The following highlights the roles and responsibilities of those who may be involved in a mass fatality incident:

**Medical Examiner/Coroner (ME/C)** is the legal authority to conduct victim identification (or augmented with the Georgia Bureau of Investigation (GBI)), determine the cause and manner of death coordinate transportation of bodies, and manage death certification process. In addition, the ME/C is responsible for other medical/legal activities, such as notification of next of kin. The ME/C is responsible for developing the best approach to managing personnel, equipment, and resources to affect recovery, identification and disposition of mass fatality victims. In small incidents, the EOC is not typically activated, and the Coroner will likely be the Incident Commander. In large scale events, the EOC is activated to manage the various agencies and multiple missions that are involved. In these events, the Coroner may be assigned as the Director of the Coroner’s Service Branch.

**Local Law Enforcement** is responsible for assisting the Coroner with scene security, investigation, and search and recovery.

**Georgia Bureau of Investigation (GBI),** upon request of the ME/C, may request the GBI Body Recovery Team, which by executive order of the Governor of the State of Georgia, is
responsible for the recovery and identification of human remains in the incident of a natural or man-made disaster.

**Henry County Emergency Management Agency** is responsible for protecting the lives and property from the threat of all types of major emergencies and disasters, both natural and man-made. This is accomplished by providing community-wide leadership, guidance, and support and coordination in the areas of mitigation, preparedness, response and recovery.

**Georgia Emergency Management Agency (GEMA)** is the lead state agency in Georgia for statewide coordination of emergency mitigation, preparedness, and response and recovery activities. GEMA accomplishes this through statewide multi-agency coordination in support of local emergency management agencies.

**Public Health** is the lead agency for coordination of ESF-8, Public Health and Medical Services activities. At a minimum, key roles in mass-fatality management include: MF plan coordination; medical resources allocations; health surveillance; worker health/safety; radiological/chemical/biological hazards consultation; burial requirement consultation; public health information; vital records; vector control; and coordination of medical assets, such as post-mortem kits and mobile morgues. Should the mass fatality event be the result of an infectious disease, such as pandemic influenza, the District Health Director would:

- Communicate and coordinate directly with county and city/town leaders, county emergency managers, local boards of health and other health care partners regarding pandemic preparedness and response activities.
- Coordinate directly with county and district healthcare partners and assist, if requested, in making decisions regarding strategies, thresholds and methods for re-allocating resources and temporarily restructuring health system operations in response to a pandemic.
- Authorize and communicate public health recommendations or directives regarding social distancing strategies and other protective actions to elected/appointed leaders, the business community, schools, and Healthcare Coalition partners.
- Provide leadership for county health departments and Henry County Health District staff in planning for and responding to a pandemic, including assignment of staff responsibilities.
- Ensure continuity of operations for county health departments and the Henry County Health District, ensuring performance of critical functions during a pandemic.
- Direct isolation and quarantine, if indicated, of individuals and groups in accordance with OCGA 31.2.1.

**American Red Cross (ARC)** disaster relief focuses on meeting immediate emergency disaster-caused needs. When a disaster threatens or strikes, the Red Cross provides shelter, food, and health and mental health services to address basic human needs. In addition to these services, the core of Red Cross disaster relief is the assistance given to individuals and families affected by disaster to enable them to resume their normal daily activities independently.

**Death Care Services** is the profession that provides products and services for the burial or cremation of the deceased. This industry is important in planning efforts to ensure the disposition of human remains is handled in an efficient and dignified manner. Additional roles during a mass fatality incident may include:
• Transportation of bodies
• Storage of bodies in Morgue
• Off-site Mortuary services
• Consultation and expertise

**Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD)** is the lead agency for coordination of mental health services in the state. If local mental health capacity is exceeded during a mass fatality event, Public Health or local EMA can contact DBHDD for coordination of additional mental health responders from other areas within that DBHDD region or the state.
Section II: Concept of Operations

- Activation of this plan will occur when a mass-fatality producing incident occurs within the jurisdiction of Henry County. Depending on the nature of the incident, demand on response resources may increase gradually, or it may be such that certain local and state resources are quickly overwhelmed.

- The overall goals of mass fatality management are to recover, identify and effect final disposition of human remains in a dignified and respectful manner; preserve the scene and collect evidence (as needed); and provide family assistance to surviving family members.

- The Henry County Emergency Operations Center (EOC) may be activated and the Public Health District Operations Center (DOC), depending on the type of incident, may be activated in response to a mass fatality incident. Public Health may oversee the coordination of the multiple local, regional, state and federal agencies and departments involved in the management of the incident. This plan may operate concurrent with other emergency plans activated in response to the incident. It should be noted that a mass fatality plan does not address the needs of injured survivors.

- The magnitude of a mass fatality incident may exceed the local capabilities and resources. If this happens, the county ME/C should immediately begin contacting the Henry County Emergency Management Director for additional support and resources.
  - In the instance of a mass fatality event that exceeds the capacity of the county, additional assistance may be requested from the Henry County EMA, for state level assistance through the State Operations Center.
  - In the instance of a mass fatality event that exceeds the capacity of state assets, assistance may be sought from other states through the Emergency Management Assistance Compact (EMAC), or from federal resources through HHS Region 4.
  - Mass fatality incidents that exceed local, regional and state resources may result in requests for Federal DMORT. DMORT does not establish command and control over the fatality management operation, but will be integrated into the local ICS structure.
  - Depending on the nature of the incident, other federal agencies will respond immediately to the scene of the incident (e.g., the National Transportation Safety Board for an airplane accident or the Federal Bureau of Investigation for a terrorist activity).

- Operations will be coordinated by the ME/C working with the Henry County EMA who may serve as the Incident Commander.

- In a mass fatality incident, the standard process for managing human remains will be used. The following Figure 1 presents the standard process.
Family assistance will be provided separately, but at the same time as the processing of human remains.
Section III: Command and Control

The National Incident Management System (NIMS) will be utilized in managing the response and recovery of all emergency incidents in Henry County and the State of Georgia, including multi-agency and multi-jurisdiction emergencies.

NIMS incorporate the use of the Incident Command System (ICS). NIMS is established to provide effective response to multi-agency and multi-jurisdiction emergencies in Georgia. The use of NIMS will improve the mobilization, deployment, utilization, tracking and demobilization of resources and will reduce the incidence of poor coordination and communications and reduce the resource ordering duplication during the response to incidents.

Unified Command
The unified command structure of ICS will be utilized to bring all response agencies together to determine a plan of action to facilitate mass fatality management. The nature and scope of the event causing the fatalities will determine which jurisdictions and agencies are involved. The unified command structure utilizes a single integrated incident organization, shared facilities (command post and EOC), single planning process and incident action plan. Unified command also allows for shared operations, planning, logistics, finance/administration sections and a coordinated process for resource ordering.

Unified command enables all responders to use one set of objectives for the entire incident. A collective approach for developing strategies is utilized. Information flows between participating agencies without comprising any agency authority. Each agency will know the plans and actions of other agencies. Performing under a single action plan optimizes all agencies’ efforts. Functional command is easily shifted as incident priorities are addressed.

Chain of Command
The following diagram highlights Henry County’s ICS Organization Chart for key emergency personnel at the EOC. Positions and responsibilities may be added or deleted from this diagram based on the nature and scope of the event. Because the chain of command is linked to the ICS system, flexibility and modification may occur at any time.
Section IV: Morgue Services

Under ESF-8, Morgue Services is a division of the Henry County ME/C Services Branch of the County Emergency Operations Center. Local authorities will coordinate search and recovery efforts. Morgue Services are organized to support morgue operations, decedent identification, and data management. This is critical to ensuring the efficient, accurate, and timely identification of the deceased. As with the ICS, morgue services may be scaled to fit the situation by expanding or collapsing its services and resources.

The ultimate goal of all disaster operations is to accurately establish the identification of every victim. This is essential to surviving family members. To accomplish decedent identification, ante-mortem and post-mortem data will be compared and match. Performed carefully and accurately, these processes will expedite disposition of the deceased and prevent insurance fraud and wrongful death cases.

For management purposes, the morgue services division is divided into two groups:

Morgue Operations includes Administration, the Information Resource Center, Receiving Station, Screening/Triage Station, Admitting Station, Documentation Station, Print Station, Final Holding, Release or Human Remains, and After Care Station.

Morgue Examination includes stations for radiology, dental identification, pathology, anthropology/morphology, DNA retrieval, and identification confirmation meetings.

Public Health may be consulted on issues related to infection control from human bodies. In general, Infection Control Procedures indicate that measures should be taken to reduce the risk of transmission of disease or Hazardous Materials associated with handling human remains.

Human Remains Storage

By pre-planning for resources, Henry County has identified the capabilities for the storage of victims and remains. A mass fatality incident will undoubtedly overload the existing capacity; therefore, it will be necessary to sequentially:

1) Utilize existing surge capacity (i.e., hospitals, ME/C, funeral homes, other refrigerated assets, such as trucks);

2) Request Public Health mortuary trailers through mutual aid; and

3) Construct temporary morgue facilities using tents or trailers.

The latter two actions will take place at pre-identified temporary morgue sites.

Existing Surge Capacity (Morgue Facilities – Permanent or Mobile)

Appendix VI / Death Care Services delineates the current storage capacity of local morgues, hospitals, funeral homes and refrigerated trucks in Henry County.

When the need for additional capacity becomes evident, the Henry County ME/C will activate temporary morgue facilities.
Morgue Facilities - Temporary

Appendix IV identifies supplies to be utilized for a temporary morgue in Henry County.

Temporary Holding Morgue Requirements
The temporary holding morgue is where remains are held until transported to the incident morgue.

- A permanent or semi-permanent structure near the incident site, which can be a refrigerated tent or container
- Consistent 35-38°F temperature
- Shelves (no higher than waist height) to store remains. Remains will not be stacked.
- Locked and/or with ongoing security.

The size of the temporary holding morgue will depend on the anticipated number of decedents. Refrigerated vehicles that will be used to transport remains to the incident morgue may be adequate for short term storage.

Temporary Morgue Sites Identified
Appendix IV identifies sites that have been identified as potential Temporary Morgue sites in Henry County.

Long-Term Examination Center/Sifting Site
A Long-Term Examination Center may be needed when there is extensive property destruction with the commingling of human remains. Examination and identification of human remains will need to continue after the temporary incident morgue closes. Many the requirements for the incident morgue will also be requirements for the long-term examination center/sifting site. If the incident requires a long-term examination center/sifting site, the ME/C Office will work with local Henry County authorities to determine location and requirements at the time based on the incident.

Coordination
Disaster victim identification is normally the responsibility of the ME/C and local law enforcement. During an MFI, this difficult and demanding process must be well organized and allow for the inclusion and coordination with other agencies.

At the discretion of the county ME/C, the GBI Body Recovery Team may be requested for assistance early in the process or later after the local resources have been exhausted. The number of victims should not be the determining factor for requesting assistance.
Section V: Recovery

When local resources have been exhausted, the Henry County ME/C, through the local EMA, may request from the GBI/Chief Medical Examiner the activation of the Body Recovery Team. The GBI, by executive order of the Governor of the State of Georgia, is responsible for the recovery and identification of human remains in the incident of a natural or man-made disaster.

ME/C human remains recovery operations are:

1. Investigation (scene evaluation, investigation, and action plan development);
2. Search and Recovery (collection and documentation of post-mortem human remains, property, and evidence at the incident site); and
3. Transportation (transportation of post-mortem human remains, property, and evidence to the incident morgue).

The GBI has identified trained and equipped personnel to be immediately deployed in the event of a mass fatality incident. These personnel will act as the core recovery team and can be supplemented by personnel from Department of Corrections and Department of Natural Resources, which have also received the training.

The Director of the Georgia Bureau of Investigation or his designee will authorize the activation and deployment of the team.

The GBI Deputy Director for Investigations or his designee will assume command and control over the operational response of the Mass Fatality Team while maintaining consultation with the local ME/C and while maintaining structure and liaison with the Unified Command. The team will be notified to report to a staging location where a team supervisor will meet and assign responsibilities for the recovery mission. Team members will not report directly to the scene unless directed to do so by Command personnel. Upon notification of a qualifying event, a decision will be made by the Deputy Director for Investigations whether a full or limited response is necessary.

The teams are currently divided geographically into North Georgia, South Georgia and Metro Atlanta areas. A primary and secondary team response is anticipated with the non-affected team serving as the relief team.

If possible, a work unit supervisor in the affected area will respond to the site and provide a timely situation report to the Deputy Director for Investigations or his designee. The GBI Work Unit Supervisor will coordinate with the initial responding Mass Fatality Team to secure and prepare a staging area.

If the scene has been linked to a criminal event, the Mass Fatality Response Team will support evidence gathering initiatives of the investigative agency with jurisdiction over the crime (If an act of terrorism has occurred, the Federal Bureau of Investigation will be the lead agency).

Incident Evaluation
An evaluation group designated by the GBI Deputy Director for Investigations or his designee (while in consort with the Henry County ME/C and within the Unified Command system) will travel to the scene and make an assessment of equipment, personnel and safety needs prior to the deployment of a team into the site. The evaluation team will, at a minimum, report estimates of:

- Number of victims;
• Condition of the remains;
• Environmental or geographical considerations;
• Weather conditions;
• Level of PPE (Personal Protective Equipment) required; and
• Specialized equipment needs.

An evaluation will be made whether to process the site as a crime scene or if it is evident that the event is an accident. Absent a definitive determination, all scenes will be treated as crime scenes.

The GBI supervisor designated to direct the on-site operations of the Body Recovery Team will report to the GBI Deputy Director for Investigations who will be in command and control of the mass fatality operations and all other GBI assets while maintaining consultation with the Henry County ME/C within the Unified Command structure.

Once a command post location has been established, the GBI on-site supervisor or his designee will travel to that location and coordinate the recovery process with the Henry County authorities. The GBI Director, in consultation with the Chief Medical Examiner, coroner and others as indicated, will decide if/when to request Federal DMORT assets.

Operations

• A single numbering system will be used to record the number of fatalities/human remains recovered. In the case of an extremely large scale incident the Veri-chip numbering system currently used by the Body Recovery Team will be used. A smaller scale incident may require only issued numbers. A daily count will be provided to the GBI Deputy Director or his designee and the Henry County ME/C.

• All remains will be located, collected, marked and packaged in accordance with accepted procedures. A chain of custody will follow all collected remains and security will be provided for the site and the remains.

• Every effort will be made to collect the remains in as intact form as possible. The condition of the remains and environmental considerations will provide the basis for the approach to the scene.

• Access to the recovery site will be restricted to personnel necessary for operations.

• All operations will be conducted in accordance with standard crime scene and evidentiary procedures, if a crime has been committed or suspected.

Victims

• All victims will be treated with reverence and respect.

• No family members will be allowed into the scene while recovery operations are under way. In consultation with the county EMA, an appropriate place for a Family Assistance Center (FAC) will be identified and provided to allow family members to be close to the scene without interfering in the operation.

• Whether intact or fragmented, all recovered remains will be catalogued for future consolidation.
Evidence and Personal Effects

- All non-human remains and personal effects recovered from the scene will be catalogued and accounted for in accordance with evidence handling procedures. All items will be photographed and further catalogued for possible identification by family members.

- Personal effects will only be released to family members after a positive identification of the item is made and the right to ownership is established. All items of evidentiary nature will continue to remain property of the investigation until such time as the items are released by legal authority.

- Upon completion of the operation, a decision will be made by the GBI Director in conjunction with Henry County ME/C and the other proper local authorities as to the final housing and security of the items of personal effects. As required by law, all evidentiary items will be turned over to the agency with jurisdiction over the investigation.

Reporting

- Recovery efforts will be recorded photographically and videotaped (discretionary). A written record will also be made. These will be performed by the recovery team.

- There will be one GBI report of the recovery efforts with a primary and a secondary case agent assigned to manage the report. A tracking system will be utilized to ensure all efforts involved in the recovery are documented. This report will be separate from any criminal case opened. At such time as is warranted, this report will be turned over to the prosecutorial authority with jurisdiction over the matter.

Identification of Human Remains

- The identification of victims of a disaster is a considerable technical challenge for any death investigation system. Mass fatality incidents involving commercial transportation carriers (e.g., an airline crash, which is the prototypical scenario) may be of extreme complexity due to the large number of fatalities coupled with the probable dismembered, fragmented and incinerated nature of the remains. Additionally, international terrorism has reached the level of possible biological, chemical, and nuclear attacks against large unprotected civilian populations in this country.

- The Georgia Bureau of Investigation is charged with the identification of victims of a mass fatality incident in the State of Georgia. This mission will be completed by the combined efforts of the Investigative Division, the Division of Forensic Sciences, and the Medical Examiner’s Office of the GBI. Additional resources may be provided by other local, state, and federal agencies.

- The identification of unknown human remains is based on the comparison of records of a missing person with data obtained by examination of the unidentified decedent.

- The standard means of achieving positive identification of human remains are:
  - Fingerprints/Footprints
  - Dental Records
  - DNA

- Other accepted means of identification include:
  - Matching of unique anthropological features utilizing ante-mortem x-rays or medical records
• Matching of unique prosthetic devices (pacemakers, orthopedic appliances, etc.) from ante-mortem medical records.

• Personal effects (e.g., jewelry, pocket contents), clothing, marks, scars, tattoos and visual appearance of the body are not a reliable means of identification and are not to be used as the sole means of securing a positive identification.

• All potential identification information should be gathered into an ante-mortem file.

Identification Process

• Early in the response, the Henry County ME/C with jurisdiction over the mass fatality incident will establish policy concerning identification of fragmented remains and re-association of fragmented remains.

• The victims of the mass disaster will be identified by standard and accepted scientific techniques. As previously described, this will occur by examination of fingerprints, dentition, by documentation of unique physical features and in consultation with family members, or by DNA analysis. The remains will be processed and examined according to established policy and procedures.

• In a mass disaster scenario, the GBI may enlist the aid of multiple other organizations (DMORT, Kenyon International, the Federal Bureau of Investigation, the Armed Forces Institute of Pathology, etc.) in the processing and identification of human remains.

• The Georgia Bureau of Investigation will designate an employee as a technical leader in each of the disciplines utilized in the processing and identification of the remains to review and oversee the technical aspects and to ensure that the processes utilized are scientifically and/or medically reliable and valid. This quality assurance management tool will provide for operational control of every facet of the mass fatality identification process and will insure the quality and accuracy of the work product and documentation of each discipline.

• Once the unidentified remains have been processed and identification secured via one or more of the methods described above, the GBI leader(s) for the discipline(s) involved will review and closely scrutinize the evidence that resulted in the identification. When possible, this review should be performed with the individual(s) whose work product is being examined. The GBI discipline leader will then either accept or reject the identification evidence.

• Upon acceptance of the identification by the GBI section discipline leader, the ante-mortem file and the post-mortem files will be brought together to form a single completed file.

  • This intact file (both ante-mortem and post-mortem records) is to be inspected by a file review team. This review will insure that the file is complete and that all essential ante-mortem and post-mortem information has been properly documented.

  • The reviewers will closely examine the ante-mortem and post-mortem information looking for obvious inconsistencies in the identification.
Upon successful completion of this records review, the completed file will proceed to the Identification Review Board for certification of the identification.

- **Identification Review Board**
  - An Identification Review Board will be established to certify the identifications, sign death certificates, and to authorize the notification of next-of-kin and the release of the remains.
  - The purpose of the Board is to continually supervise the identification process, to monitor progress of the overall identification response and to closely scrutinize all evidence related to identification.
  - The Board will meet formally as often as is necessary to certify identifications during the course of the disaster response.
  - The Identification Review Board will consist of the following members:
    - The Chief Medical Examiner (or his designee);
    - A second forensic pathologist appointed by the Chief Medical Examiner;
    - The GBI section discipline leader for the section securing the identification;
    - Representative from assisting mortuary operations organization (DMORT, Kenyon International), if applicable;
    - Henry County ME/C having jurisdiction for the purposes of signing death certificates and releasing remains to family;
    - Other individuals as authorized by the GBI Deputy Director for Investigations or Chief Medical Examiner.
  - At the Identification Review Board, the evidence securing the identification of the remains will be presented and accepted or rejected by the medical and/or scientific board members. Once the identification has been certified, authorization will be given for the next-of-kin to be notified by the established procedure, and authorization will also be given for the remains to be re-labeled and released according to established policy and procedure.
  - Initially, all identifications should be made by fingerprints, dental records or DNA. Identifications secured via anthropological analysis of the remains or via other unique identifiers (prosthesis, pacemakers, etc.) should not be certified until the primary methods of identification (fingerprints, dental, DNA) have been unsuccessfully attempted, unless the method of identification relies on an extraordinarily unique feature.
  - Remains shall not be released until the formal identification process has been completed. The release of remains prior to the certification of the identification by the Identification Review Board jeopardizes the integrity of the entire process and significantly increases the risk of wrongful identification and release of remains.
  - In true catastrophic events, the overwhelming number of victims and the enormity and complexity of the situation may preclude identification of some of the deceased by the usual scientific methods. In such instances, the Director of the GBI and the Chief Medical Examiner, at the direction of appropriate state and/or federal elected officials, may authorize identification of the victims by any reasonable means.
**Release of Remains**

- The release of any remains will be handled by the Henry County ME/C only after positive identification is made.

- Release of the remains will only be made to a licensed funeral director from an active state licensed funeral home. If the remains are to be removed from the state, it will be necessary for the arrangements to be made through a state licensed facility.

- If DMORT has been involved in the identification process, a decision by the Chief Medical Examiner and Henry County ME/C will be made as to whether the remains will be embalmed prior to release. The Chief Medical Examiner and Henry County ME/C will also decide as to casketing of the remains, but at a minimum, the remains will be in a sealed disaster pouch. If the remains represent a consolidation of two or more fragmented remains, then the remains will be placed in a single container and further placed in a sealed disaster pouch. A complete record of all releases will be maintained in the recovery report.
Section VI: Death Care Services

Overview
Death Care is the profession that provides products and services for the burial or cremation of the deceased. Their services are divided into three main segments: ceremony and tribute (funeral or memorial service); disposition of remains through cremation or burial (internment); and, memorialization in the form of monuments, marker inscriptions or memorial art.

Funeral directors oversee all burial logistics, such as transporting the deceased to a mortuary, preparing the remains, performing a ceremony consistent with the grieving family’s religious and cultural beliefs, filing the death certificate with the local registrar within 72 hours of death, and working with families and legal authorities to implement final disposition of the deceased.

Appendix VI identifies death care service providers within Henry County.

When the local capacity of the services is surpassed, or when an MFI is anticipated, the County EOC may be activated. The EOC Planning Section Chief may establish a Death Care Situation Unit in ESF-8 to coordinate with the various cooperating Funeral Directors and the Morgue Services Unit.

The role of the Death Care Situation Unit Leader is to:

- Alert funeral homes, cemeteries, and cremation services in the event of a developing mass fatality event.
- Ensure that logistical needs and information flow is efficiently handled.
- Request death care professional assistance in search and recovery at the incident site, in morgue operations, and at the Family Assistance Center.
- As victims are identified, coordinate with the funeral home or cremation service requested by each victim’s family to arrange for final disposition.

General Considerations for Handling Deceased Human Bodies

- It is agreed and understood that the term "body" may include both full and partial human remains, no matter how small the remains may be. At all times, all deceased individuals shall be treated with dignity and respect, and handled as individual people.

- Human remains and/or partial human remains shall not be co-mingled. Every attempt shall be made to handle, identify, and transport remains separately per deceased individual. It is recognized that in a disaster situation, inadvertent co-mingling could occur by nature of the disaster itself. Final identification of remains shall make every attempt to separate different individuals for final disposition.

- Human remains and/or partial human remains shall not be co-mingled and cremated together, per Georgia law. Further, human remains and/or partial human remains shall not be co-mingled and buried together, except in the case where the individual with right of final disposition should so request. As an example only, families sometimes request that deceased infants be buried with their parent(s).

Each body or partial remain shall then be placed into an individual container.

- Disaster pouch body bag (heavy duty, handles), or
- **Body Bag** (white, medical grade, lighter weight plastic than a disaster pouch.)
- A casket can also serve as an individual container if the Henry county ME/C has released the body for final disposition. It will be generally assumed that this person has already been identified and released to next of kin.
- Once the body or partial remain is placed inside the individual container outlined above, the deceased’s name or matching identification number shall be affixed to the outside of the disaster pouch. This is a critical step in that it eliminates repeated opening of the body bag which can degrade the body or destroy evidence.

- Georgia law currently does not have a requirement for a body to be embalmed, including for transportation purposes within the State. However, other U.S. states and common carriers may have conflicting laws. The Henry County ME/C in charge (or federal authority if applicable) shall determine the need for embalming, accordingly.

- The Henry County ME/C (or federal authority if applicable) will ensure that the funeral director (or Public Health official authorized to complete death certificates in the event of a Governor-designated disaster due to pandemic influenza) gets full information required to complete a final death certificate.

Cultural and religious considerations are typically the decision of the individual or individuals with the right of final disposition.

In a mass fatality situation, the Henry County ME/C shall have decision authority over embalming; recognizing that preservation of the body may take precedence over the cultural or religious preference of the individual(s) with final disposition.

**Transportation for Deceased Human Bodies**

Certain requirements must be met when transporting bodies outside the state. The ME or Public Health must sign-off, indicating that no infectious disease is present when transporting bodies across state lines or internationally. Also, the funeral home director must get consulate approval to ship bodies internationally.

Bodies exposed to biohazards or infectious diseases must be transported by non-commercial carriers, while non-infectious bodies can be transported via commercial carriers.
Section VII: Vital Records

Assumptions
The following are the key assumptions:

- A mass fatality incident will result in a surge of requests to register deaths that occur in the jurisdiction and for certified copies of death certificates for victims of the mass fatality that may create problems for overall mass fatality management.
- A mass fatality will result in a surge in requests for permits for disposition of human remains, including transit permits, which may create problems for overall mass fatality management.
- In the event that the local Registrar becomes overwhelmed, a request for assistance may be made to Georgia’s Vital Records Office.
- A plan to manage the surge will be needed in the event of a mass fatality.
- The nature of the mass fatality—particularly the complexity of the recovery process and the length of time recovery will take—will determine the level of surge capacity that will be required of the vital records system to manage its responsibilities in the mass fatality effectively.

Purpose of Vital Records
The purpose of the vital records system is: 1) to establish a permanent record that is legally recognized as prima facie evidence of the facts stated in the record, and 2) to provide a means for studying the statistical data for health evaluation and planning purposes.

All deaths require registration in the jurisdiction in which they occur. In Georgia, each death must be registered with the local registrar in the county in which the death was officially pronounced or the body was found within ten days after the death.

Upon registration by the local registrar, the death certificate becomes the State’s legal record of the death. The purpose of a certified copy of a death certificate is:

- To serve as the legal record of death and thus be prima facie evidence of the death in all courts
- In addition, a certified death certificate is used:
  - To settle the decedent’s estate
  - To apply for insurance benefits
  - To settle pension claims
  - To verify transfer of title or real and personal property.

The purpose of the permit for disposition is:

- To specify the disposition being authorized by the local registrar—burial, cremation, disposition of cremated remains other than in a cemetery, scientific use, temporary envaultment, and/or transit to another state or country for disposition
- To allow for the disposition of human remains.
Section VIII: Family Assistance Center

Planning Assumptions

Family is defined as any individual who considers him/herself to be a part of the victim’s family, even if there is no legal familial relationship. This includes individuals other family members characterize as family. This is distinguished from legal next of kin, who may be the legal authorized individual(s) with whom the ME/C coordinates or who authorized to make regarding the decedent.

- In the immediate aftermath of a mass fatality, families and friends will seek assistance to determine the status of their loved ones. In the absence of direction from local authorities, they will naturally gravitate to the place where they believe they will find their loved one or where they believe they will get information about them. That often means a spontaneous gathering at either the incident site, or as near to it as they can get, or to area hospitals, where they hope their loved ones have been transported.

- It is imperative that local authorities plan for quickly establishing a safe and secure place for families to wait where they will not impede rescue and recovery operations at the site or pose an obstacle to emergency treatment activities at the hospitals.

- There probably will be multiple family members for each potential victim, and they may need to wait several days or even weeks before all victims are rescued or all remains are recovered and identified. Some may never be recovered.

- Expectations of the families for information will be high, and perhaps unrealistic.

Purpose

The purpose of a Family Assistance Center (FAC) is to provide a safe and private place, protected from the media, for families of deceased, missing or injured survivors to grieve and/or wait for information regarding their loved ones and the status of rescue or recovery activities. This is often the location where families will be informed about the positive identification of their loved one(s).

Key activities include:

- Providing privacy and support services to grieving families;
- Security from media and curiosity seekers;
- Facilitating information exchange between ME/C offices, local officials and the families in order to assist in identification of victims;
- Providing death notification, to facilitate the processing of death certificates and release of remains; and
- Providing information about recovery efforts.

While there is hope for survivors, officials may conduct group briefings on a pre-arranged time schedule, and/or conduct family interviews to help with the rescue and identification activities. Families whose loved one is rescued will be directed to the appropriate health care facility.
Triggers
When it is apparent that there will be a significant number of families potentially arriving at the scene to seek information about the welfare and status of their loved ones, and it is apparent that the wait for information will take at least several hours, the Henry County Emergency Manager, in consultation with the county ME/C and Henry County Emergency Management, will coordinate the establishment of a Family Assistance Center. The Center should be open within 24 hours of the event or sooner if possible.

The Henry County Emergency Manager, in consultation with the ME/C, also will determine the need to establish a Joint Family Support Operations Center (JFSOC) in conjunction with the FAC, where all local, state and federal agencies can coordinate their activities to support the FAC and conduct press briefings and family conference calls. The county Emergency Operations Center may be used for this purpose if space permits. If a separate JFSOC is needed, it may be co-located at the same facility as the FAC, but its operations will be separate from the family area.

Management Roles
The Henry County Emergency Manager will be responsible for managing the JFSOC or EOC to coordinate all activities to support the families. The Henry County ME/C will be responsible for conducting family briefings, ante mortem data collection, and death notifications. The Henry County Emergency Management Agency will manage the Family Assistance Center and be responsible for staffing and managing support services to the families, including emotional and spiritual care, food services, physical care and first aid, child care, security and other support services. If needed, local law enforcement may provide support for security. The Call Center will be managed by Henry County Emergency Communications (E-911)

Location
- When it is anticipated that there will be few survivors, the primary FAC should be at a safe location, reasonably close to the disaster site but far enough away to protect those waiting from distressing sights, sounds and, if possible, odors. The Henry County ME/C in consultation with the Henry County EMA will determine the location of the primary FAC.
- There may be the need for a secondary FAC at hospitals who have a large number of survivors being treated there, but only those families with a loved one at that facility should be directed there.
- Each hospital will be responsible for providing support to families waiting with their injured family members or those that expire en route to or at the hospital. This may include providing emotional and spiritual care, and possibly some support for meals or refreshments. Families may be referred to the FAC for services exceeding the capability of the hospital.

Site Selection
The site to be established will be selected from a list of pre-designated sites attached to this plan as Appendix VIII Family Assistance Center.

Core family assistance services include:
- Family briefings
- Ante-mortem data collection to assist in identifying victims
- Death notifications
- Call center/Hotline
- Reception and information desk
• Spiritual care services
• Mental health services
• Medical/First aid services
• Translation/Interpreter services
• Child care
• Food services
• Phone bank
• Computer bank or hook-ups

Optional additional support services could include:
• Incident site visits
• Memorial tables
• Photo/Letter boards
• Incident site diagrams/charts
• Memorial services
• Special support events – prayer services, concerts, dignitary visits

In an aviation incident, airlines are required by law to provide lodging for families who travel to the site of the incident but may live far away. In other transportation-related incidents or incidents where there is a corporate party that may be deemed liable or responsible for the support to families, they may assume responsibility for some or all of the costs of the facility used for the FAC, meals and refreshments or for lodging for the families if needed. Henry County Emergency Management Agency will coordinate with any third party assuming financial responsibility to make logistical arrangements for those services and may make arrangements on behalf of that party as mutually agreed. If no third party assumes financial responsibility, the agency designated with the responsibility for the FAC or the organization providing the service may be responsible for the cost of operating the FAC.

Outside the Family Support Center, possibly in another location, additional services from many other organizations may be made available. These could include:

• Benefits counseling and assistance
• Financial assistance
• Financial planning
• Laundry services
• Legal assistance
• Therapy dogs
• Department of Justice Office of Victims Assistance Program
• Transportation services

Dignitaries
If dignitaries arrive, arrangements need to be made for families who wish to meet with them. Families should be consulted to determine how they would like this to be handled.

Hours of Operation
FACs are usually open and staffed 24 hours a day, especially if located in a hotel where families are staying. If recovery operations are prolonged and families are returning to their homes at night, the FAC Manager will determine hours of operation.

Closing the FAC
Generally, the need for the FAC will decrease as more of the missing are found and identified. Once most of the victims have been identified and following any community memorial service that may be held, the active FAC may transition to a walk-in center for families with need for information and referral services and/or mental health counseling. The Henry County Emergency Management will designate an agency to coordinate long-term recovery activities and to ensure ongoing support as needed. Activities may include development and
dissemination of a resource guide for families about relevant web sites and information on financial or mental health resources available, establishing a website as a secure site for useful information, and establishment of ongoing support groups.
Section IX: Public Communications

Key Assumptions
The following are the key assumptions underlying mass fatality public communications:

- A mass fatality is an overwhelming event that creates widespread traumatic stress that can impact an entire community's sense of safety and security.
- Calming the fear and anxiety of families and loved ones of potential victims and of the impacted community is a primary goal.
- Family members and the public will have high expectations regarding mass fatality management:
  - The identification of the deceased,
  - The return of loved ones, and
  - Ongoing information and updates.
- There will be persistent media requests for interviews with city, county, state and federal officials, survivors, family members, and rescue workers.
- A Joint Information Center will be established to ensure that information released to the public will be accurate, consistent, and coordinated across the responding agencies.

Purpose
The purpose of emergency risk communications in a mass fatality event, similar to any large-scale emergency, is to communicate needed information to key audiences, including the general public and news media, during and after the event.

When a mass fatality event occurs, staff assigned to public information functions will develop key messages and deliver sound and thoughtful communications in a timely manner. These communications can help calm public fears and prevent potentially dangerous situations from arising due to mass public response during a mass fatality event.

In a mass fatality event, it is paramount that information be timely, accurate, empathetic, consistent, caring, pertinent and credible. Additionally, communications should disclose what is known, acknowledge any uncertainty, and recognize fears and concerns. Providing accurate, consistent and timely information assists responding agencies in maintaining the public's confidence. These communications objectives will be met through working in a Joint Information Center reporting to the Incident or Unified Command.

It is important to remember that the mass fatality event will happen with nearly impossible time constraints, and people will have to decide what steps to take within the parameters of imperfect choices during the event. Decisions are typically made with narrow time constraints, decisions may need to be made with imperfect or incomplete information, and decisions may be irreversible. Emergency risk communication provides expert opinions and accurate information in the hope that it benefits key audiences and advances a behavior or action that allows for rapid and efficient recovery from the event.
Responsibility

In the event of a mass fatality incident, the Incident or Unified Command will appoint a Lead Public Information Officer (PIO) to establish a Joint Information Center within the ICS.

This is typically the PIO with ICS experience and/or experience in a Joint Information Center and could be the county, city, Public Health, ME/C or EMA PIO depending on scale, location and type of incident.

The Lead PIO reports to the Incident Commander and is a member of the Incident Command Staff at the Emergency Operations Center EOC. He/she is responsible for assuring that:

- Accurate and timely information is provided to the public, as well as to government officials and collaborating agencies.
- Information that is released is coordinated across responding agencies.
- Information is verified and approved through the appropriate chain of command (e.g., Incident Commander).

Joint Information System (JIS) and Joint Information Center (JIC)

The JIS provides the process for the JIC—gathering information, coordinating information, preparing it for dissemination, and releasing information. It is a framework and system that includes plans, protocols, and structures for providing information to the public.

A JIC operating under the JIS enables coordinated:

- Gathering of information and intelligence,
- Development of consistent and coordinated messages, and
- Dissemination of messages and information.

The JIC is where public information efforts are coordinated. The JIC is staffed by PIOs from all agencies involved in the mass fatality response. The JIC allows for the co-location of key PIOs and provides a “one-stop shop” for the media and public to get all communication needs met. It enhances the likelihood that information released to the public will be accurate and coordinated across responding agencies and jurisdictions.

The Lead PIO consults with the Incident Command regarding selection of a JIC location, if it has not been established yet. The JIC should be in a separate location away from deceased victims and from the Family Assistance Center.

It is important to understand the general framework of a JIC and how it is structured, because precisely how it will operate in a large-scale mass fatality incident cannot be determined prior to the emergency. They may be large or small in size and/or a combination of physical and virtual JICs if communications staff cannot all get together. The base of operations for a JIC may be federal, state, and/or local, and its resources may flow from any of these sources.

As with the ICS, the JIC may be scaled to fit the situation by expanding or collapsing its services and resources.
Medical Examiner/Coroner
The Henry County ME/C has a significant role in the approval of information released regarding the mass fatality operation, determining the sensitivity of information released and how they affect the surviving families. A trained and experienced PIO from the ME/C office is an integral member of the JIC leadership and staff for a mass fatality event. If there is not an ME/C PIO available, the local EMA will work with the ME/C to assign a representative to the JIC, if staffing permits. This individual will serve as a liaison with ME/C representatives from the incident site, morgue and Family Assistance Center for news conferences and interviews as requested by the JIC.

When requested, Henry County ME/C Office will provide information to the JIC to coordinate the release of information to the media and public. ME/C Office staff and representatives will refer all media requests to their supervisors, who will, in turn, refer requests to the JIC.
Section X: Pandemic Influenza Planning

What is a Pandemic?
The word “pandemic” is used to describe a disease that affects people on a worldwide scale. Flu pandemics have occurred roughly every 30 to 40 years throughout history, and the last influenza pandemic occurred in 2009-2010.

Three conditions must be met to result in a pandemic:
1. The emergence of a new influenza strain.
2. The ability of that strain to infect humans and cause serious illness.
3. The ability to spread easily among humans.

According to the World Health Organization, we are currently in Phase Three (of six phases) of the Pandemic Alert Period.

Many communities have developed pandemic influenza plans. However, managing the expected large numbers of deaths has not always been addressed.

Assumptions
These are examples of the potential impact of a worst-case scenario pandemic influenza event.

- Susceptibility to pandemic influenza will be universal.
- There may be a case fatality rate of up to 3% in addition to the average rate of deaths from other causes.
- Up to 40% of the workforce could be absent from work during peak periods.
- Mutual aid resources from state or federal agencies to support local response efforts may not be available.
- It is estimated that 50% to 75% of deaths will occur outside of a hospital or medical treatment facility.
- The death care services could expect to handle about six months worth of work within a six- to eight-week period.
- The time to complete fatality management of a pandemic influenza event may exceed six months to a year.

During a pandemic, local authorities have to be prepared to manage additional deaths due to influenza, over and above the number of fatalities from all causes that are normally expected. Trigger points for different ways of working are likely to vary. For some, it will be the number of increased deaths that will be the tipping point. Limited storage space at local mortuaries and funeral homes may be the tipping point. For others, absenteeism might be the tipping point. It is likely that a combination of a number of pressure points would see activation of different ways of working. The trigger point at which a jurisdiction activates its mass fatality plan should be part of the pandemic planning process.
The following is a proposed flow for chart consideration for handling human remains during peak periods of a pandemic influenza.

![Flowchart](image-url)

**Source:** Morgue Operations, Identification, and Command and Control of Mass Fatalities resulting from a Pandemic Influenza Event in the United States
**Glossary of Terms**

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFDIL</td>
<td>Armed Forces DNA Identification Laboratory</td>
</tr>
<tr>
<td>CO²</td>
<td>Carbon Dioxide</td>
</tr>
<tr>
<td>DFCS</td>
<td>Department of Family and Children Services</td>
</tr>
<tr>
<td>DHS</td>
<td>Department of Homeland Security</td>
</tr>
<tr>
<td>DMORT</td>
<td>Disaster Mortuary Operational Response Team</td>
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<tr>
<td>DNA</td>
<td>Deoxyribonucleic acid</td>
</tr>
<tr>
<td>DOC</td>
<td>District Operations Center</td>
</tr>
<tr>
<td>DPMU</td>
<td>Disaster Portable Mortuary Units</td>
</tr>
<tr>
<td>DVP</td>
<td>Disaster victim packets</td>
</tr>
<tr>
<td>EMA</td>
<td>Emergency Management Agency</td>
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<tr>
<td>EMAC</td>
<td>Emergency Management Assistance Compact</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<tr>
<td>ESF</td>
<td>Emergency Support Function</td>
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<td>FAC</td>
<td>Family Assistance Center</td>
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<td>FBI</td>
<td>Federal Bureau of Investigation</td>
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<td>Federal Emergency Management Agency</td>
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<td>Georgia Bureau of Investigation</td>
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<td>GDCH</td>
<td>Georgia Department of Community Health</td>
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<td>GEMA</td>
<td>Georgia Emergency Management Agency</td>
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<tr>
<td>GEOP</td>
<td>Georgia Emergency Operations Plan</td>
</tr>
<tr>
<td>GHA</td>
<td>Georgia Hospital Association</td>
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<td>Hazmat</td>
<td>Hazardous Materials</td>
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<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<tr>
<td>HSPD</td>
<td>Homeland Security Presidential Directive</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>ID</td>
<td>Identification</td>
</tr>
<tr>
<td>IRC</td>
<td>Information Resource Center</td>
</tr>
<tr>
<td>JFSOC</td>
<td>Joint Family Support Operations Center</td>
</tr>
<tr>
<td>LE</td>
<td>Law Enforcement</td>
</tr>
<tr>
<td>ME</td>
<td>Medical Examiner</td>
</tr>
<tr>
<td>ME/C</td>
<td>Medical Examiner/Coroner</td>
</tr>
<tr>
<td>MF</td>
<td>Mass Fatality</td>
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<tr>
<td>MFI</td>
<td>Mass Fatality Incident</td>
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<tr>
<td>MRN</td>
<td>Morgue reference numbers</td>
</tr>
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<td>NDMS</td>
<td>National Disaster Medical Services</td>
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<td>NIMS</td>
<td>National Incident Management System</td>
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<tr>
<td>NTSB</td>
<td>National Transportation Safety Board</td>
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<tr>
<td>OCGA</td>
<td>Official Code of Georgia</td>
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<tr>
<td>OIC</td>
<td>Officer in Charge</td>
</tr>
<tr>
<td>POD</td>
<td>Point of Dispensing</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>VIP</td>
<td>Victim Identification Profile</td>
</tr>
<tr>
<td>VOAD</td>
<td>Voluntary Organizations Active in Disasters</td>
</tr>
</tbody>
</table>
Appendix Section

- Appendix I: Roles and Responsibilities
- Appendix II: Concept of Operations
- Appendix III: Command and Control
- Appendix IV: Morgue Services
- Appendix V: Recovery
- Appendix VI: Death Care Services
- Appendix VII: Vital Records
- Appendix VIII: Family Assistance Center
- Appendix IX: Public Communications
- Appendix X: Pandemic Influenza Planning
Appendix I: Roles and Responsibilities

Sample Invitation to Community Members

{date}

{Title, First Name, Last Name}
{Funeral Home Name}
{Address}
{City, State, Zip}

Dear {Name}:

On behalf of the {Name} Health District’s Mass Fatality Committee, I would like to personally invite you to an informational meeting regarding Pandemic Influenza (or a Mass Fatality Event) that may occur in our community.

Date: __________________________ Time: ___________
Place: __________________________ Health District Office
       (Address)

Kindly RSVP no later than __________ to __________ (name and phone)

The Mass Fatality Committee includes {insert the names of the committee members and where they are from}, and we have been meeting regularly.

Our hard work is paying off and the GOOD NEWS is that we have developed a plan that remains open to your input and suggestions. We would like to present the plan to you and receive your valuable input at the same time. We will be finalizing this plan with the Health District very soon.

The licensed staffs from the following funeral homes have been invited to the meeting: (List names and Funeral Homes of those invited).

We certainly hope that a pandemic event will NOT occur, however, we should be prepared for any disaster in our community or a neighboring community. It seems logical to pool our resources and skills together, thereby enabling us to work more efficiently and effectively. This combined effort would likely ensure our businesses’ survival and endurance, while providing a necessary service to our local community. Remember that we are part of a critical infrastructure that is necessary during a pandemic or disaster and we know our community best!

Please complete the surveys included and return by fax or bring to the meeting. Also, please review the enclosed information (Pandemic Influenza Matrix, Human Remains Storage Record) to better prepare you for the meeting. We hope to see you there!

Sincerely,

{Signature}

{committee member names}
Mass Fatality Committee
Appendix II: Concept of Operations

Section II: Concept of Operations requires no supporting documents.
Appendix III: Command and Control

Sample EOC Organization Chart

EOC Organization Chart
Emergency Support Function (ESF) & Liaison Assignments

EOC Manager
ESF 5, 11 & 14*

EOC Operations Section Chief

Public Safety Branch Director
- Fire/Hazmat ESF 4 & 10
- Search & Rescue ESF 9
- Public Safety, LE Security - ESF 13
- Defense Support to Civil - ESF 20

Infrastructure Branch Director
- Transportation ESF 1
- Public Works & Engineering - ESF 3
- Energy ESF 12

Human Services Branch Director
- Mass Care/Housing Human Svc - ESF 8
- Public Health & Med Svc - ESF 8

EOC Planning Section Chief

Situation Unit Leader

Resource Support ESF 7

EOC Liaison Officer

EOC Public Affairs ESF 15

EOC Liaison @ ICP

EOC Finance/Admin Section Chief

Resource Support
Communications Unit Leader

EOC Safety Officer

Policy Group

(ICP) Incident Command Post(s)

*ESF 5 - Emergency Management
ESF 11 - Agriculture & Natural Resources
ESF 14 - Long Term Community Recovery & Mitigation

County Liaison
City Liaison(s)
EMS Liaison
Liaison
Appendix IV: Morgue Services

Field Organization for Mass Fatality Morgue Services Sample

- Incident Command
  - Operations Section
    - Coroner's Services Branch
      - Morgue Services
      - Morgue Operations
        - Administration and Information Resources Center
        - Receiving
        - Initial Holding
        - Photography
        - Personal Effects
        - Fingerprinting/Footprinting
        - Final Holding
        - After Care/Embalming
        - Release (with Death Certificate)
    - Examination
      - Radiology
      - Pathology/Autopsy
      - Dental ID
      - Anthropology
      - DNA
      - Identification
    - Law Enforcement Branch
      - Site Security
      - Traffic Control
Morgue Operations

Morgue Operations includes the following components:

- Administration
- Admitting Station
- Receiving Station
- Screening/Triage Station
- Information Resource Center
- Documentation Station
- Print Station
- Final Holding
- Release of Human Remains
- After-Care Station

The Morgue Operations Group Supervisor also referred to as the Officer in Charge (OIC), oversees the operational functions and personnel. The OIC obtains necessary supplies and equipment related to morgue operations duties by interacting with Morgue Services Logistics and maintains communication with other divisions/groups. The OIC will conduct a briefing prior to the commencement of morgue operations and at the beginning of each shift. The briefing will include but not be limited to:

- Orientation and/or updates
- Safety procedures
- Necessity for security and confidentiality of all records and data
- Workflow/procedural issues.

Administration
Responsibilities include:

- Monitoring staffing, supply and equipment needs
- Documenting labor time and purchases
- Inputting electronic data
- Maintaining ample supplies of:
  - Death certificates
  - General morgue forms
  - Disaster victim packets
  - Embalming forms
  - Release forms

Admitting Station
At this station, remains and personal effects are admitted and assigned a morgue reference numbers (MRN). Trackers are assigned to accompany the remains until examination/identification is complete and to ensure the security of the case file. In addition, the tracker will ensure that proper documentation is complete, signed, and attached at each station. As remains are admitted, the Coroner, working with the Family Assistance Center, will consider religious and cultural customs when handling the remains.

Receiving Station
This is where the decedents (in body bags) are delivered from the Incident Site. All incoming body and property bags are documented and the chain of custody initiated. Bodies are placed in a temporary refrigerated holding morgue. All body bags are radiographed to facilitate safe handling of collected remains. The pathologist or anthropologist will read the radiographs in order to assess the contents of the bag for effective sorting and locating hazardous substances.

Screening/Triage
This function is performed per incident-based guidelines to separate remains, personal effects, evidence and debris delivered from the incident site in the body bag. This entails:

- Using radiographs of bags taken prior to screening/triage, separate diagnostic human tissue from material evidence, debris and personal effects
- Photograph prior to disturbing clothing, property, foreign objects
- Complete anatomic charting
- Document and describe any personal effects or evidence that is removed
- Route potential evidence to law enforcement using chain of custody forms
- Determine path for examination/identification based on protocol:
  - Long path: continue through all subsequent stations.
  - Short path: Photography, Radiology, Anthropology and DNA Retrieval Stations only.
• Bag human tissue/remains having potential for ID based on incident guidelines and probative value (remains with highest likelihood for identification)
• Store tissue that does not have potential for ID and unassociated personal effects as determined based on the incident
• If personal effects or dangerous material items (e.g., bomb fragments) could not be removed without possible damage, notify the Unit Leader and leave effects associated with tissue marking the disaster victim packets (DVP) alerting future stations
• Route to Admitting

If remains are determined, at any station, to be unrelated, they will be separated and returned to Screening/Triage for assessment.

Information Resource Center (IRC)
This center is the central repository for collecting, recording, and storing ante-mortem and post-mortem information including:
• Keeping the information systems and records secure
• Matching ante-mortem and post-mortem files
• Receiving electronic ante-mortem data from the Family Assistance Center
• Electronically logging ante-mortem and post-mortem data
• Separates post-mortem and ante-mortem records into four major file categories:
  - Unidentified remains case files
  - Missing person reports case files (ante-mortem data collection interviews)
  - Identified remains case files
  - Court issued presumptive death certificates and related documents (if applicable)
• Compare ante-mortem and post-mortem records
• Develops Identification Summary Report for Identification Team

All records and data must be kept secure and confidential because they are protected by the HIPAA of 1996, Public Law 104-191, and additional applicable local laws. No information will be released to any person(s) or agencies without proper authorization from the Coroner.

Documentation Station
All remains and personal effects are photographed and documented adhering to the Coroner’s policy of:
• Photographing prior to disturbing clothing, property, foreign objects
• Placing proper documentation in photo
• Including scale in photo
• Taking standard autopsy-type photographs (anatomical position) for complete bodies
• Taking full-face photographs when possible
• Ensuring entire remains are present in the photograph
• Sending digital files to Information Resource Center for inclusion in victim identification processes.

Print Station
This is where finger/foot/palm printing of remains or body parts is performed.

Final Holding Station
This is the refrigerated area where processed remains are held until release. All human remains (identified, unidentified, and common tissue) will be stored with dignity. The holding areas for processed victims and for common tissue will be separate from that for remains that have not been processed and from where specimens (e.g., for DNA, histology, and toxicology) are stored while awaiting transfer to the lab for analysis. Remains will be held until the victim can be released for final disposition.

Release of Human Remains for Final Disposition
Identified decedents and their personal effects are released to next of kin or a person authorized by next of kin. Release functions include, preparation, final identification review, and funeral home contact.
**Preparation**
Preparation of human remains may include re-association and/or aftercare (embalming and casketing). All human remains will be prepared with professionalism and transported to authorized funeral home or crematory with consideration.

**Final Identification Review**
When remains are ready to be released, the Identification Team Leader and forensic specialists involved in the identification will:
- Conduct a final review of the methods of identification
- Physically examine the remains to ensure that the remains match the biological attributes of the deceased (based on the ante-mortem information)
- Ensure that the numbers associated with each remain are accounted for
- Sign and date the form indicating that the remains have been reviewed for final identification and place it in the Disaster Victim Packet.

If next of kin/legal authority authorized after care and it is provided at the incident morgue, route to the After Care Station.

**Contact with Funeral Home**
Funeral homes and crematoria will be contacted to coordinate picking up or the shipping of remains.

**Final Release**
Upon completion of the final identification, human remains and associated personal effects that are not deemed evidence will be released according to the standard operating procedure of the Coroner’s Office.
- Keep a log of remains/bodies that are cleared for release and those on hold
- Check/assure that remains/bodies are prepared for release as authorized by next of kin
- Complete Release of Human Remains form and Release of Personal Effects form
- Implement chain of custody
- Maintain a Release Log to document the overall release process

**After-Care Station**
After-care can include embalming, cremation, and casketing. Funeral homes and crematories may be so overwhelmed that final disposition cannot be carried out within a reasonable timeframe.

**Morgue Examination and Identification**
Prior to the commencement of examination and at the beginning of each shift, a briefing will be conducted by the Group Supervisor that will include:
- Orientation and/or updates
- Safety procedures
- Necessity for security and confidentiality of all records and data
- Workflow/procedural issues

Examination of human remains entails radiology, dental identification, pathology, anthropology/morphology, DNA retrieval, and identification confirmation.

**Radiology**
Radiographic examinations provide post-mortem radiographs for comparison with ante-mortem clinical radiographs. This station should be established in an area of the morgue that is secluded from other processing stations and have portable lead protective walls. The radiology team leader will monitor radiation safety issues such as shielding, monitor radiation dosage of team members via dosimeters, and assign dosimeters to other morgue personnel, as appropriate.

**Dental Identification**
Dental identification is divided into three sections: Post-mortem (after death), Ante-mortem (before death), and the Comparison Sections.
- The Dental Post-mortem Section performs the dental autopsy, including post-mortem dental radiography, photography, and records.
• The Dental Ante-mortem Section works closely with the Family Assistance Center to procure dental records.
• The Comparison Section compares ante-mortem and post-mortem dental records for the purpose of identification.

Pathology
The ME will make the decision to perform a complete or partial autopsy. Some reasons for complete autopsies include: homicides, terrorism, indeterminate manner of death, flight crews (in which the same pathologist autopsies all members), unidentified human remains, and upon federal request.

Anthropology
Comprehensive forensic anthropological documentation of human remains may occur. This is where fragmented, incomplete, charred, and commingled remains are examined to determine a biological profile. A standardized forensic anthropology report will be completed including a biological profile of the decedent remains that contains the:
• Sex
• Age at death
• Ancestry
• Forensic stature
• Ante-mortem trauma or pathology
• Anomalies and idiosyncratic variation including surgical hardware and prosthetic devices
• Peri-mortem (around the time of death) trauma

The forensic anthropologist may also assist with:
- Obtaining DNA samples from bone
- Taking radiographs (to ensure proper alignment of specimen)
- Interpreting trauma in consultation with the pathologist
- Obtaining and isolating dental evidence in consultation with the odontologists
- Interpreting and comparing ante-mortem and post-mortem records and radiographs
- Assisting the pathologists and odontologists in establishing identity via ante-mortem/post-mortem radiographic comparison
- Examining identified remains prior to release to confirm that the biological evidence used for identification matches the biological parameters of the remains.

DNA Identification
At the pathology station, DNA is obtained from the decedent to assist with identification when other means are inadequate. DNA analysis is expensive and its funding must be addressed. FEMA provides funding for the DNA identification effort if the incident meets its criteria for a disaster. However, confirming that funding for DNA analysis has been secured and contracts with appropriate laboratories and analysts are in place is important. DNA specimen collection criteria and guidelines must be adhered to. The Armed Forces DNA Identification Laboratory (AFDIL) policies and procedures for mass fatality incident DNA collection can serve as a guide.

Identification Station and Victim Identification Profile (VIP)
The Identification Station is a designated meeting area where results from the various identification methods are compiled, reviewed and confirmed. The Identification Team, chaired by a pathologist, consists of representatives from pathology, anthropology, odontology, radiology, prints, DNA, and the Coroner’s Office. The Victim Identification Profile has been developed and is utilized by the Disaster Operation Response Teams. It is a two-part process that utilizes a sophisticated computer program for matching physical characteristics. The families of the deceased provide as much information about them as possible: dental records, x-rays, photographs or descriptions of tattoos, clothing and jewelry, blood type, and objects that may contain the deceased’s DNA such as hair or a toothbrush. The information gathered, called ante-mortem, or "before death" information, is entered into a computer program called VIP (Victim Identification Profile), which is capable of assimilating 800 different item categories, including graphics photographs and x-rays. As forensic scientists (pathologists, anthropologists, odontologists) examine the recovered remains, they enter their findings, called post-mortem data, into the VIP. Depending on the availability of data, the VIP system enables scientists to match the remains to their identity.

Once identity is confirmed by the Identification Team, the information is presented to the Coroner, who will review and, if approved, issue a death certificate.
Fact Sheet on Health Risk from Dead Bodies

KEY MESSAGE

There is no risk of contagion or infectious disease from being near human remains or for people who are not directly involved in recovery efforts.

Victims of natural disasters, accidents, or WMD events usually die from trauma and are unlikely to have acute or ‘epidemic-causing’ infections. In the event of an intentional release of a biological agent or natural pandemic resulting in mass casualties, the risk is greater from live victims rather than the dead. The microorganisms responsible for these diseases have limited ability to survive in a body that is cooling after death.

BASIC INFECTION CONTROL FOR STAFF HANDLING HUMAN REMAINS

The safety of personnel performing these functions is paramount. Measures should be taken to reduce the risk of infection associated with handling dead bodies.

- Standard precautions are essential for those handling dead bodies; avoid exposure to potential pathogens and via wounds/punctures or mucus membranes. Follow standard precautions for blood and body and enteric fluids.
- Other Personal Protective Equipment such as eyewear, gowns, and masks, may be required where large quantities or splashes of blood are anticipated.
- Appropriately dispose of used protective equipment such as gloves or other garments
- Avoid cross-contamination: personal items should not be handled while wearing soiled gloves. Hand washing is essential.
- In HazMat or WMD events, the appropriate level of Personal Protective Equipment is required depending on the agent.
- Vehicles used for transportation should be washed carefully with a disinfectant or decontaminated if appropriate
- Human remains pouches will further reduce the risk of infection and are useful for the transport of decedents that have been badly damaged. Wrapping with plastic and a sheet may be an economical and practical containment solution.
- There is NO risk of contagion from infectious diseases simply by being near or around human remains.
# Biological Contamination Safety and Handling Recommendations

<table>
<thead>
<tr>
<th>Bio Agent</th>
<th>General Handling</th>
<th>Autopsy</th>
<th>Burial</th>
<th>Cremation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthrax</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Contact with corpses should be limited to personnel wearing PPE</td>
<td>• Recommended</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory personal protective equipment (PPE) when performing activities that generate aerosols</td>
<td>• Bio-Safety Level (BSL) 3 practices when performing activities with high potential for aerosols</td>
<td>• Package in leak-proof containers</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Regulated by 42 Code of Federal Regulations (CFR)</td>
<td>• Avoid embalming</td>
<td></td>
</tr>
<tr>
<td>Botulinum Toxin</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Contact with corpses should be limited to personnel wearing PPE</td>
<td>• No restrictions</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory PPE when performing activities that generate aerosols</td>
<td>• BSL 3 practices when performing activities with high potential for aerosols</td>
<td>• Recommend no embalming</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regulated by 42 CFR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plague</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Contact with corpses should be limited to personnel wearing PPE</td>
<td>• No restrictions</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory PPE when performing activities that generate aerosols</td>
<td>• BSL 3 practices required when performing activities with high potential for aerosols or working with antibiotic resistant strains</td>
<td>• Recommend no embalming</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regulated by 42 CFR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tularemia</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Contact with corpses should be limited to personnel wearing PPE</td>
<td>• No restrictions</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory PPE when performing activities that generate aerosols</td>
<td>• BSL 3 practices when performing activities with high potential for aerosols</td>
<td>• Recommend no embalming</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regulated by 42 CFR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Viral Hemorrhagic Fever</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Minimize handling by all personnel, even in PPE</td>
<td>• Recommended</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory PPE</td>
<td>• BSL 4</td>
<td>• Package in leak-proof containers</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Negative pressure rooms</td>
<td>• Avoid embalming</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Autopsies should be performed only if absolutely indicated</td>
<td>• Bury without reopening</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regulated by 42 CFR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smallpox</td>
<td>• Standard precautions</td>
<td>• Wear additional respiratory PPE</td>
<td>• Minimize handling by all personnel, even in PPE</td>
<td>• Recommended</td>
</tr>
<tr>
<td></td>
<td>• Additional respiratory PPE</td>
<td>• BSL 3</td>
<td>• Package in leak-proof containers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Personnel should be under a fever watch or vaccinated</td>
<td>• Autopsies should be performed only if absolutely indicated</td>
<td>• Avoid embalming</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regulated by 42 CFR</td>
<td>• Bury without reopening</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Personnel should be vaccinated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Appendix IV: Morgue Services 7
Human Remains Storage

The Disaster Mortuary Operations Response Teams have developed a number of Disaster Portable Mortuary Units (DPMU). These are pre-packaged units that contain administrative supplies, forensic equipment, support equipment and instrumentation required to operate a temporary morgue facility in the field. They may also be used to support an existing morgue in a surge situation. Additionally, these units contain office equipment to support a Family Assistance Center. DPMU’s can be ordered through a DMORT team and arrive on scene via a flat bed tractor trailer unit. Should DPMU’s not be available, it will be necessary to convert an existing site into a temporary morgue facility.

Site Requirements
Any facility used as a temporary morgue should meet the following requirements:

Size
- 10,000-12,000 square feet at a minimum
- Room for 53’ refrigerated trailers (number needed to be determined by incident)

Structure Type
- Hard, weather-tight roofed structure
- Separate accessible office space for the Information Resource Center
- Separate space for administrative needs/personnel
- Non-porous floors, preferably concrete
- Floors capable of being decontaminated (hardwood and tile floors are porous and not usable)

Accessibility
The temporary morgue site should have:
- Easy access for vehicles, equipment and a tractor trailer
- A 10’ x 10’ door
- Loading dock access or site should be at ground level
- Convenience to the incident scene
- Complete security (away from families)

Electrical
- Electrical equipment utilizes standard household current (110-120 volts)
- Power obtained from accessible on site distribution panel (200-amp service)
- Electrical connections to distribution panels made by local licensed electricians
- Two Diesel generators (7K) carried in DPMU cache
- DPMU may need 125K generator and a separate 70K generator for Administrative and IR Sections

Communications Access
- Existing telephone lines for telephone/fax capabilities
- Expansion of telephone lines may occur as the mission dictates
- Broadband Internet connectivity
- If additional telephone lines are needed, only authorized personnel will complete any expansion and/or connections

Water/Sanitation/Drainage
- Single source of cold water with standard hose bib connection
- Water hoses, hot water heaters, sinks, and connectors in the DPMU
- Existing drainage to dispose of gray water
- Pre-existing rest rooms within the facility are preferable

* Biological hazardous waste, liquid or dry, produced as a result of morgue operations, will be disposed in accordance with local/state requirements. In the event that Henry County does not have the capabilities to meet local/state requirements, cleanup and disposal can be contracted out to a private company that specializes in this service.
## Local Hospital, Morgue, Funeral Home, and Refrigerated Truck Capacity

### Local Hospitals

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Street Address</th>
<th>City</th>
<th>Contact Name &amp; Phone</th>
<th>Refrigerated Morgue Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henry Piedmont</td>
<td>1133 Eagles Landing Pkwy</td>
<td>Stockbridge</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
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</tr>
</tbody>
</table>

### Local Funeral Homes

<table>
<thead>
<tr>
<th>Organization</th>
<th>Street Address</th>
<th>City</th>
<th>Contact Name &amp; Phone</th>
<th>Mortuary Storage Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannon Cleveland</td>
<td>2580 Hwy .42 N</td>
<td>McDonough</td>
<td>Greg Cannon</td>
<td>770-914-1414</td>
</tr>
<tr>
<td>Haisten</td>
<td>1745 S. Zack Hinton Pkwy</td>
<td>McDonough</td>
<td>Betty Purcell</td>
<td>770-914-8833</td>
</tr>
<tr>
<td>Hoirs A. Ward</td>
<td>376 E. Fairview Rd</td>
<td>Stockbridge</td>
<td>Ronnie Bennett</td>
<td>770-474-1231</td>
</tr>
<tr>
<td>Watkins</td>
<td>234 Hampton St</td>
<td>McDonough</td>
<td>Dana Watkins</td>
<td>678-884-5177</td>
</tr>
<tr>
<td>W.D. Lemons &amp; Sons</td>
<td>300 Griffin Rd</td>
<td>McDonough</td>
<td>Dana Lemons</td>
<td>770-957-4337</td>
</tr>
<tr>
<td>Speers &amp; Speers</td>
<td>97 Old Griffin Rd</td>
<td>McDonough</td>
<td></td>
<td>770-957-3019</td>
</tr>
</tbody>
</table>

### Refrigerated Trucks

<table>
<thead>
<tr>
<th>Truck Owner</th>
<th>Street Address</th>
<th>City</th>
<th>Contact Name &amp; Phone</th>
<th>After-Hours Contact Name &amp; Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>
Appendix IV: Morgue Services

Recommendations for Temporary Storage of Human Remains

The following are recommendations for the temporary storage of human remains:

- **Refrigeration:** Refrigeration of human remains between 38° and 42° Fahrenheit (4° to 8° C) is the best option. This can be accomplished with the use of:
  
  **Refrigerated transport containers/trucks:** Large transport containers used by commercial shipping companies generally hold 25-30 bodies (laying flat on the floor with a walkway between). To increase storage capacity three-fold, lightweight temporary racking systems can be employed. Shelves should be set-up in such a way that allows for safe movement and removal of bodies (i.e., storage of bodies above the waist height is not recommended). When food, beverage and other consumer types of commercial vehicles are used, they will generally not be returned to their prior service function. The local jurisdiction will be ultimately responsible for replacing these vehicles. To reduce any liability for business losses, jurisdictions should avoid using trucks with markings of a supermarket chain or other companies, as the use of such trucks for storage of fatalities may result in negative implications for business. Using local businesses for the storage of human remains is not recommended and should only be considered as a last resort. Refrigeration units should be maintained at low humidity because mold can become problematic if there is too much moisture present. Storing human remains at 38° and 42° Fahrenheit will slow down, but not stop decomposition. Remains can be preserved at this temperature for 1-3 months. The primary downside to this type of storage facility is that a sufficient quantity of refrigerated trucks/containers is seldom available during mass fatality incidents.

  **Dry ice:** Dry ice (carbon dioxide (CO₂) frozen at −78.5° Celsius) can be used for short-term storage. Approximately 22 lbs of dry ice will be needed daily for each individual set of remains. The dry ice should be applied by building a low wall with it around groups of about 20 remains and then covering with a plastic sheet. To prevent damaging the corpse, the ice should never be placed on top of remains, even when wrapped. The downside to using dry ice is that it requires handling with gloves to avoid “cold burns.” Additionally, it must be used in an area with good ventilation as it emits carbon dioxide as it melts. Further, this product is costly and often difficult to obtain during an emergency.

The following storage options are less optimal than refrigeration or the use of dry ice:

- **Embalming:** This frequently used technique provides transitory preservation meant to maintain the body in an acceptable state for up 72 hours post-mortem. The downside to embalming is that it requires considerable time and expense which is not practical during a mass fatality event. Additionally, a licensed professional is required to embalm. Also, this process is not possible if the integrity of a corpse is compromised.

- **Chemical Preservation:** Chemicals can be used to pack a decedent for a short period of time. Powdered formaldehyde and powdered calcium hydroxide may be useful for preserving fragmented remains. After these substances are applied, the body or fragments should be wrapped in several nylon or plastic bags and sealed completely. The downside to this technique is that these chemicals have strong odors and can be irritating to workers.

- **Temporary Interment:** This method enables immediate storage when no other method is possible. This is not a true form of preservation and should primarily be considered when a great delay in final disposition is anticipated. Because the temperature underground is lower than surface temperature, a natural form of refrigeration occurs. To ensure future recovery of bodies, the following should be adhered to:
  
  - Each body should be labeled with a metal or plastic identification tag.
  - Bodies should also be clearly marked at ground level.
  - Bodies should be placed in a single layer (not stacked).
  - Burial should be 5 feet deep and 1 foot should be left between bodies.

- Bodies should be at least 600 feet from drinking water sources.
- In extreme situations, trench burial can be used for larger numbers.

The following human remains temporary storage options are **NOT recommended**:

- **Stacking**: Placing bodies on top of one another is not only disrespectful to the decedents and their families, but it can also distort the faces of the victims, which can impede visual identification. Additionally, it is difficult to manage stacked decedents and challenging to read the identification tags.

- **Freezing**: For several reasons, this is a poor option. To begin with freezing causes tissues to dehydrate which changes their color. This can make visual recognition by family members challenging and can also have a negative impact on the interpretation of injuries. When bodies are rapidly frozen, post-mortem injuries, including cranial fracture can occur. Additionally, the process of freezing and thawing will accelerate decomposition of the remains.

- **Packing in Ice**: This is not recommended as large quantities of ice are necessary to preserve a body even for a short period of time. Not only is ice heavy and difficult to manage, it is often used for emergency medical units during a major emergency. Further, the use of large quantities of ice results in large amounts of run-off water.

- **Ice-Rinks**: While ice skating rinks may sound like the perfect solution, they are not recommended. A body placed on ice is only partially frozen. It eventually will stick to the ice making movement of the decedent difficult. Management and movement of decedents on solid ground is challenging in good circumstances. Workers having to negotiate ice walkways would pose an unacceptable safely risk.

Potential Sources of refrigerated trucks/containers and in Henry County include:

- Dry ice
- Refrigerated trucks, trailers and cold boxes (temporary & portable units)
# Morgue Supply List Sample Chart

<table>
<thead>
<tr>
<th>Consideration</th>
<th>Your Facility Notes / How to Access Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff Protection</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Personal protective equipment</strong></td>
<td></td>
</tr>
<tr>
<td>(minimum standard precautions)</td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Worker safety and comfort supplies</strong></td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td></td>
</tr>
<tr>
<td>(radio, phone, etc.)</td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Decedent Identification</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Identification wristbands or other identification</strong></td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Method to identify each decedent</strong></td>
<td></td>
</tr>
<tr>
<td>(pouch label, tag or rack location)</td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Cameras</strong></td>
<td></td>
</tr>
<tr>
<td>(may use dedicated digital, disposable, or instant photo cameras)</td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>Fingerprints</strong></td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td><strong>X-rays or dental records</strong></td>
<td></td>
</tr>
<tr>
<td>Storage area:</td>
<td></td>
</tr>
<tr>
<td>How to access:</td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
</tr>
<tr>
<td>Consideration</td>
<td>Your Facility Notes / How to Access Equipment</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td><strong>Personal belongings bags/evidence bags</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Decedent Protection</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Human remains pouches</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Plastic sheeting</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
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<tr>
<td><strong>Sheets</strong></td>
<td><strong>Storage area:</strong></td>
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<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Decedent Storage</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Refrigerated tents or identified overflow morgue area</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Storage racks</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Portable air conditioning units</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Generators for lights or air conditioning</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>Ropes, caution tape, other barricade equipment</strong></td>
<td><strong>Storage area:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>How to access:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Notes:</strong></td>
</tr>
</tbody>
</table>
## Temporary Morgue Sites Identified

*Insert sites below* (Example: Airports, Highways, or Interstates)

<table>
<thead>
<tr>
<th>SITE</th>
<th>ADDRESS &amp; PHONE</th>
<th>CONTACT NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
Appendix V: Recovery

Section V: Recovery requires no supporting documents.
Appendix VI: Death Care Services

Funeral Home Survey

Henry County Mass Fatality Planning Committee

FUNERAL HOME SURVEY

This survey will be used and submitted to the Henry County Mass Fatality Planning Committee for the Emergency Plan only. Please complete to the best of your ability and return the survey. Thank you!

____________________________________________________
NAME OF FUNERAL HOME NAME & ADDRESS
____________________________________________________
CONTACT NAME

____________________________________________________
CONTACT TITLE

(_____) __________________________________________
CONTACT PHONE NUMBER

Personally, would you be willing to volunteer during a pandemic influenza or other mass fatality event?

☐ YES  ☐ NO  ☐ UNDECIDED

How many of the following does your funeral home employ?

<table>
<thead>
<tr>
<th># EMPLOYED</th>
<th>POSITIONS</th>
<th># EMPLOYED</th>
<th>POSITIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Licensed Funeral Director only</td>
<td></td>
<td>Registered Apprentice</td>
</tr>
<tr>
<td></td>
<td>Licensed Embalmers</td>
<td></td>
<td>Full-time Non-Licensed</td>
</tr>
<tr>
<td></td>
<td>Part-time Non Licensed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How many chapels are in your funeral home?  

☐ 1  ☐ 2  ☐ 3  ☐ 4

<table>
<thead>
<tr>
<th>CHAPEL</th>
<th>APPROX SIZE IN SQ. FEET</th>
<th>HOW DO YOU DESCRIBE THE AREA IN SIZE? (CHECK ONE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapel 1</td>
<td></td>
<td>☐ Small ☐ Medium ☐ Large ☐ Very Large</td>
</tr>
<tr>
<td>Chapel 2</td>
<td></td>
<td>☐ Small ☐ Medium ☐ Large ☐ Very Large</td>
</tr>
<tr>
<td>Chapel 3</td>
<td></td>
<td>☐ Small ☐ Medium ☐ Large ☐ Very Large</td>
</tr>
<tr>
<td>Chapel 4</td>
<td></td>
<td>☐ Small ☐ Medium ☐ Large ☐ Very Large</td>
</tr>
<tr>
<td>Prep Room</td>
<td></td>
<td>☐ Small ☐ Medium ☐ Large ☐ Very Large</td>
</tr>
</tbody>
</table>

How many church trucks do you have? _______________

Do you have a casket lift?  

☐ YES  ☐ NO

How many funeral services (burials and cremations) can you perform in a week? _______________

Do you have an active Prep Room?  

☐ YES  ☐ NO
How many workable embalming machines are in your prep room? ______

What is your morgue capacity? __________

Is your morgue climate controlled by: ☐ Refrigeration ☐ A/C ☐ Other ☐ N/A

How many removal vehicles does the funeral home possess?

<table>
<thead>
<tr>
<th>QTY</th>
<th>TYPE OF REMOVAL VEHICLE</th>
<th>QTY</th>
<th>TYPE OF REMOVAL VEHICLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Van</td>
<td></td>
<td>SUV/Truck</td>
</tr>
<tr>
<td></td>
<td>Hearse</td>
<td></td>
<td>Wagon</td>
</tr>
</tbody>
</table>

How many workable stretchers do you use? ______ Reeves Stretchers? ______

How many pouches are stocked at any given time? ______ Disaster Pouches? ______

Do you customarily perform your own: Removals? ☐ YES ☐ NO Embalming? ☐ YES ☐ NO

How many active phone lines does your funeral home have right now? ______

How many phone lines could your current system be capable of holding? ______

Do you have any items or equipment that might be useful in the retrieval, storage and disposition of human remains? (Any heavy equipment, hydraulic equipment, etc.) Please specify.

<table>
<thead>
<tr>
<th>QTY</th>
<th>ITEM</th>
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<tbody>
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</tbody>
</table>

Please share any comments or suggestions regarding a mass fatality event or pandemic influenza.

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

LICENSE #: ___________________________ (_____) _______________________

EMERGENCY PHONE #

EMAIL ADDRESS: ____________________________

___________________________________________

SIGNATURE ___________________ DATE __________
Right of Disposition of Authority

Below is information outlining Georgia law related to who has right of final disposition for a deceased individual. This order of authority should be followed in determining who will ultimately provide instructions for funeral and burial/cremation, and who will ultimately receive the body or cremated remains for final disposition when law enforcement and related mass fatality authorities are ready to release the deceased. It should be noted that this order of authority grants the right of final disposition to the state or local jurisdiction, followed by the funeral director, if all attempts to locate next of kin have been unsuccessful.


§ 31-21-7. Preneed contracts and revisions; affidavit on disposition of remains; role of probate court; warrant as to truthfulness; liability of funeral home

(b) Except as provided in subsection (c) of this Code section, the right to control the disposition of the remains of a deceased person; the location, manner, and conditions of disposition; and arrangements for funeral goods and services to be provided vests in the following, in the order named, provided that such person is 18 years or older and is of sound mind:

(1) The health care agent, as defined in Code Section 31-32-2;
(1.1) If the deceased person died while serving in any branch of the United States Armed Forces as defined in 10 U.S.C. Section 148, the person, if any, designated by the deceased person as authorized to direct disposition as listed on the deceased person's United States Department of Defense Record of Emergency Data, DD Form 93, or any similar successor form adopted by the Department of Defense;
(2) (A) A person designated by the decedent as the person with the right to control the disposition in an affidavit executed in accordance with subparagraph (B) of this paragraph.
(B) A person who is 18 years of age or older and of sound mind wishing to authorize another person to control the disposition of his or her remains may execute an affidavit before a notary public in substantially the following form:

<table>
<thead>
<tr>
<th>State of Georgia</th>
</tr>
</thead>
<tbody>
<tr>
<td>County of ________________</td>
</tr>
<tr>
<td>I,<strong><strong><strong><strong><strong><strong><strong><strong><strong><strong>, do hereby designate __________________________ with the right to control the disposition of my remains upon my death. I,</strong></strong></strong></strong></strong></strong></strong></strong></strong></strong>, have____ have not _____ attached specific directions concerning the disposition of my remains with which the designee shall substantially comply, provided that such directions are lawful and there are sufficient resources in my estate to carry out the directions.</td>
</tr>
<tr>
<td>Subscribed and sworn to before me this _____________day of the month of _______________ of the year _________.</td>
</tr>
</tbody>
</table>

_________________________________  ___________________________________________
(signature of affiant)  (signature of notary public)

(3) The surviving spouse of the decedent;
(4) The sole surviving child of the decedent or, if there is more than one child of the decedent, the majority of the surviving children; provided, however, that less than one-half of the surviving children shall be vested with the rights under this Code section if they have used reasonable efforts to notify all other surviving children of their instructions and are not aware of any opposition to those instructions on the part of more than one-half of all surviving children;
(5) The surviving parent or parents of the decedent. If one of the surviving parents is absent, the remaining parent shall be vested with the rights and duties under this Code section after reasonable efforts have been unsuccessful in locating the absent surviving parent;

(6) The surviving brother or sister of the decedent or, if there is more than one sibling of the decedent, the majority of the surviving siblings; provided, however, that less than the majority of surviving siblings shall be vested with the rights and duties under this Code section if they have used reasonable efforts to notify all other surviving siblings of their instructions and are not aware of any opposition to those instructions on the part of more than one-half of all surviving siblings;

(7) The surviving grandparent of the decedent or, if there is more than one surviving grandparent, the majority of the grandparents; provided, however, that less than the majority of the surviving grandparents shall be vested with the rights and duties under this Code section if they have used reasonable efforts to notify all other surviving grandparents of their instructions and are not aware of any opposition to those instructions on the part of more than one-half of all surviving grandparents;

(8) The guardian of the person of the decedent at the time of the decedent's death if one had been appointed;

(9) The personal representative of the estate of the decedent;

(10) The person in the classes of the next degree of kinship, in descending order, under the laws of descent and distribution to inherit the estate of the decedent. If there is more than one person of the same degree, any person of that degree may exercise the right of disposition;

(11) If the disposition of the remains of the decedent is the responsibility of the state or a political subdivision of the state, the public officer, administrator, or employee responsible for arranging the final disposition of decedent’s remains; or

(12) In the absence of any person under paragraphs (1) through (11) of this subsection, any other person willing to assume the responsibilities to act and arrange the final disposition of the decedent’s remains, including the funeral director with custody of the body, after attesting in writing that a good faith effort has been made to no avail to contact the individuals under paragraphs (1) through (11) of this subsection.
The chart below provides summary information related to cultural and religious preferences regarding care of the deceased. Attempts should be made to care for the deceased consistent with these preferences. However, public health considerations and guidelines provided by regulatory bodies will also be considered. In the event there is conflict between public health considerations and cultural or religious preferences, public health considerations will take precedence.

<table>
<thead>
<tr>
<th>Religion/Culture</th>
<th>Preference</th>
<th>Other Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan / Islam</td>
<td>Rapid Burial</td>
<td></td>
</tr>
<tr>
<td>Amish / Mennonites</td>
<td>No Restrictions</td>
<td></td>
</tr>
<tr>
<td>Arab Cultures / Islam</td>
<td>Rapid Burial</td>
<td></td>
</tr>
<tr>
<td>Buddhist</td>
<td>No Restrictions</td>
<td></td>
</tr>
<tr>
<td>Chinese / Hindu</td>
<td>Cremation</td>
<td>Burial</td>
</tr>
<tr>
<td>Christian Scientist</td>
<td>No Restrictions</td>
<td>Cremation</td>
</tr>
<tr>
<td>Cuban / Roman Catholic</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Eastern Orthodox</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Filipino / Roman Catholic</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Guatemalan / Roman Catholic</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Hispanic/Latino (other) / Roman Catholic</td>
<td>Burial (Generally)</td>
<td></td>
</tr>
<tr>
<td>Indian / Hindu</td>
<td>Cremation</td>
<td></td>
</tr>
<tr>
<td>Japanese / Buddhist</td>
<td>No Restrictions</td>
<td></td>
</tr>
<tr>
<td>Jewish</td>
<td>Rapid Burial</td>
<td></td>
</tr>
<tr>
<td>Korean</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>LDS</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Mexican / Roman Catholic</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Native American</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Pakistani</td>
<td>Rapid Burial</td>
<td>No coffin</td>
</tr>
<tr>
<td>Polynesian</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Puerto Rican / Roman Catholic</td>
<td>Burial</td>
<td></td>
</tr>
<tr>
<td>Rastafarian</td>
<td>Don’t believe in burial</td>
<td>Ask for Preference</td>
</tr>
<tr>
<td>Sri Lanka / Buddhist</td>
<td>No Restrictions</td>
<td></td>
</tr>
</tbody>
</table>
Appendix VII: Vital Records

Official Code of Georgia

(as of May 2011)

Below is the Official Code of Georgia sections dealing with death certificates and disposition permits:

§ 31-10-15. Death certificate; filing; medical certification; forwarding death certificate to decedent's county of residence; purging voter registration list

(a) A certificate of death for each death which occurs in this state shall be filed with the local registrar of the county in which the death occurred or the body was found within ten days after the death as follows:

(1) If the place of death is unknown but the dead body is found in this state, the certificate of death shall be completed and filed in accordance with this Code section. The place where the body is found shall be shown as the place of death. If the date of death is unknown, it shall be the date the body was found and the certificate marked as such; or

(2) When death occurs in a moving conveyance in the United States and the body is first removed from the conveyance in this state, the death shall be registered in this state and the place where it is first removed shall be considered the place of death. When a death occurs on a moving conveyance while in international waters or airspace or in a foreign country or its airspace and the body is first removed from the conveyance in this state, the death shall be registered in this state but the certificate shall show the actual place of death insofar as can be determined.

(b) The funeral director or person acting as such who first assumes custody of the dead body shall file the certificate of death within 72 hours. Such director or person shall obtain the personal data from the next of kin or the best qualified person or source available and shall obtain the medical certification from the person responsible therefore.

(c) (1) The medical certification as to the cause and circumstances of death shall be completed, signed, and returned to the funeral director or person acting as such within 72 hours after death by the physician in charge of the patient's care for the illness or condition which resulted in death, except when inquiry is required by Article 2 of Chapter 16 of Title 45, the "Georgia Death Investigation Act." In the absence of said physician or with that physician's approval the certificate may be completed and signed by an associate physician, the chief medical officer of the institution in which death occurred, or the physician who performed an autopsy upon the decedent, provided that such individual has access to the medical history of the case, views the deceased at or after death, and death is due to natural causes. If, 30 days after a death, the physician in charge of the patient's care for the illness or condition which resulted in death has failed to complete, sign, and return the medical certification as to the cause and circumstances of death to the funeral director or person acting as such, the funeral director or person acting as such shall be authorized to report such physician to the Georgia Composite Medical Board for discipline pursuant to Code Section 43-34-38.

(2) In any area in this state which is in a state of emergency as declared by the Governor due to an influenza pandemic, in addition to any other person authorized by law to complete and sign a death certificate, any registered professional nurse employed by a long-term care facility, advanced practice nurse, physician assistant, registered nurse employed by a home health agency, or nursing supervisor employed by a hospital shall be authorized to complete and sign the death certificate, provided that such person has access to the medical history of the case, such person views the deceased at or after death, the death is due to natural causes, and an inquiry is not required under Article 2 of Chapter 16 of Title 45, the "Georgia Death Investigation Act." In such a state of emergency, the death certificate shall be filed by the funeral director in accordance with subsection (b) of this Code section; or, if the certificate is not completed and signed by an appropriate physician or coroner, the public health director of preparedness shall cause the death certificate to be completed, signed, and filed by some other authorized person.
within ten days after death.

(d) When death occurs without medical attendance as set forth in subsection (c) of this Code section or when inquiry is required by Article 2 of Chapter 16 of Title 45, the "Georgia Death Investigation Act," the proper person shall investigate the cause of death and shall complete and sign the medical certification portion of the death certificate within 30 days after being notified of the death.

(e) If the cause of death cannot be determined within 48 hours after death, the medical certification shall be completed as provided by regulation. The attending physician or coroner shall give the funeral director or person acting as such notice of the reason for the delay, and final disposition of the body shall not be made until authorized by the attending physician, coroner, or medical examiner.

§ 31-10-20. Permits for disposition, disinterment, and reinterment

(a) The funeral director or person acting as such or other person who first assumes custody of a dead body or fetus shall obtain a disposition permit for cremation or removal from the state. A disposition permit may be required within the state by local authorities.

(b) Such disposition permit shall be made available by the local registrar of the county where the death or fetal death occurred, or body or fetus was found, 24 hours a day, seven days a week. The registrar will issue a disposition permit immediately upon request from the licensed funeral director or his agent in charge of the body or fetus. The request for a disposition permit may be received by the registrar either orally or in writing. The registrar may respond to the request by any means utilized in the normal course of transacting business including, but not limited to, transmission by facsimile machine.

In the event of a mass fatality, the Georgia State Registrar will provide such assistance as reasonably necessary to the local registrar to ensure the timely and accurate filing of death certificates and/or issuance of disposition permit.
Appendix VIII: Family Assistance Center

Example Schematic of a Family Assistance Center
16.5 *Family Assistance Center Layout*

**Family Access Areas**
- Reception-Security Desk
- Private Briefing Interview Rooms
- General Briefing Room
- Dining Hall

**Staff Access Areas**
- Family Hotel Rooms
- Lounge
- Interfaith Reflection Room
- Child Care Room
- Mental Health Counselors Office
- OCME Office
- Staff Break Area
- Joint Family Support Operations Center (JFSOC)
- Other Service Agencies Office
- Staff Briefing Area
- Family Liaisons Office
- Funeral Home Liaison Office

16.6 *Family Information Center Layout*

**Family Access Areas**
- Reception & Information
- Private Family Briefing Areas
- Refreshment Area

**Staff Access Areas**
- Data Entry Stations
- Mental Health Support
- OCME Office
- Support Agencies Office
- Staff Break Area
- Mental Health Counselors Office

*June2010.Revision 5*
Standards for Disaster Spiritual Care

(Adopted by the National VOAD in 2009)

Ratified by Full Membership, 2009

NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER POINTS OF CONSENSUS

DISASTER SPIRITUAL CARE

In 2006 the National Voluntary Organizations Active in Disaster’s Emotional and Spiritual Care Committee published Light Our Way to inform, encourage and affirm those who respond to disasters and to encourage standards insuring those affected by disaster receive appropriate and respectful spiritual care services. As a natural next step following the publication of Light Our Way and in the spirit of the NVOAD “Four C’s” (cooperation, communication, coordination and collaboration), the Emotional and Spiritual Care Committee then began working to define more specific standards for disaster spiritual care providers. The following ten “points of consensus” set a foundation for that continuing work.

1. Basic concepts of disaster spiritual care
   Spirituality is an essential part of humanity. Disaster significantly disrupts people’s spiritual lives. Nurturing people’s spiritual needs contributes to holistic healing. Every person can benefit from spiritual care in time of disaster.

2. Types of disaster spiritual care
   Spiritual care in disaster includes many kinds of caring gestures. Spiritual care providers are from diverse backgrounds. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately.

3. Local community resources
   As an integral part of the pre-disaster community, local spiritual care providers and communities of faith are primary resources for post-disaster spiritual care. Because local communities of faith are uniquely equipped to provide healing care, any spiritual care services entering from outside of the community support but do not substitute for local efforts. The principles of the National VOAD – cooperation, coordination, communication and collaboration - are essential to the delivery of disaster spiritual care.

4. Disaster emotional care and its relationship to disaster spiritual care
   Spiritual care providers partner with mental health professionals in caring for communities in disaster. Spiritual and emotional care share some similarities but are distinct healing modalities. Spiritual care providers can be an important asset in referring individuals to receive care for their mental health and vice versa.

5. Disaster spiritual care in response and recovery
   Spiritual care has an important role in all phases of a disaster, including short-term response through long-term recovery. Assessing and providing for the spiritual needs of individuals, families, and communities can kindle important capacities of hope and resilience. Specific strategies for spiritual care during the various phases can bolster these strengths.

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1 See Light Our Way pp. 52-54. 2 Ibid. 3 Ibid. 4 Ibid.
6. Disaster emotional and spiritual care for the care giver
Providing spiritual care in disaster can be an overwhelming experience. The burdens of caring for others in this context can lead to compassion fatigue. Understanding important strategies for self-care is essential for spiritual care providers. Disaster response agencies have a responsibility to model healthy work and life habits to care for their own staff in time of disaster. Post-care processes for spiritual and emotional care providers are essential.

7. Planning, preparedness, training and mitigation as spiritual care components
Faith community leaders have an important role in planning and mitigation efforts. By preparing their congregations and themselves for disaster they contribute toward building resilient communities. Training for the role of disaster spiritual care provider is essential before disaster strikes.

8. Disaster spiritual care in diversity
Respect is foundational to disaster spiritual care. Spiritual care providers demonstrate respect for diverse cultural and religious values by recognizing the right of each faith group and individual to hold to their existing values and traditions. Spiritual care providers:

- refrain from manipulation, disrespect or exploitation of those impacted by disaster and trauma.
- respect the freedom from unwanted gifts of religious literature or symbols, evangelistic and sermonizing speech, and/or forced acceptance of specific moral values and traditions.
- respect diversity and differences, including but not limited to culture, gender, age, sexual orientation, spiritual/religious practices and disability.

9. Disaster, trauma and vulnerability
People impacted by disaster and trauma are vulnerable. There is an imbalance of power between disaster responders and those receiving care. To avoid exploiting that imbalance, spiritual care providers refrain from using their position, influence, knowledge or professional affiliation for unfair advantage or for personal, organizational or agency gain.

Disaster response will not be used to further a particular political or religious perspective or cause – response will be carried out according to the need of individuals, families and communities. The promise, delivery, or distribution of assistance will not be tied to the embracing or acceptance of a particular political or religious creed.

10. Ethics and Standards of Care
NVOAD members affirm the importance of cooperative standards of care and agreed ethics. Adherence to common standards and principles in spiritual care ensures that this service is delivered and received appropriately. Minimally, any guidelines developed for spiritual care in times of disaster should clearly articulate the above consensus points in addition to the following:

- Standards for personal and professional integrity
- Accountability structures regarding the behavior of individuals and groups
- Concern for honoring confidentiality
- Description of professional boundaries that guarantee safety of clients including standards regarding interaction with children, youth and vulnerable adults
- Policies regarding criminal background checks for service providers
- Mechanisms for ensuring that caregivers function at levels appropriate to their training and educational backgrounds
- Strong adherence to standards rejecting violence against particular groups
- Policies when encountering persons needing referral to other agencies or services
- Guidelines regarding financial remuneration for services provided

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3 Ibid. 4 Ibid. 7 Church World Service “Standard of Care for Disaster Spiritual Care Ministries” 8 Church World Service “Common Standards and Principles for Disaster Response” 9 See Light Our Way, p. 16
Family Assistance Center (FAC) Site Selection

If the event is of the magnitude that there are few or no survivors and identification of the fatalities may require some time. A primary FAC should be established at a safe and secure location. If there is a need for a secondary FAC at the hospitals due to a large number of survivors, each hospital will be responsible for providing support to families waiting with their injured or deceased family members.

**Location**
- Close to disaster site but far enough away to obscure from distressing sights, sounds and odors.
- Easy access and parking for a large number of vehicles.

**Space Requirements**
- Area close to entrance for a reception and/or information desk.
- One large room (auditorium, gymnasium, etc.) with comfortable sofas and chairs arranged in conversational groupings, preferably with some chair-side tables.
  - Part of this room could house tables, chairs, writing paper, cards, puzzles and games.
- 1-2 small rooms where individuals/families can quietly pray, read or meditate.
  - Suggest providing access to books, Bibles and the Koran.
- 2-3 smaller rooms where families can gather for plans/calls, or to meet with officials or ME/C.
- One separate secure room for child care (close proximity to large room serving as main lounge).
- Room for refreshments and/or meals to be available around the clock.
  - Facilities with existing kitchen, lunchroom and/or break facilities are desirable.
- Room for first aid.
- Room for behavioral health.
- Break room for staff who are managing the center (locate away from families if possible).
- Room for staff in-processing, meeting and administrative areas.

**Communications Access**
- TV room(s) with comfortable seating.
- Bank of computers.
- Telephones/fax machines.
Family Assistance Center Guidelines

What are the guidelines for core family assistance services?

The core family assistance services or functions are:

- Family Briefings
- Ante-mortem Data Collection to assist in identifying victims
- Death Notifications
- Call Center/Hotline
- Reception and Information Desk
- Spiritual Care Services
- Mental Health Services
- Medical/First Aid Services
- Translation/Interpreter Services
- Child care
- Food Services

A brief description with guidelines for these functions appear below.

A wide range of additional family support services based on the nature of the mass fatality incident will also be required. Information on the core services is followed by:

- Additional support requests made by families at the Pentagon FAC (as examples that could be replicated for a local incident).
- Additional family support services often provided at the FAC.

Family Briefings

Families will have a strong need to receive a continuous flow of information and to understand what happened to their loved ones.

Family briefings are convened to meet this need. Their purpose is to provide information to all families (at the FAC and not at the FAC) on the progress of recovery efforts, identification of victims, the investigation, and other areas of concern.

In general:

- Always provide information to families before releasing it to the general media.
- Maintain contact with families once it is established regardless of whether additional information is available.
- Bring in subject matter experts as needed. And, plan to have rescue workers (selected via the Joint Information Center) and officials visit the families so that they can thank the workers for their efforts and support. When this occurs will depend on the nature of the incident.

The ME/C Family Assistance OIC or a designated representative will lead family briefings with the JFAC OIC present to answer questions about FAC services. If possible, have the same person provide all family briefings so that this person can become the recognized authority.

Information of Interest to Families

Families will have many questions and concerns as they assimilate and accept information about the deaths of their loved ones. The Family Concerns and Religions/Cultural Considerations section of this toolkit contains detailed information on family member concerns and advice on sensitively addressing these concerns that is based on ME/C Office experience in managing mass fatalities. In general, emphasizing respect for family members and a systematic approach can have a calming effect on those in attendance.
Family Briefing Guidelines

- Establish procedures for family briefings.
  - When guests are invited to present to families on topics of interest, orient/brief them on the family briefing procedures.

- Prepare family briefing room:
  - Setup a conference call bridge in the room where briefings will be held and provide a toll free number to connect to the bridge to families so that families who are not on site can listen to the briefing.

- Arrange for translators as needed.

- Prepare a schedule for daily family briefings (minimum two per day, e.g., one in the morning at 9:30 and one in the afternoon at 3:30; however, more frequent information sessions may often be held).

- Post the schedule in the FAC. Inform families that they may attend as often as they like and may bring as many people as they like.

- Consider preparing an informational letter for all families in the beginning that addresses key concerns, such as, identification methods, disposition options, issuance of death certificates, and matters related to unidentified remains.

- Collect information from the incident site, the morgue, the FAC, and the Joint Information Center (JIC) for briefings and consult with the JIC as needed to ensure that families are informed first and for consistency in messages to families and to the public.

  **Note:** If the incident is the result of a crime, the ME/C must sensitively convey information to families during recovery that is consistent with the information provided to the prosecution.

- Prepare briefings.

- Convene families and friends at FAC for scheduled briefings.
  - Briefings are important even if there is no new information to report.

- Provide information relating to victims and progress of the response effort to families.
  - Emphasize that the FAC is the best source of current and accurate information for families at each briefing.
  - Present information in terms family members can understand.
  - Repeat information frequently during the briefing to accommodate families at various levels of receptiveness in the grieving process.
  - Plan for question and answer sessions after each briefing (may last up to 2 hours). If a question cannot be answered, get the answer by the next briefing.
  - The JFAC Officer in Charge should attend all briefings and make him/herself available after each briefing to meet with families one-on-one at a designated area in the family briefing room, spending as much time as needed to address their concerns.

- Provide copies of transcripts of daily briefing notes (translated as needed), resource and services information, and other pertinent handouts for pick-up in the family briefing room to help families keep track of the difficult and overwhelming information they are receiving.
  - In the aftermath of a mass fatality, families are often in shock and may not be able to accurately recall what was said to them. Not having the correct information can be very distressing at the time of the event and later.

- Participate in daily JFAC Management meetings to review daily activities, resolve problem areas, and synchronize future family support activities.
Ante-mortem Data Collection

The purpose of ante-mortem data collection is to collect vital information to assist in positive identification of the victims. Ante-mortem data may include a victim’s physical, clothing and jewelry descriptions, unique characteristics (like tattoos, scars and birthmarks), dental records, medical records, and fingerprint records.

DNA reference samples are collected when conventional means of identification are exhausted or may be inadequate. Family reference samples and personal effects of the victim containing biological material may provide the only method by which victim remains can be identified.

ME/C or ME/C designated personnel will collect ante-mortem data. They will meet with family members in private areas within the family assistance center or contact them by phone to collect ante-mortem information. Families may also call the call center and be referred to a member of the ante-mortem data collection team for an interview.

All interviewers should be personnel specially trained in dealing with grieving individuals. It is helpful to have experienced DNA professionals available to help establish credibility in the DNA identification process.

Ante-mortem Data Collection Guidelines

- Establish ante-mortem data collection procedures.
  - Process for setting up family interviews.
  - Documentation—an ante-mortem data acquisition and entry plan.
    - Determine if interviewers will enter the ante-mortem data into a database of if data entry clerks will transcribe the data from an interview form into a database that will be used for comparisons with postmortem data.
    - Consider using the DMORT questionnaire, the VIP Personal Information Questionnaire. It is a universal questionnaire designed to expedite ante-mortem data collection.
      - Add local jurisdiction death certificate information to the questionnaire so that families do not have to provide this in another interview at the funeral home.
      - Note: Directions for filling-in the VIP Personal Information Questionnaire are available at: http://www.dmort.org/forms/Forms%20Manual-VI-DMORT.doc.
    - For multicultural populations:
      - Ensure proper formatting of first and last names and correct spelling of similar sounding names.
      - Note information about the family’s religious or spiritual beliefs, including practices and rituals, daily prayer times, important dates, beliefs about autopsy, and other information that may be relevant to the rescue, recovery and disposition of their loved ones. Leaders of religious or spiritual communities can also provide guidance.
        - Demonstrating sensitivity to cultural beliefs and practices of the victims’ families in a mass fatality—even when needs cannot be met—is important to effective response.
    - Identify an address for receipt of all ante-mortem records (e.g., the ME/C Office).
      - Be prepared to add changing and new information to each person’s file as it is collected from family members, friends, dentists and doctors after the initial interview.
      - Maintain logs of the files, of all incoming data/samples, and of all forwarding data/samples.
Accountability for forwarding and receiving records is essential.

- Be prepared for some family members to not want to provide ante-mortem information or supply DNA for kinship matches because they view doing so as a sign that they have given up hope.

- Orient/brief Ante-mortem Data Collection Team on the information they need to collect from families (forms, procedures, etc.) and their role as a representative of the ME/C Office.

- Coordinate operations with the Morgue Information Resource Center and the Morgue Records Supervisor.

- Schedule interviews with families. Allow 2 hours for each interview with a 30 minute period between interviews.

- Conduct interviews in rooms that are private and quiet.

- Reassure families that all information will remain confidential.

- Collect ante-mortem data using ME/C approved form. Once form is completed, ante-mortem information is given to the ME/C, the Morgue Information Resource Center, and any other appropriate agencies approved by the ME/C.
  - Dissuade families from acquiring or carrying the victim’s medical or dental records to the JFAC.
    - Ask family members to sign release forms to allow for the release of the missing person’s dental and medical records.
  - Call dentist and physician offices to request original dental records, x-rays, and medical records.
    - Follow-up call by sending an authorization fax that includes the HIPAA Exemption for Medical Examiners and Coroners, CFR 164.512(g), to verify and confirm the request for the victim’s medical/dental record and request timely delivery of records.
  - Monitor the status of incoming dental records, x-rays, and medical records to insure that all records are original and have been received.
    - Inform families when ante-mortem data and samples have been received.
    - Have victim records in foreign languages translated as needed.
  - Follow-up on requests that have not been received.

- Arrive for collection of DNA samples.
  - Establish DNA collection procedures to ensure proper collection procedures, prevent cross contamination, and ensure the best possible specimens are collected for subsequent laboratory testing.

- Provide families with a copy of Appendix G, Identifying Victims Using DNA: A Guide for Families, in the National Institute of Justice’s Lessons Learned From 9/11: DNA Identification in Mass Fatality Incidents, September 2006. The family guide is available in English and Spanish and how to access it is included later in this section under Associated Tools and Resources.

- Answer family members’ questions regarding collection of DNA samples. Explain the differences between Forensic DNA and Kinship DNA analysis.

- Maintain an open, honest and sensitive approach to questions surrounding lineage when requesting samples for Kinship DNA analysis.

- If buccal swabs are used, assist family members in collecting the samples.

- If blood samples are used, arrange for family members to meet with staff who will be collecting blood samples. Allow families to go to their family physician to collect their blood sample, if they prefer to do so.

- If family members do not visit the FAC, interviews can be conducted over the telephone following the same procedures.
For families that do not come to the FAC, DNA samples can be arranged through the ME/C and local law enforcement agencies. Send letters and consent forms to families that do not visit the FAC. If necessary, make arrangements to collect samples from anywhere in the world. When families are sending DNA samples, it is important that they are aware of complex mailing procedures for specimens and that not all companies provide this service.

If telephone contact is made before a family arrives at the FAC, follow a scripted checklist to request location and information on the following:
- Physician
- Dentist
- Hospital
- Fingerprints
- Photographs
- Military service records
- Essential vital statistics.

Arrange for collection samples to be sent to the DNA laboratory that the ME/C Office has approved at the end of each day.

Get daily status reports from the DNA lab.

Once the form for ante-mortem data collection has been completed and copied/printed at the FAC, direct it to the Information Resource Center at the Morgue for review and analysis. This may also be done electronically.

Maintain chain of custody of records via sign-in and sign-out logs.

Keep copies of forms at the FAC for reference. When the FAC is closed, the forms will be maintained by the ME/C Office or destroyed.

**Death Notifications**

The purpose of death notification is to notify next of kin/family members when their loved one has been positively identified. Once notified, the release of the remains between the family, the morgue and the selected funeral home is coordinated.

The death notification process facilitates the return of remains and allows families to grieve, memorialize their loved ones, settle estates, and resolve legal issues.

Death notification is the responsibility of the local ME/C Office. A Death Notification Team is preferred for notifications and may include a representative of the ME/C Office, a crisis counselor, and/or clergy.

**Death Notification Guidelines**

- Establish death notification procedures.
  - Notify family members of a loved one’s death in person, if at all possible.
    - Notification can take place at the FAC or at a location of the family’s choice, such as their home. If the family’s selected location is too far for the local ME/C Office to go to, enlist the assistance of local law enforcement for that area.
    - A team rather than an individual is preferred for notification. It is better to err on the side of having support persons present in case needed than to need them and not have them present.
• Brief Death Notification Team members on death notification procedures and their role as a representative of the ME/C Office.

• Identify the Death Notification Team that will notify the family of a loved one’s death. In cases where local law enforcement in another area is making the notification, encourage them to bring a local mental health professional or member of the clergy.

• When assistance is needed to find next of kin, notify appropriate authorities.
  – If the victim lived out-of-state, the State Office of Emergency Services may assist by contacting the law enforcement agency where next of kin lives.
  – If the victim is from another country, the Agency for International Development, Office of Foreign Disaster Assistance may assist in contacting a deceased foreigner’s family through the appropriate embassy.

• Prepare a fact sheet for each family with relevant information:
  – Explain how identification was determined.
  – Explain process for release of remains.
  – Include:
    ▪ FAC number to call for services and/or referrals.
    ▪ ME/C Office contact person and phone number for further questions and information on how and when the ME’s report will become available, if they are interested.

• Assemble the Death Notification Team and ensure that all members are thoroughly briefed—before meeting with the family—on the information that will be given to the family so that they can answer as many questions as possible.

• Notify next of kin when an identification has been made and the Death Notification Team is ready to meet with them.

• In cases of fragmentation or commingling of remains, counsel families on the available options for disposition of any subsequently identified remains:
  – Notification each time additional remains are identified.
  – Notification at the end of the identification process.
  – Return of the currently identified remains to the family now for final disposition.
  – Return of all remains at the end of the identification process.
    ▪ Note: If DNA analysis is the method used to conduct identifications of fragmented/commingled remains, the physical re-association of all remains may take place several weeks or months after the incident.
  – Consider other requirements the family may have if they do not impact overall identification efforts.
    ▪ Counsel families on the likelihood of common tissue. Note: Due to the length of time required to complete the scientific identification of the tissue and/or the time required to investigate and complete legal proceedings if the incident is the result of a crime, inform families that internment of common tissue will not occur soon.

• Document the family’s decision. Complete a Release Authorization and place it in the victim’s file.

• Ask family members and loved ones if they desire crisis assistance or someone to talk to. If family members are undecided or say no, give them the family assistance call center number to use if they change their mind in the future.

• Give families copies of the fact sheet prepared for the notification and of the Release Authorization with their decision on disposition of any subsequently identified remains documented.

• Coordinate the release of the remains between the family, the morgue and the selected funeral home.
● Provide the FAC Officer in Charge (and JIC) with names of victims and their next of kin, relationship to victim, and next of kin addresses and telephone numbers after the death notification. The ante-mortem questionnaire is a good source for this information.

Call Center/Hotline
The call center is an important communications link to victims’ families. It manages all calls coming into the family assistance center via a dedicated toll-free telephone number. It is set up as soon as possible after notification of a mass fatality incident.

The purpose of the call center is:

- To provide a critical communications link to victims’ families and to families requesting information on missing persons.
- To act as a primary contact point for all incoming calls to the FAC.

Since most mass fatality events will also have survivors, plan to organize the call center so that it can meet the needs of family and loved ones of both decedents and survivors in the beginning. Each call received should trigger an organized and compassionate process to help find the missing and to help identify the victims.

It is recommended that the setup of the call center be coordinated with the Joint Information Center.

Plan to operate the call center 24/7, with most staffing during the day.

The call center’s communication link can be solely phones or phones and e-mail. If e-mail is included, e-mail protocols will need to be developed and staff will be needed to respond to e-mails.

Call Center Training Manual
A resource for developing the call center staff resource information and training manual is the Pentagon Family Assistance Center Information and Training Manual. The manual contains an Introduction; Pentagon Family Assistance Center (PFAC) Call Center Operation (purpose, primary functions, and PFAC services and providers); Crisis Intervention Training Basics (emotional reactions to crisis, hints for helping, and talking about death); Ground Rules for Staff; Confidentiality; Media Requests; Values Clarification; Taking Care of Yourself; Volunteer Information; Call Record and Family Member Contact Information; Questions and Concerns; and Call Center Forms and Additional Information. It is included later in this tool under Associated Tools and Resources.

Resource Information Binder for Call Center Phone Operators at Each Phone Station
A resource information binder is recommended at each phone station with:

- Call center staff resource information and training manual.
- Family assistance center information:
  - points of contact phone numbers
  - scripts for frequently asked questions*
  - daily family briefing updates
  - lists of inured, unaccounted for, and casualties
  - press releases
  - services that are available at the family assistance center
  - local area lodging information
  - transportation information.
• Donation information.
• Volunteer information (refer to Staff and Volunteer Processing Center).
• A bomb threat checklist (if deemed appropriate).

* The scripts for frequently asked questions need to be updated daily to reflect current questions and concerns of family members from family briefings and Joint Information Center public communications.

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**Call Center Guidelines**

- Establish call center procedures:
  - Respect, consideration, and sensitivity for all callers.
  - Confidentiality.
  - Based on caller:
    - Family members:
      - referral to Ante-mortem Data Collection Team for collecting sensitive victim and family information,
      - referral to DNA personnel (Ante-mortem Data Collection Team) to provide guidance on questions such as whether it would be helpful for a certain family member to provide a kinship DNA sample, and
      - referral to Mental Health Team or Spiritual Care Team when caller is in immediate need of help beyond what is provided in call center.
    - Interested volunteers (referral to Staff/Volunteer Processing Center).
    - Donations (referral to designated agency handling donations).
    - Media (always refer to Joint Information Center).
      - Monitoring of call-type trend information and process for feedback to JFAC OIC for managing FAC activities.
  - Take time with each caller as needed—staff is dedicated to meeting the needs and understanding the concerns of each caller. This requires taking time to listen.
  - Prior to requesting information, thoroughly explain to family members the process and purpose for requesting personal information.
  - Fill out the *Call Record And Family Member Contact Form* (a Pentagon FAC form that is scripted for standard call processing and data collection and can be modified as needed) or *Crisis Call Center Intake Form*. Basic information includes:
    - Name of caller, telephone or contact information, if follow-up is required.
    - Family member/victim information, including primary next of kin, addresses, telephone numbers.
    - Reason for call.
    - Type of information provided.
    - Follow-up needed and call center or FAC staff who has responsibility for the follow-up.
  - Assess emergency and non-emergency needs of callers.
    - If a caller is in immediate need of speaking with a counselor/chaplain, ask the supervisor to bring one to the call center. If the caller is stable enough, take a name and number to pass to the chaplain/counselor for follow-up.
  - Discuss FAC services. Provide information and referral for the appropriate FAC on-site service provider.
  - If staff/volunteer needs to vent after receiving an unusual or stressful call, please do so appropriately with a co-worker or the supervisor. Take these opportunities as needed. Be sure that callers and visitors cannot hear any ‘processing’ conversations.
  - Take and distribute messages to FAC staff and service providers.
• Turn in collected information on forms to the shift supervisor at the end of each shift.
  – Data entry personnel will enter important personal and demographic information on victims and their families into the database to share with other FAC staff.
  – The supervisor will review contact sheet records and assess required follow-up contact and arrange for follow-up calls.
• Add updated information to phone operator resource binder.
• Maintain confidentiality of family information.

Reception and Information Desk
The reception and information desk should be in a central, highly visible area. It is the families first point of contact and plays a critical role in setting the tone of the FAC experience.

The purpose of the reception and information desk is to welcome and check-in families and visitors to the FAC to ensure FAC security, assess immediate needs of family members, and assist families in accessing services.

The reception and information desk plays an important role in taking care of families by monitoring their visits, assessing their needs, and by reporting to leadership on how families are responding to services at the FAC. This feedback allows the FAC to be proactive and flexible.

Be prepared to:
• Meet families as they arrive.
• Assist when necessary in coordinating activities to meet families’ needs.
• Provide liaison between the family and the agencies involved as needed.
• Control who gains access to the FAC. Each family member should receive a photo identification badge to allow access to secured areas and maintain the privacy of all families.

The Reception and Information Desk Team includes staff working at the desk and escorts. Staff and escorts should receive an orientation briefing that includes training on:
• Awareness of and responding to family grief.
• Importance of confidentiality.
• Continual support of families while in the FAC.
• List of services available at the FAC.
• Tour of the FAC.

Reception and Information Desk Guidelines
• Establish reception and information desk procedures:
  – FAC is only for families and loved ones of anticipated victims and pre-approved guests. Media, curiosity seekers, etc., are not welcome.
  – Consider establishing an order for family members to register and visit various agencies (based on family needs) to ensure that families get the assistance they need.
• Welcome families when they arrive. Escorts may meet families at the entrance and accompany them to the reception and information desk if it is not at the FAC entrance.
• Check-in families, ensuring that they are treated with respect, consideration and sensitivity. Allow people to move through the process at their own pace:
  – Ask them to sign the FAC Daily Sign In Log.
− Gather locator information on primary and secondary next of kin and who will be visiting the FAC on the FAC Family/Friend Registration Form. Thoroughly explain the process and purpose of requesting this personal information prior to asking questions.
  • Forward this information to administration, the call center, and the ante-mortem data collection team for further processing and reporting.
− Provide each family member/friend with a photo ID badge for identification with a same day pass. The photo ID badge should be a different color from staff badges so that family members and staff can be quickly distinguished. On subsequent visits, check IDs and issue same day passes.
− Assess emergency and non-emergency needs of family member(s).
− Offer information on available services and connect families with the appropriate on-site service providers.
− Give directions for signing in on future visits and for signing out.

• Assign an escort to each family who can take them to a designated area where they will be more comfortable and can be located if necessary or to requested service provider.
  − Escorts can inform families of available services, provide written information that has been developed, provide the schedule for family briefings, assist families in navigating FAC services, and help them with any need that arises during their stay at the FAC.
    • Expect families visiting the FAC for the first time to use the escorts extensively and to rely less on them during subsequent visits.

• Provide information and referral services.
• When families leave the FAC, ask them to check-out and confirm that the FAC has their address and phone number so that they can be contacted with additional information, including notification of a loved one's death.

**Spiritual Care Services**

The purpose of spiritual care services is to:

• Provide interdenominational pastoral counseling and spiritual care for people of all faiths who request it.
  − Being accessible to the families, friends, and co-workers of victims and to the FAC staff and volunteers during all FAC hours, particularly during large group meetings and events.
• Conduct religious services and provide worship opportunities.
• Provide emotional support/crisis intervention and assist mental health staff as needed.
• Serve as a member of the Death Notification Teams.

**Spiritual Care Guidelines**

• Establish the procedures for spiritual care services.
  − Emphasize reaching across faith group boundaries and not proselytizing. In coordination with mental health counselors, protect family members from being confronted by unwelcome forms of spiritual intrusion.

  − Be available throughout the FAC to keep a watchful eye on the emotional reactions of those around them. Guide family members to a private room where they can talk about their loss and pray as needed.
  − At a minimum, maintain records of the number of contacts and the assistance
provided to document FAC activities and manage staffing requirements.

- Orient team to procedures.
- Monitor the information received at family briefings, particularly the numbers of positive identifications and of missing victims.
- Choose strategic positions throughout the family briefing room during briefings to reach out to any family experiencing grief or trauma.
- Assist with ante-mortem interviews and death notifications as needed.
- Assist with callers to the call center as needed.
- Walk around the FAC, visiting and talking to people and monitoring how families and how FAC staff and volunteers are holding up over time.
- Share meals with families to provide support.
- Make counseling in private rooms available.
- Arrange suitable inter-faith memorial service in the days following the incident. Offer single-denominational services at the FAC on Sundays.
- Make materials available to help those who are grieving and to positively reinforce the pastoral contacts with family members.
- Work with mental health staff in providing emotional support for FAC staff and volunteers.
- Work closely with the mental health services staff to maximize assets and minimize functional overlap.
- Attend all special events (e.g., visits to the incident site) to monitor family reactions during activities and provide support.

**Mental Health Services**
The purpose of mental health services is to:

- Assist family members and FAC staff and volunteers in understanding and managing the full range of grief reactions.
  - Being accessible to families and staff and volunteers during all FAC hours, particularly during large group meetings and events.
- Provide Psychological First Aid, crisis intervention, mediation, and management of ‘at risk’ family members, including child and adolescent counseling.
- Provide referrals, as requested, to mental health professionals and support groups that are in the family member’s local area.
- Provide Psychological First Aid and grief process educational materials for the FAC.

**Mental health services goals** are to provide services based on the most current best practices:

**For families:** To help families grieve and stabilize as they prepare to move on to the next phase of their lives.

- The sooner educational information and counseling staff are available, the more likely family members will become aware of issues and seek assistance.

**For staff and volunteers:** To help staff and volunteers cope with the common stress symptoms that result from working in mass fatality response and prevent/mitigate traumatic stress and its symptoms—physical illness and disease, mental and psychological disorders, and relationship problems.

**Mental Health Services Approach**
Psychological First Aid* is the recommended mental health strategy in the immediate aftermath of the disaster. This focus can last for several weeks for large-scale incidents.
The literature suggests that psychological debriefing may have adverse effects on some disaster survivors and first responders. As a result, many disaster response organizations have chosen to utilize PFA as the supportive intervention of choice for responders in the early aftermath of disaster. It is an evidence-informed modular approach for assisting people in the immediate aftermath of disaster and terrorism to reduce initial distress and foster short and long-term adaptive functioning.

An additional approach to consider has been developed by the Palo Alto Medical Reserve Corps—a three-stage treatment alternative to Critical Incident Stress Debriefing. Its three phases are: Phase I—psychological first aid, Phase II—intermediate support/anxiety control, and Phase III—continued support/control or support/control plus prolonged exposure. All three phases are empirically derived therapeutic interventions for acute stress reactions following mass casualty trauma.

Resources for Psychological First Aid and the Palo Alto Medical Reserve Corps model are presented later in this document under Associated Tools and Resources.

**Mental Health Services Staffing**

*It is important to maintain an appropriate mix of professionals—social workers; marriage, family and child therapists; psychologists, psychiatrists, and grief counselors—on duty. Aim to develop a core team for continuity.*

The Mental Health Services Team will participate in orientation/training in Psychological First Aid (PFA). For long-term FAC operation, Team members may also participate in orientation/training for evidence based interventions developed by the Palo Alto Medical Reserve Corps to assist families.

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### Mental Health Services Guidelines

- Establish mental health/emotional support services procedures.
  - Use of Psychological First Aid.
  - Availability throughout the FAC.
  - Recordkeeping. At a minimum maintain records of the number of contacts and the assistance provided to document FAC activities and manage staffing requirements.
  - Confidentiality and privacy protection.
  - Medication. Disaster Psychiatry Outreach is a resource for information on the disorders victims are likely to develop, medications appropriate to dispense on site, and crisis interventions.

- Orient team to procedures and to local resources.
  - Make referral lists available to all staff.
  - Consider using the generic title of ‘counselor’ for all mental health staff to help lessen the avoidance some people have toward the term mental health.

- Walk around the FAC, visiting and talking to people and monitoring how families and how FAC staff and volunteers are holding up over time. Serve as mental health eyes and ears throughout the FAC.

- Guide family members to private rooms for counseling—re: spectrum of normal grief reactions, crisis intervention, mediation, management of ‘at-risk family members, child/adolescent counseling, family counseling, consultation services, and referrals for longer-
Appendix VIII: Family Assistance Center

First Aid/Medication
The medical aid station’s purpose is to:

- Provide immediate emergency medical evaluation and stabilizing care to family members and FAC staff and volunteers.
- Serve as a liaison with medical service providers in the event of a medical emergency.
- Assist family members by providing general support and comfort.

The staff will consist of doctors, nurses, and technicians and is ideally stationed near mental health and spiritual care services.

term follow-up counseling as needed.
- Provide mental health services/consultation in child care center as needed.
- Make PFA handouts for survivors and educational materials on the grief process, how to answer children’s questions about the tragedy, etc., available for distribution throughout the FAC.
- Monitor the information received at family briefings, particularly the numbers of positive identifications.
- Assist with ante-mortem interviews and death notifications as needed.
- Provide behavioral health assessments and appropriate interventions for callers to the call center as needed.
- Attend all special events (e.g., incident site visits) to monitor behavioral health reactions during activities.
- Provide mental health services for the FAC staff and volunteers and direct staff and volunteers to additional counseling resources as needed.
  - This is a significant role for the team. A crisis situation is an intense experience for those involved in the response effort—physically, emotionally and psychologically. Research shows that the closer an individual works with traumatized victims, the more likely he or she will experience secondary trauma. Emotional and spiritual support can help minimize the vicarious trauma impact on personnel who are directly supporting victims.
- Work closely with the chaplains to maximize assets and minimize functional overlap.
- Provide consultation to FAC leadership and leaders of other teams.
First Aid/Medication Guidelines

- Establish first aid/medication procedures.
  - Including access to pharmaceuticals.
- Position throughout the facility during family briefings and other events when large numbers of families are gathered for activities.
- Provide first aid/medication as needed.
- Arrange for transport to hospital as needed.

Translation and Interpretation Services
The purpose of translation and interpretation services is to:
- provide translation and interpretation services in individual and family meetings and during family briefings and
- to translate FAC materials and ante-mortem records as needed.

Translation/Interpretation Services Guidelines

- Establish translation and interpretation services guidelines and procedures.
- Be available to all families and all agencies and staff/volunteers during all hours of operation.
  Assist with translation for:
  - Services for families.
  - Written materials that are available for families.
  - Translation of dental and medical records from other countries.

Child Care
The purpose of child care is to provide a safe and secure environment for FAC families’ children during main FAC operating hours. The primary goal is to establish a friendly and healthy setting for short-term care while providing some respite for parents as they deal with a very difficult, challenging situation.

Services include:
- Providing activities and caring support for children.
- Providing structure, comfort and acknowledgement to minimize the impact of traumatic stress and to meet children’s unique needs.
- Providing information and referral for families who need more extensive child care after FAC hours.

It is recommended that only licensed child care providers be used to provide these services.
Child Care Center Guidelines

- Establish child care center procedures.
  - Whether or not parents/guardians must be on site at FAC when their children are in child care.
  - How security will be ensured, e.g., take a Polaroid photo of each child and his/her parent when the child is brought to child care. Check the photo and/or identification prior to releasing child.
  - Evacuation plan.
- Make sure room(s) is child safe based on the state’s recommendations for child care operations.
- Set up the room(s) daily:
  - Organize play areas with toys accessible to children.
  - Set up bathroom and diaper changing areas.
  - Arrange for snacks, juice, and meals.
  - If a television is available, only use it for tapes and DVDs—not for general TV programs to avoid news broadcasts.
- Orient new staff:
  - Review safety standards.
  - Review hygiene standards for diapering and toileting.
  - Review sign-in and sign-out procedures.
  - Provide information available on dealing with children’s grief/disaster response, number to call if help is needed, evacuation plan, etc.
- Brief staff at the beginning of each shift.
- Sign-in (parent/guardian’s name, child’s name and age, time in).
  - Get any special instructions from parents, such as food allergies, medication, approximate time of return and planned location(s) in the building in case parents must be notified if their child is experiencing distress and since they have primary responsibility for evacuating their child(ren) in case of emergency.
- Engage children in age-appropriate activities/provide care.
- Coordinate/monitor special needs of children and coordinate activities to meet those needs (art therapy, trained therapy dogs, child psychiatrists, social workers, etc.).
- Communicate with parents/guardians to pass on appropriate information on activities and issues.
- Sign-out (parent/guardian check Polaroid photo of parent and child/show identification as needed, signs name and time out).
- Daily closing procedures:
  - Ensure that all children have been accounted for.
  - Prepare a daily shift report.
  - Disinfect toys—especially those that children put in their mouths. Place in a sink or tub and spray with bleach solution, rinse, and air dry.
  - Organize room and leave any special instructions for opening—sweeping, replacement of towels, etc.
  - Return key to the FAC Officer in Charge.

Food Service
Food for families and for staff is required. The purpose of food services is to provide three high quality meals daily and make snacks and drinks available during all hours of operation.
Food Services for Families and Staff Guidelines

- Arrange for two dining areas—one for families and staff and one for staff only (for when staff want private time/time to regroup).
- Provide food (catered, made on premises, food vouchers for the hotel restaurant if the FAC is in a hotel).
  - Three high quality meals daily.
  - Beverages and snacks during all FAC hours of operation.
- Spiritual Care counselors and mental health counselors should be available throughout the hours of operation in both dining rooms and in snack/beverage areas.

Support Ideas and Activities Families Will Appreciate
At the Pentagon Family Assistance Center (PFAC), families identified the following things as valued support in addition to the many available services:

- Memorial Table.
- America's Heroes Board.
- Pentagon (Incident) Site Visits.
- Families Connecting with Other Families.
- Pentagon Remnant Vials.

These supportive measures can easily be modified for replication during other mass fatality incidents.

Examples of PFAC Support Ideas and Activities Families Appreciated

Memorial Table
The memorial table lined one side of the family briefing room. It provided space for families to place mementos, photos, and letters honoring their loved ones. The memorial table became a powerful and emotional area where family members, visitors, staff, and volunteers solemnly and reverently read the touching letters and viewed the photos of victims.

Heroes Board
The graphics specialists produced a special board that was displayed at the front of the family briefing room. The display was lined with laminated photographs and biographies of the victims that had been published in The Washington Post. New biographies were added daily as they were printed in the paper. The biographies provided a more personal description of the victims than a standard obituary. The American Heroes Board became a place where families, staff, and volunteers would frequently gather to read about the lives of those who had perished.
Examples of PFAC Support Ideas and Activities Families Appreciated

**Incident Site Diagrams and Charts**
A number of family members had a need to know where their loved one was in the Pentagon or in the aircraft at the time of the attack and how the attack site was changing over time. In response, graphics specialists developed graphic displays of the affected Pentagon offices and seating diagrams of Flight 77. To a number of families, seeing where their loved one was at the time of the attack helped them better understand and process what happened. As the recovery process progressed, families were kept updated on the status of the operation and diagrams were used to show the progress of the efforts at the attack site. These charts and diagrams proved to be a powerful way to communicate information to families.

**Incident Site Visits**
Family members asked to view the site where their loved ones died. This was originally discouraged, but when it became clear how important this was to the families, necessary arrangements were made for visits. FAC staff conducted the first site visit, which occurred the weekend after the attack. Family members were escorted to the site on buses. A mental health counselor and chaplain were assigned to each bus. Medical personnel and therapy dog teams were on-site to provide additional support. The viewing site was 100 yards from the actual attack site, since recovery work was still being done. FAC staff arranged for a table at the site where families could leave flowers (provided by the FAC) and other mementos of their loved one. A viewing platform was erected for families to see the site from an elevated position. Families were also briefed on the attack, using diagrams and charts to explain what happened. Families were allowed to stay at the site as long as they wished. Blankets were provided as days got colder. Several more visits were arranged. The final set of visits allowed families to get closer to the attack site since the recovery phase had been completed. Going to the actual location where loved ones died proved to be a significant part of the grieving process.

**Families Connecting with Other Families**
Families were very interested in meeting colleagues of loved ones and wanted to connect with others families experiencing a similar loss. Locations in the family briefing room were designated for families to gather and meet. This provided interested families with opportunities to share information, develop relationships, and form support groups.

**Incident Remnant Vials**
Many family members requested remnants from the attack site. Remnants were obtained, placed in vials and put in small wooden boxes (designed specifically for this purpose, they were produced and donated by a wood carver). The FAC managed distribution to ensure that every family received one. FAC staff stressed that the vials contained rubble from the site, free of human remains and toxic materials, and were not to be considered as the partial remains of loved ones. To the families, the vials were reminders of where their loved ones had perished.

**Special Support Activities**
On September 24, a large number of families attended a special Kennedy Center concert hosted by the First Lady. The concert was a special tribute to those who were lost or missing, family members, and survivors. Although family members did not request this, this event and others like it provided a brief reprieve for families.
Memorial Service and Support

One month after the event, a memorial service was held. It appeared to serve as an important milestone in the families’ grieving process. After the memorial service, many families began returning to work, reconnecting to their communities, and resuming their lives.

Some families preferred not to go to the Pentagon for the service. To meet their needs a live satellite dish was positioned to broadcast the event via satellite to the family briefing room so family members, staff, volunteers, and hotel personnel could watch the event. The decision to have a dedicated satellite dish allowed the FAC staff sufficient time to coordinate the logistics for the transmission and avoid the risk of complications that could result from a last minute link-up with a public broadcast network.

Children at the child care center who were eight years old or older and had their parent’s/guardian’s permission, were brought to the family briefing room to view the service. Professional staff members were on hand to support any issues the children or family members had. The FAC staff also made arrangements to provide all families with a video tape of the memorial service.

Additional FAC Services

Following a large-scale event, family assistance typically involves a range of services provided by local, state, and federal agencies as well as nonprofit and private organizations. The additional family assistance center services needed will depend on the nature of the incident and on the victim population. Examples of these services—in alphabetical order—include:

- Benefits Counseling and Assistance.
- Financial Assistance.
- Financial Planning.
- Laundry Services.
- Legal Assistance.
- Physical Health Services.
- Salvation Army Services.
- Therapy Dogs International Services.
- US Department of State Services.
- US Department of Veterans Affairs Services.
- US Federal Bureau of Investigation Victim Witness Assistance Program.
- US Social Security Administration Benefits Assistance.
- Web Search/Lead Investigation Center to manage large numbers of missing persons that are not presumed dead.

If the victim population includes members of the armed services or government employees, there are many services available that can be accessed for victim families. If the victim population is predominantly comprised of employees of a large corporation, it is also likely that the impacted corporation will be actively involved in the family assistance center.

The many additional services that provide on-site services at the FAC will need to:

- Appoint a Team Leader.
- Establish procedures for operation.
- Maintain data on the numbers of families/family members served.
The FAC logistics requirements are extensive. This section outlines the general requirements for:

- Staffing
- Communications and information systems
- Equipment and supplies
- Facility requirements.

You will have to make decisions in your planning process to complete your logistics planning. The information below can be modified for your jurisdiction. You will need to complete columns for alternate sources/resources to include resources that are available in your jurisdiction and contact information. The exact number of resources required will depend on the nature of the incident and can only be determined at the time of the incident.

**Procedures For Managing Logistics/Support Requirements**

The FAC Logistics Officer will identify FAC service and support needs and will work closely with Emergency Operations Center Logistics and the Staff and Volunteer Processing Center to procure and allocate service and support needs. The FAC Logistics Officer will also work closely with FAC administrative staff to track and maintain required documentation for supplies, equipment and personnel.

**Staffing Requirements**

A core staff from the FAC managing agency and from the local ME/C Office will be important to ensuring continuity for families. Involving additional agencies with experience in providing family assistance for mass fatalities is strongly recommended. The remainder of the FAC staff will be a largely volunteer staff from multiple agencies and organizations.

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### Guidelines for Staffing the FAC

Information on agencies with expertise in mass fatality family assistance is followed by FAC lead organization and tables for staffing requirements and for additional services/resources.

**Agencies with Expertise in Mass Fatality Family Assistance**

Examples of agencies that have experience in managing a family assistance center include the American Red Cross and the DMORT Family Assistance Center Team.

**American Red Cross**

American Red Cross (ARC) involvement is activated by contacting the local Red Cross chapter. Local chapter paid and volunteer staff provide the initial response in the form of a Disaster Action Team (DAT). In larger incidents, the DAT may conduct an initial assessment and alert the chapter of the need for a Disaster Relief Operation (DRO). If the disaster is deemed to be beyond local capacity, the local chapter will contact the Red Cross state lead chapter for assistance. If the state lead chapter determines that an incident requires resources beyond the Red Cross resources of the entire state, the state lead unit requests assistance from the Red Cross National Disaster Operations Center (DOC), which will then bring to bear Red Cross resources from across the nation.

The American Red Cross Disaster Services functions and activities that may be available as part of a mass fatality response include:

- Assistance in setting up the FAC and in escorting family members to the site.
- Administration—coordinate and ensure appropriate performance of the Red Cross functions, including effective communication with other agencies, ARC headquarters, daily activity reports, staffing, equipment and supply requests.
• Immediate Emergency Assistance To Families—provide money for travel and transportation, food, clothing, shelter, and funeral costs.

• Hotline to provide immediate access to national and community-based resources, ranging from grief counseling to how to answer questions from children related to the tragedy.

• Disaster Mental Health Services—provide mental health services to families and staff at the FAC.

• Spiritual Care—provide spiritual care services and reach across faith group boundaries without proselytizing. Work in coordination with mental health counselors to protect family members from being confronted by unwelcome forms of spiritual intrusion. Provide supportive spiritual care through empathic listening, demonstrating an understanding of persons in spiritual and emotional distress.

• Child Care—ensure that children at the FAC are provided a safe and secure environment to play while their families are at the FAC. Provide structure, comfort, and acknowledgement to meet the unique needs of children immediately following a disaster and to minimize the impact of traumatic stress.

• Interpretation and Translation Services—staff the FAC and be available to clients, agencies and personnel during the hours of operation.

• Supervision and management of staff and family dining areas.

• Provide food for staff and volunteers.

• Public Affairs—provide appropriate information to the media outside the FAC and work with mental health services to prepare family members who wish to address the media.

• Logistics—support the physical management of ARC activity at the FAC and act as a liaison with the FAC Logistics Officer and/or facility landlord to address facility requirements and daily supply needs.

• Coordination of therapy dogs.

• Family Gift Program, a cash grant program to assist with living expenses for up to one year while long-term recovery issues are being addressed.

DMORT Family Assistance Center Team
DMORT assistance is accessed in California through the California Coroner Mutual Aid process. The DMORT Family Assistance Center Team (FACT), working under the local ME/C, can:

• Provide guidance in setting up the FAC.

• Collect ante-mortem data, including the collection of DNA reference samples.

• Provide information to next of kin.

• Assist the ME/C with death notifications.

The expertise of organizations such as the American Red Cross and the DMORT FACT will improve response time in activating a joint family assistance center, minimize management and training issues, and enhance operational capability.
FAC Local Organization
To the extent possible, staffing and training requirements should be planned in advance to avoid confusion. Government and nonprofit organizations are ideally the primary providers of FAC services. Some commercial businesses may also become involved.

It is recommended that service providing organizations and commercial businesses be carefully screened and approved by the appropriate legal policy and general counsel officials prior to being integrated into the operation.

Family Assistance Center Staffing Requirements
A family assistance staff table and a table for additional FAC services are provided to assist your planning.

The family assistance staff table presents the beginning of the process to identify the types of personnel and the alternate staff/potential resources for these staff positions. Continue to fill in the Alternate Staff/Resources column based on what is appropriate for your jurisdiction.

The quantity or number of staff needed will be determined at the time of the incident, based on its complexity and the estimated number of potential victims.

When determining the number of staff required, plan for 8 to 10 family members/loved ones for each missing or deceased disaster victim.

### Family Assistance Staff

<table>
<thead>
<tr>
<th>Staff</th>
<th>Quantity</th>
<th>Alternate Staff/Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JFAC Management Staff</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAC Officer in Charge</td>
<td></td>
<td>Agency in Charge</td>
</tr>
<tr>
<td>Deputy Officer in Charge</td>
<td></td>
<td>Agency in Charge</td>
</tr>
<tr>
<td>Family Assistance ME/C Officer in Charge</td>
<td></td>
<td>Local ME/C Office</td>
</tr>
<tr>
<td>FAC Logistics Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logistics Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Advisor (to research and resolve complex legal issues raised by staff and families)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FAC Administration/Finance Team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Runners</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative/Clerical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Entry Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graphics Specialists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel/Interagency Coordination Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-3 phone/receptionists</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trainers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information &amp; Communications Systems Technical Support Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tech Support Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family Briefings Team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team Leader</td>
<td></td>
<td>Local ME/C Office, DMORT FACT</td>
</tr>
</tbody>
</table>

Appendix VIII: Family Assistance Center
# Family Assistance Staff

<table>
<thead>
<tr>
<th>Staff</th>
<th>Quantity</th>
<th>Alternate Staff/Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coroner Investigators</td>
<td></td>
<td>DMORT FACT, law enforcement agents, funeral service personnel</td>
</tr>
<tr>
<td>Admin Support Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ante-mortem Data Collection Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team Leader</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift Supervisors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coroner Investigators</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DNA Specialists/Genetic Counselors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clinical Staff for blood draws (DNA collection)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Entry Clerks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Death Notification Team
- Team Leader
- Coroner Investigators: Experienced death investigators, funeral directors
- Admin/Support Staff

## Call Center Team
- Team Leader/Lead Supervisor: Local hotline staff, Red Cross
- Shift Supervisors
- Phone Operators
- Data Entry Staff

## Reception & Information Desk Team
- Team Leader
- Shift Supervisors
- Intake Specialists
- Escorts (may be helpful if they have counseling training): Red Cross, Salvation Army

## Spiritual Care Team
- Team Leader: Public Safety Chaplains, Faith-based Disaster Relief Services (e.g., Lutheran, Baptist, Methodist, Muslim, Assembly of God, etc.), Tzu Chi Foundation, local Council of Churches, local churches
- Shift Supervisors
- Chaplains
- Chaplain Assistants

## Mental Health Services Team
- Team Leader: Mental Health Department and approved contractors, Drug and Alcohol Department and approved contractors, National Association of Social Workers, State Association of Marriage and Family Therapists, State Psychological Association, Disaster Psychiatry Outreach, American Red Cross Disaster Mental Health Services
- Shift Supervisors
- Mental Health Professionals
- Administrative Assistants

## First Aid/Medication Team
- Team Leader: Jurisdiction Health & Hospital Agency, Public Health Department, Medical Volunteers for Disaster Response, Occupational Health & Safety Agency, Federal Disaster Medical Assistance
- Doctors
- Nurses
Family Assistance Staff

<table>
<thead>
<tr>
<th>Staff</th>
<th>Quantity</th>
<th>Alternate Staff/Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paramedics</td>
<td></td>
<td>Teams, State Disaster Medical Assistance Teams, American Red Cross</td>
</tr>
</tbody>
</table>

**Translation/Interpretation Services Team**

| Team Leader                |          | Local CBOs serving non-English speaking populations, Social Services Agency, local Consulate and Embassy representatives, US Department of State |
| Translators/Interpreters   |          |                                                                                           |

**Child Care Team**

| Team Leader/Lead Supervisor |          | Church of the Brethren (MOU with Red Cross), Save the Children, Local Recreation Department |
| 2 Staff caregivers (minimum) Use standard staff/child ratios |          |                                                                                           |

**Food Services Team**

| Team Leader |          | Red Cross, Salvation Army, & Jurisdiction’s Department of Corrections, State Restaurant Association |
| Assistants  |          |                                                                                                 |

**Additional Services Teams**

| To be determined |          | Determined based on required teams |

This table does not include the American Red Cross or DMORT FACT, which were described at the beginning of the staff section and included in the required staff table above.

**Additional FAC Services**

**Benefits Counseling and Assistance**

- Assists with death claim benefits, victims’ unpaid compensation, Workers’ Compensation Program employee injury and death claims, death gratuities, and medical, disability and/or life insurance benefits, settlements, and claims.
- Coordinates the wide range of servicing organizations to facilitate how to access all available financial benefits to which families may be eligible and the processing of payments to families.

**Financial Assistance Services**

- Assists families with donations, cash assistance, food stamps, and other benefits as needed.

**Financial Planning Services**

- Advises on banking issues, payment of bills, and budget and cash flow management.
- Advises on organization of family finances.
- Advises on savings options and stocks versus bonds or certificates of deposit for short-term resources.
- Advises on analysis of future investments.
- Advises on annuities and insurance policy information.
- Advises on working with other professionals, such as accountants, attorneys and insurance professionals.
# Additional FAC Services

<table>
<thead>
<tr>
<th>Additional FAC Service Categories</th>
<th>FAC Resources Agencies &amp; Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Laundry Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Washers and dryers for facility needs. May also be needed for families.</td>
<td></td>
</tr>
<tr>
<td>- Laundry service.</td>
<td></td>
</tr>
<tr>
<td><strong>Legal Assistance</strong></td>
<td></td>
</tr>
<tr>
<td>- Meets with each family to ascertain relevant facts concerning legal issues and provides consultation on issues such as:</td>
<td></td>
</tr>
<tr>
<td>- Securing victim’s automobile(s), housing and personal effects;</td>
<td></td>
</tr>
<tr>
<td>- Accessing victim’s single-holder bank and brokerage accounts;</td>
<td></td>
</tr>
<tr>
<td>- Creditor matters;</td>
<td></td>
</tr>
<tr>
<td>- Identity theft;</td>
<td></td>
</tr>
<tr>
<td>- Child custody;</td>
<td></td>
</tr>
<tr>
<td>- Media relations;</td>
<td></td>
</tr>
<tr>
<td>- Estate administration; and</td>
<td></td>
</tr>
<tr>
<td>- Probate issues.</td>
<td></td>
</tr>
<tr>
<td>- Advises on how to respond to and evaluate solicitations for representation in possible mass casualty tort claims.</td>
<td></td>
</tr>
<tr>
<td><strong>Physical Health Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Massage</td>
<td></td>
</tr>
<tr>
<td>- Chiropractic treatment</td>
<td></td>
</tr>
<tr>
<td><strong>Salvation Army Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Has disaster response teams. Typical focus is on aiding emergency response workers.</td>
<td></td>
</tr>
<tr>
<td>- Provides grief counseling at FAC.</td>
<td></td>
</tr>
<tr>
<td>- Willing to assist in the FAC in any way needed, e.g., warmly greeting families and attending to their needs.</td>
<td></td>
</tr>
<tr>
<td><strong>Therapy Dogs International Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Specially trained therapy dogs and qualified handlers to support the FAC mission.</td>
<td></td>
</tr>
<tr>
<td>- The dog teams help comfort families and provide companionship during FAC visits.</td>
<td></td>
</tr>
<tr>
<td>- Dogs are available for petting and hugging, providing unconditional acceptance and affection.</td>
<td></td>
</tr>
<tr>
<td>- They provide a great deal of comfort to the children in the child care center.</td>
<td></td>
</tr>
<tr>
<td>- Handlers assist FAC by defusing the stress so that all can enjoy a few moments of focusing on matters other than those associated with the tragedy.</td>
<td></td>
</tr>
</tbody>
</table>
## Additional FAC Services

<table>
<thead>
<tr>
<th>Additional FAC Service Categories</th>
<th>FAC Resources Agencies &amp; Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>US Department of Justice Office of Victims of Crime and State Victim Assistance and Compensation Programs</strong> (if the mass fatality is related to a criminal act)</td>
<td></td>
</tr>
<tr>
<td>- Provides a representative to the family assistance management team to coordinate with other members on DOJ-related issues.</td>
<td></td>
</tr>
<tr>
<td>- Provides information to victims’ family members, on-site and off-site, as required under the Victims of Crime Act of 1984, the Victim and Witness Protection Act of 1982 as amended, other relevant statutes, and the 1995 Attorney General Guidelines for Victim Assistance.</td>
<td></td>
</tr>
<tr>
<td>- Assists the FAC with additional trained and experienced crisis counselors through the Office for Victims of Crimes Community Response Program.</td>
<td></td>
</tr>
<tr>
<td>- Provides updates to victims’ family members on the progress of the criminal investigation.</td>
<td></td>
</tr>
<tr>
<td><strong>US Department of State Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Official notification of foreign governments that have citizens involved in the mass fatality.</td>
<td></td>
</tr>
<tr>
<td>- Assistance with notifying and obtaining ante-mortem information from families of victims living in other countries.</td>
<td></td>
</tr>
<tr>
<td>- Maintenance of daily contact with foreign families that do not travel to the United States.</td>
<td></td>
</tr>
<tr>
<td>- Assistance with entry into the United States and to extend or grant visas for families of foreign victims.</td>
<td></td>
</tr>
<tr>
<td>- Assistance in the effort to provide the ME/C with the necessary information on foreign victims to complete death certificates.</td>
<td></td>
</tr>
<tr>
<td>- Facilitation of necessary consulate and customs services for the return of remains and personal effects to the victim’s country.</td>
<td></td>
</tr>
<tr>
<td><strong>US Department of Veterans Affairs</strong></td>
<td></td>
</tr>
<tr>
<td>- Claims Processing</td>
<td></td>
</tr>
<tr>
<td>- Toll-Free Telephone Service</td>
<td></td>
</tr>
<tr>
<td>- Web Page</td>
<td></td>
</tr>
<tr>
<td><strong>US Federal Bureau of Investigation Victim Witness Assistance Program</strong> (if the mass fatality is related to a criminal act)</td>
<td></td>
</tr>
<tr>
<td>- Notifies victims of their rights as a Federal crime victim.</td>
<td></td>
</tr>
<tr>
<td>- Provides information on the FBI’s criminal investigation through a victim notification system, if the victim chooses to be notified.</td>
<td></td>
</tr>
<tr>
<td><strong>US Federal Emergency Management Agency Services</strong></td>
<td></td>
</tr>
<tr>
<td>- Helps families apply for assistance through other agencies.</td>
<td></td>
</tr>
<tr>
<td>- Offers limited assistance in the areas of crisis counseling, mortgage and rental assistance, and unpaid funeral expenses.</td>
<td></td>
</tr>
<tr>
<td>- Helps with financial assistance to cover lost wages, loss of support, and uncovered or uninsured medical treatment.</td>
<td></td>
</tr>
</tbody>
</table>
### Additional FAC Services

<table>
<thead>
<tr>
<th>Additional FAC Service Categories</th>
<th>FAC Resources Agencies &amp; Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>US Social Security Administration Benefits Assistance</strong></td>
<td></td>
</tr>
<tr>
<td>• Provides families with information on eligibility requirements for benefits.</td>
<td></td>
</tr>
<tr>
<td>- Survivor benefits for an eligible widow or widower age 60 or older, 50 or older if disabled, and any age if caring for a child under the age of 16.</td>
<td></td>
</tr>
<tr>
<td>- Survivor benefits for children under age 16 or unmarried and under age 19, but still in high school.</td>
<td></td>
</tr>
<tr>
<td>- Survivor benefits for disabled adult children.</td>
<td></td>
</tr>
<tr>
<td>- Survivor benefits for parents, if the worker was the primary means of support.</td>
<td></td>
</tr>
<tr>
<td>- A special one-time payment of $255 to the worker’s surviving spouse or minor children.</td>
<td></td>
</tr>
<tr>
<td>• Helps families file claims for earned Social Security, disability benefits, and disbursed death benefits without a death certificate.</td>
<td></td>
</tr>
<tr>
<td><strong>Web Search/Lead Investigation Center</strong></td>
<td></td>
</tr>
<tr>
<td>A Web Search/Lead Investigation Center will be needed if the mass fatality involves large numbers of missing persons who are not presumed injured or dead (e.g., Hurricane Katrina). The purpose of the Web Search/Lead Investigation Center is:</td>
<td></td>
</tr>
<tr>
<td>• To perform searches for missing persons using numerous resources—mounting sophisticated Internet searches, making calls, and doing mailings. Finding missing persons who are alive allows the ME/C to focus the human remains identification process on those who are truly missing.</td>
<td></td>
</tr>
<tr>
<td>• To follow the wishes of the individual found concerning reunification with family and notifications made to family or friends.</td>
<td></td>
</tr>
<tr>
<td>• To assist in locating relatives for DNA samples and for information essential to making positive identifications of human remains.</td>
<td></td>
</tr>
</tbody>
</table>

If a Web Search/Lead Investigation Center is required, involve stakeholder agencies as early as possible. This includes the State Police, National Center for Missing and Exploited Children, and the National Center for Missing Adults. They have the greatest expertise in finding missing persons and have access to databases that are not accessible by the public. These are also the agencies to which this function will be transitioned when the FAC closes.
Appendix IX: Public Communications

Joint Information Center Organization Sample

A well-organized JIC can increase the ability to release accurate information that is coordinated across responding agencies quickly and effectively. The following is an example of a JIC organization.

The **Lead Public Information Officer (PIO)** in a JIC is responsible for overall JIC operations and for providing prompt and organized responses to the news media. The Lead PIO coordinates all public information efforts out of the JIC, ensures protocols are followed, ensures that all messages are approved by the Incident Commander before release, attends EOC Command briefings, and coordinates these efforts with local, state, and federal partners.

The **JIC Manager** manages the operations of the JIC and coordinates the flow of information between functional areas and staff. He/she acts as the Lead PIO when the Lead PIO attends EOC Command briefings.

The **Admin/Information Technology Support** unit provides administrative, clerical, documentation, technical, and information technology support for the entire JIC operation.

The **Media Relations** unit is responsible for dealing with all media requests and logistics. They distribute news releases, brief and support spokespersons, determine and set up media-briefing area(s), generate reports, and obtain approvals from the Lead PIO.

The **Research and Writing** unit is responsible for researching, verifying information, and writing media advisories, releases and other materials. They generate reports and obtain approvals from the Lead PIO.

The **Special Projects** unit is responsible for working with key partners, posting accurate information to Web sites, and making sure information is distributed to non-media partners, organizations, agencies and audiences. They monitor Web sites, generate reports, and obtain approvals from the Lead PIO.

Additionally, in a mass fatality event, **Deputy/Field PIOs** will be stationed in the field (incident site, incident morgue and Family Assistance Center) to handle on-site media inquiries and requests. The Deputy/Field PIO coordinates with the Media Relations Lead and the Incident Commander in the field and reports information back to the JIC.
Public Communications Messaging Considerations

What are the public communications messaging considerations in a mass fatality incident?

The public communications messaging considerations below are based on experience and lessons learned from recent mass fatalities.

General Mass Fatality Messaging Considerations

- Information must first be provided to the family, then to the media.
- Recovery operations (progress, staffing levels and assistance provided, and estimate of time to complete recovery/identifications).
- The victims (total number, condition of the bodies, and numbers of missing persons reports).
- Identifications (names of identified victims and methods used to identify victims).

Family Messaging Considerations

- Remember that victims’ families are the priority in a mass fatality.
- Keep the families and loved ones of potential victims in mind in all communications.
  - Respect families’ sensitivities, such as, continued hope for survivors.
- Communicate awareness of and sensitivity and respect for the cultural/religious practices of the victims and their families.
  - Religious and cultural beliefs and practices surrounding death will be important to survivors. However, in a mass fatality, it is unlikely that the ME/C Office will be able to be responsive to family requests regarding their beliefs and practices.
- Only coordinate media interviews of victims’ family members who are willing to be interviewed by the media.
  - Protect the privacy of families and loved ones of potential victims who do not want to be interviewed.
- Do not allow ‘public interest’ to become a legitimization for inquiry that is so intensive and invasive that it overrides concerns about sensitivity for the bereaved.

Community Health and Safety Messaging Considerations

- Only disseminate information based on scientific fact.
- There may be a public belief and concern over a disease epidemic caused by dead bodies. Dispelling this myth and calming public fear and anxiety will require a concerted and coordinated effort.

Response Worker Messaging Considerations

- Remember that all emergency response workers—at the incident site, the morgue and the Family Assistance Center—will be working under extreme emotional duress. Consider this in communications and when scheduling interviews for them with the media.
- Do not allow ‘public interest’ to become a legitimization for inquiry that is so intensive and invasive that it overrides concerns about sensitivity for responding personnel.
Public Communications
Mass Fatality Operational Considerations

What are the public communications operational considerations in a mass fatality?

The public communications operational considerations below are based on experience and lessons learned from recent mass fatalities.

Potential Crime/Terrorist Act
- If the incident is the result of a suspected crime, public communications must take into consideration the future prosecution of the crime.
- The Federal Bureau of Investigation (FBI) will be in charge of the investigation if terrorism is suspected. The FBI can provide consultation regarding public communications.

Mass Fatality Site Operations
Experience in recent mass fatalities strongly urges that the media have very limited, if any, access to mass fatality site operations. However, your state’s laws regarding media access will take precedence over recommendations.

- Be prepared to assign a field PIO to each site and to utilize strategies that address media needs while protecting the integrity of mass fatality operations.

Consider the following suggestions:

**Incident Site**
- Accommodate the media at the incident site. News media serve as the eyes and ears of the people. Providing preferred vantage points and the ability to understand what is going on at the incident site serve legitimate public interest. The incident command post should have at least one person at the incident site that is dedicated to assuring that media representatives have appropriate access when possible without creating safety hazards.

**Incident Morgue**
- Restrict the media from entering the morgue. If media tours are provided, do not allow any pictures—cameras or cell phones.
- Establish a morgue briefing area near but not in the morgue.
- Remind the media of the morgue’s critical objectives and to consider victims’ families when information on morgue services is communicated.
- At the incident morgue there is substantial pressure to preserve remains to facilitate identification and to collect and preserve evidence. Morgue services are performed in accordance with professional protocols to achieve these objectives.

**Family Assistance Center**
- Restrict the media from entering the Family Assistance Center (FAC). The FAC is a private place for families. The literature on mass fatality family assistance often says to never permit the media to enter the FAC.
  - If media tours are provided, do not allow any pictures—cameras or cell phones.
  - Remind the media of the trauma and grief the families are experiencing and of the need to respect families' wishes for privacy at this difficult time.
  - Establish a media briefing area near/next to but not in the Family Assistance Center.
  - Coordinate media interviews with family members who are willing to be interviewed; conduct interviews at the media briefing area and not in the Family Assistance Center.
- When managing VIP visits by public figures to the Family Assistance Center, remind the VIPs that the needs of families and loved ones of victims always remain the priority.
- Coordinate the collection of biographical information and photos of the victims and prepare a formal presentation of this information for the Family Assistance Center that is updated daily as necessary.

**Resource:** See the *Family Assistance* section of the mass fatality toolkit for suggestions on strategies used in recent mass fatalities (e.g., the Heroes Board, Memorial Table, and Incident Site Diagrams and Charts) that families identified as supportive and meaningful.

**Managing the Media at all Sites**
- Consider setting up a system for issuing one-time credentials for journalists and requesting members of the news media to bring their current credentials and/or business identification (business card). Planning for this must include setting standards for separating true journalists from those who just want a closer look.

**Coordinating Public Communications and Family Briefings**
- Make keeping the Family Assistance Center leadership informed a priority. This will enable them to anticipate potential crises for families and to better meet families’ needs.
- Do not release information to the media unless it has been discussed with families of potential victims first and approved by Incident Command through the JIC.
  - Families will be kept informed through regularly scheduled family briefings by the ME/C Office—a minimum of two per day—at the Family Assistance Center.

**Meeting the Needs of Response Workers**
- Remember that emergency response workers make up one of your audiences. Keep this audience informed, perhaps through end-of-shift briefings.
  - A frequently mentioned problem in recent mass fatalities is that on-site response workers knew less than those at home watching television.

Consider a “Faces of Service” campaign to inform the public about the organizations and individuals involved in the response and to highlight their contributions.
Appendix X: Pandemic Influenza Planning

General Pandemic Influenza Guidelines

Potential Roles of Public Health Staff

District Emergency Preparedness Division:
- Lead pandemic planning and preparedness efforts for Health District and associated county health departments, in conjunction with local, district, state and federal response partners.
- Conduct training, drills and evaluated exercises to enhance the pandemic readiness of public health partners within the health district area of responsibility.
- Coordinate ESF-8 activation and response by county health departments to provide support for county emergency operations centers (EOC).
- Coordinate the activation and management of the District Operations Center (DOC).

District Epidemiology Section:
- Carry out district wide surveillance activities, including epidemiological investigations, as appropriate.
- Provide information and technical support concerning surveillance, epidemiology, and clinical issues, including case identification, laboratory testing, and prioritization of antiviral medicines and vaccines within the health district.
- Establish average daily death rate for counties

District Public Health, Nursing and Clinical Services Division:
- Assure participation of the county health department leadership to develop capacity for community-based influenza evaluation and treatment clinics.
- Provide planning assistance and supervision for mass vaccination activities.
- Coordinate county health department participation in the “Nurse Call Line.”
- Disseminate infection control information to county health departments, in coordination with the Health District Epidemiology Section.

District Pharmacy Director:
- Coordinate with District Emergency Preparedness Division and appropriate state and federal agencies for acquisition of anti-viral medicines and vaccines for counties.
- Provide technical advice and support to District PH divisions and county agencies regarding pharmaceutical interventions for infection control of pandemic viruses.
- Provide technical advice and support to District PH divisions and county agencies regarding use of prophylaxis for prevention and/or treatment of pandemic virus infection.

District Public Information Officer (PIO):
- Perform PIO duties for all Health District area counties to address public health-related media inquiries and provide public information and education concerning public health subject matter.
- Provide accurate and timely information to the public regarding preparations for a pandemic, its potential impact, disease control recommendations and local pandemic response operations, including anti-viral and vaccine distribution.
- Provide public information concerning use of effective infection control measures during a pandemic.
• Respond to pandemic-related media inquiries and arrange interviews with appropriate county and district health officials.

• Activate and direct the management of public information call centers.

**District Environmental Health Director:**

• Assist in surveillance for animal influenza viruses through liaison with the State Department of Agriculture and the State Department of Natural Resources.

• Work with the District Public Information Officer to develop and disseminate risk communications messages to the public concerning zoonotic influenza transmissions, food safety, animal waste disposal issues and burial sites.

**All Sections and Staffs:**

• Identify staff that can be cross-trained to perform the duties of absent key personnel, and/or perform critical emergency response functions.

• Identify functions that could be temporarily discontinued or performed via telecommuting during periods of high pandemic activity, perhaps for several weeks.

• Be prepared to mobilize all available staff to support District pandemic response operations, as directed by the District Health Director.

**All personnel will wear personal protective equipment as directed by the Health Officer.**

• Protecting employee health and reducing the spread of infection among workers is a priority.

• All personnel handling dead bodies in mass fatality response will also receive proper immunizations as appropriate; training in blood borne pathogens, personal protective equipment (PPE), and proper lifting techniques; and PPE as defined by existing regulations, for example:
  - Disposable, long-sleeved, cuffed gown (waterproof if possibly exposed to body fluids).
  - Single-layer non-sterile ambidextrous gloves which cover the cuffs of the long-sleeve gown.
  - Surgical mask (a particulate respirator if handling the body immediately after death).
  - Surgical cap and face shield if splashing of body fluids is anticipated.
  - Waterproof shoe covers if required.

• Proper hand washing is always recommended when handling remains.

**Family Care Plans.** The ME/C, vital records system, and death care services should encourage employees to develop “family care plans” knowing that they may not be able to be with their families for extended periods during waves of severe disease during the pandemic period.

**Issues Related to Managing Increased Numbers of Deaths in a Worst-Case Scenario Pandemic Influenza**

<table>
<thead>
<tr>
<th>PLANNING FOR POSSIBLE SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency Operations Center and Public Health Department Actions for Managing Deceased</strong></td>
</tr>
</tbody>
</table>

• Consider ME/C Office and death care services personnel as first responders.
  - Classify ME/C Office and death care services personnel as first responders for priority prophylaxis and antivirals.
  - Ensure the ME/C Office’s and death care services’ priority access to labor, supplies, personal protective equipment, vaccines, fuel, raw materials, communication bandwidth, transportation, security, temporary housing as needed, and other resources.
### PLANNING FOR POSSIBLE SOLUTIONS

- Consider involving Public Health, the ME/C, and police in developing specific investigative checklists, which clarify the concepts of medico-legal determination of cause and manner of death, victim identification procedures, scene documentation, overall investigative requirements, and required PPE and personal decontamination, for all call centers and responders to unattended deaths during a pandemic influenza event.

- Train all first responders in the field about the symptoms of pandemic influenza deaths and the actions to take when a suspected pandemic influenza event related death is found vs. when non pandemic influenza event related deaths are found.

- Consider establishing a dispatch/tracking system with a centralized database that is separate from emergency medical services and 911 systems to track patients and deaths. Design it so that it can be managed through family assistance and patient tracking centers. Link all first responders/health care centers/collection points/morgues/family assistance/ME/C Office/law enforcement/etc. to this system. Consider facilitating its use by private citizens.

- Consider establishing a county voluntary registry of next of kin so families can register information before a disaster.

- Implement reciprocal licensing of mortuary services personnel to overcome variations in state licensing of funeral directors, embalmers, cemetery, and crematory operations, and unionized labor. (State level only)

- Educate behavioral health professionals, social service organizations and religious leaders regarding the process for managing human remains to ensure the process is understood and can be properly communicated to the general population in their response activities.

- Advise the ME/C Office and death care services of additional respiratory protection that is needed
  - During autopsy procedures performed on the lungs or during procedures that generate small-particle aerosols (e.g., use of power saws and washing intestines) in case the decedent was infectious when he/she died.
  - During embalming procedures prior to burial or cremation.

- If families will be transporting loved ones who have died from pandemic influenza, provide education on general precautions for handling dead bodies. Special precautions are not required since the “body” is not contagious after death.

- Track federal, state, and local laws applicable to the handling of human remains that impact the ME/C, vital records system, and death care services. Existing laws, such as time requirements for completing death certificates and disposition permits, may need to be amended/ waived. Alert all parties to waivers and modifications that impact services.

### Step: Death Pronounced

<table>
<thead>
<tr>
<th>Requirements: Person legally authorized to perform this task.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Limiting Factors:</strong></td>
</tr>
<tr>
<td>If death occurs at home, then one of these people will need to be contacted.</td>
</tr>
<tr>
<td>Availability of people able to do this task.</td>
</tr>
</tbody>
</table>

- Provide public education on what to do if someone dies, how to access an authorized person to certify death, and where to take the deceased if family or friends must transport them.
  - Consider planning an on-call system 24/7 specifically for this task that is separate from the 911 System. Keep 911 focused on calls pertaining to life safety missions.

- ALL who interface with decedents should record official personal identification information for patients who enter their systems and maintain this information in the patient’s police report and/or medical record.
  - If a deceased patient enters the system without an official photo identification, and identity is never established, healthcare facilities should report this person to the patient’s local police department. There is a possibility the deceased has been reported missing by a family member who can visually identify the decedent.

- Consult with Native Americans, Jews, Hindus, Muslims and other religious groups that have special requirements for the treatment of bodies and for funerals and involve them in planning for funeral management, bereavement counseling, and communications with their respective communities in the event of a pandemic. During the pandemic, the wishes...
### Step: Death Certified

**Requirements:**
Person legally authorized to perform this task.

**Limiting Factors:**
Legally, may not necessarily be the same person that pronounced the death.

- ALL who interface with the deceased should record official personal identification information (first, middle, last name and suffix; race/ethnicity, color of eyes, hair, height, and weight; home address, city, state, zip and telephone number; location of death and place found; place of employment and employer’s address; date of birth, social security number and age; and next of kin—or witness—name, contact number and address).

- To ensure proper identification of the deceased, consider implementing standardized methodology for collecting samples of deceased such as a right thumbprint, DNA sample (e.g., saliva swab or blood stain card), and a facial photograph. In the case of decomposed bodies, this may also include assistance from the ME/C for identification—anthropological markers, dental impressions, and, if possible, fingerprints, etc.
  - Although these identification samples may not need to be processed, those in authority are able to substantiate the identification of the decedent at a later time should individuals question the ME/C about a decedent’s identity.

- Healthcare facilities may want to consider designating a single physician, familiar with patients’ records, as responsible for expeditiously signing death certificates.

- Consider pre-identifying “collection points” for the deceased to centralize processing and hold remains at the lowest appropriate local level. Have an authorized person certify deaths en masse and batch process death certificates of identified decedents to improve efficiency.
  - At the designated collection point, trained personnel should sort bodies by cause and manner of death (identified pandemic influenza cases vs. ME/C cases) to ease subsequent processing (victim identification and issuing a death certificate).
    - Attended deaths will have a known identity and may have a signed death certificate. Unattended deaths may require the ME/C to further process remains to determine identification, issue the death certificate, track personal effects, and notify next of kin.

- Establish a uniform method for numbering and tracking decedents, such as the state abbreviation, zip code, and a case number (with name if identified).

- When moving, storing, and/or releasing remains and personal effects, keep detailed records like that of a chain-of—evidence for each individual body and personal effects bag.

- Consider broadening the range of professionals who can certify deaths. See OCGA § 31-10-15-2. Death certificate; filing; medical certification; forwarding death certificate to decedent’s county of residence; purging voter registration list
  (2) In any area in this state which is in a state of emergency as declared by the Governor due to an influenza pandemic, in addition to any other person authorized by law to complete and sign a death certificate, any registered professional nurse employed by a long-term care facility, advanced practice nurse, physician assistant, registered nurse employed by a home health agency, or nursing supervisor employed by a hospital shall be authorized to complete and sign the death certificate, provided that such person has access to the medical...
### Appendix X: Pandemic Influenza Planning

#### PLANNING FOR POSSIBLE SOLUTIONS

| Requirements: | Person(s) trained to perform this task.  
| Body bags or post mortem kits.  
| Limiting Factors: | Supply of human and physical (body bags/post mortem kits) resources.  
| If death occurs in the home: the availability of these requirements.  
| history of the case, such person views the deceased at or after death, the death is due to natural causes, and an inquiry is not required under Article 2 of Chapter 16 of Title 45, the “Georgia Death Investigation Act.” In such a state of emergency, the death certificate shall be filed by the funeral director in accordance with subsection (b) of this Code section; or, if the certificate is not completed and signed by an appropriate physician or coroner, the public health director of preparedness shall cause the death certificate to be completed, signed, and filed by some other authorized person within ten days after death.  
| • Establish a call line for ME/C consultations and physician-patient data to assist in determination of death.  
| • Clearly tag the body and pouch with the individual decedent’s identifiers such as name, date of birth, SSN, location of origination, medical record number, etc. Complete labeling reduces the number of times mortuary staff needs to open pouches to confirm contents.  
| • Consider developing a rotating six months inventory of body bags, given their shelf life.  
| • Consider training or expanding the role of current staff to include this task.  
| • Consider providing this service in the home in conjunction with pronouncement and transportation to the morgue.  
| • If personal effects accompany the remains in the human remains pouches, ensure that the funeral director and family are made aware of this so that effects may be safely retrieved before cremation or burial. Funeral directors and others should sign a receipt for items as well as the body.  
| • Consider the use of volunteers, family members, etc., to transport the deceased.  
| • In hospital:  
| − Consider training additional staff working within facility.  
| − Consider keeping old stretchers in storage instead of discarding.  
| • Look for alternate suppliers of equipment that could be used as stretchers in an emergency e.g., trolley manufactures.  
| • Outside hospital:  
| − Provide public education or specific instructions through a toll-free phone service regarding where to take the deceased if the family must transport.  
| − Identify alternate vehicles that could be used for this purpose.  
| − Consider use of volunteer drivers.  
| • Pre-identify and plan for possible temporary morgue storage sites:  
| − Refrigerated trucks with temporary shelves and ramps.  
| − Temporary portable facilities.  
| − Cold storage lockers.  
| − Conex boxes with diesel or electrical power.  
| − Hangars.  
| − Warehouses.  
| − Refrigerated rail cars.  

#### Step: Body Wrapped

#### Step: Transportation

(To “Collection Points” and/or the Morgue and To Temporary Storage or Burial Site)

#### Step: Morgue Storage
## Appendix X: Pandemic Influenza Planning

### Planning for Possible Solutions

<table>
<thead>
<tr>
<th>Limiting Factors: Capacity of such facilities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Empty public buildings that lend themselves to cooling and proper security.</td>
</tr>
<tr>
<td>• An organized, segregated storage system will provide the public a higher level of confidence that government agencies are managing the pandemic influenza event well.</td>
</tr>
<tr>
<td>• Consider ice skating rinks as a resource when all other resources have been exhausted.</td>
</tr>
<tr>
<td>• Use processes routinely used in mortuaries to track and locate deceased.</td>
</tr>
<tr>
<td>• Consider some facilities maintained at -15°/-25° C or 5°/-13° F, used in forensic institutes, especially for bodies which have not yet been identified. The body is completely frozen and decomposition totally halted.</td>
</tr>
</tbody>
</table>

### Step: ME/C Office and Autopsy if Required/Requested

<table>
<thead>
<tr>
<th>Requirements: Person qualified to perform autopsy and suitable facility with equipment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limiting Factors: Availability of human and physical resources. May be required in some circumstances.</td>
</tr>
<tr>
<td>• Ensure that it is public knowledge—that all physicians and families are aware that an autopsy is not required for confirmation of influenza as cause of death.</td>
</tr>
<tr>
<td>- However, for the purpose of health surveillance, respiratory tract specimens or lung tissue for culture or direct antigen testing could be collected postmortem to confirm the early cases that start the pandemic.</td>
</tr>
<tr>
<td>• Examine the capacity, continuity of operations planning, and surge capacity of the ME/C Office in your jurisdiction.</td>
</tr>
<tr>
<td>• Shift ME/C resources to the most vital public health functions, including body recovery, abbreviated processing, temporary storage, and tracking.</td>
</tr>
<tr>
<td>- Employ a phased operation to ensure bodies are properly identified and handled with dignity.</td>
</tr>
<tr>
<td>• Identify ways to augment staff.</td>
</tr>
<tr>
<td>- Break down functions into tasks so that disaster service workers and volunteers are able to provide more effective assistance.</td>
</tr>
<tr>
<td>- Consider requesting a volunteer category for death care professionals be added to established organized volunteer Citizen Corps and/or Medical Corps.</td>
</tr>
<tr>
<td>- Provide just-in-time training for current staff who will be performing new management/oversight roles, for suitable drivers and handlers to support the human remains recovery and for other positions as practicable.</td>
</tr>
<tr>
<td>• Keep daily death cases separate from pandemic influenza event cases and number them using different identifiers.</td>
</tr>
<tr>
<td>• Ensure that critical morgue supplies are stockpiled or develop a rotating six month inventory of essential equipment/supplies.</td>
</tr>
<tr>
<td>• Consider putting in place contracts and memoranda of agreement to ensure that the ME/C Office receives priority distribution of water, generators, and gasoline.</td>
</tr>
<tr>
<td>• If an autopsy is required, usual protocols based on current law will prevail.</td>
</tr>
<tr>
<td>- Consider advocating for amending regulations regarding reportable deaths. For example, the ME/C assumes jurisdiction over deaths of persons in correctional custody, deaths in mental institutions, and sometimes in nursing care facilities, regardless of the circumstances. Consider requiring ME/C jurisdiction only when the cause of death is of suspicious nature during the pandemic.</td>
</tr>
<tr>
<td>- Seek direction from Health Officer re: additional respiratory protection</td>
</tr>
</tbody>
</table>
### Step: Cremation

**Requirements:**
- Suitable vehicle and driver for transportation from morgue to crematorium.

**Limiting Factors:**
- Capacity of crematorium/speed of process.
- Availability of authorized official to issue death certificate.
- Availability of staff and resources in vital records office to certify death certificate and issue permit for disposition of remains.

- Identify alternate vehicles that could be used for transport.
- Examine the capacity, continuity of operations planning, and surge capacity of crematoriums within the jurisdiction.
- Arrange for maintenance and inspection of equipment—ahead of periods of peak usage—with backup equipment and replacement parts stockpiled.
- Consider streamlining the completion of required cremation forms.
- Discuss and plan appropriate storage options if the crematoriums become backlogged.
- Seek direction from Health Officer re: additional respiratory protection needed during embalming procedures to prepare for cremation for those who die from the pandemic in case the decedent was infectious when he/she died.
- Examine the capacity, continuity of operations planning, and surge capacity of the vital records office.
- Consider developing arrangements between crematoriums and the local registrar to expedite the filing of a large number of death certificates and applications for cremation.

### Step: Embalming

- Examine the capacity, continuity of operations planning, and surge capacity of funeral homes in your jurisdiction.
- Consult with funeral homes regarding availability of equipment/supplies and potential need to stockpile or develop a rotating six month inventory of essential equipment/supplies.
- Consider “recruiting” workers that would be willing to provide this service in an emergency (e.g., retired workers or students in mortuary training programs).
- Consider providing embalming and casketing services in a temporary morgue.
- Seek direction from Health Officer re: additional respiratory protection needed during embalming procedures for those who die from the pandemic in case the decedent was infectious when he/she died.
- Examine the capacity and surge capacity of the vital records office.
- Consider developing arrangements between funeral directors and local registrar to expedite the filing of a large number of death certificates and applications for disposition permits.

### Step: Funeral Service

**Requirements:**
- Appropriate locations(s), casket or urn, funeral director.

**Limiting Factors:**
- Examine the capacity, continuity of operations planning, and surge capacity of funeral homes in your jurisdiction.
- Contact supplier to determine lead time for casket and urn manufacturing and discuss possibilities for rotating six month inventories—with a more...
## PLANNING FOR POSSIBLE SOLUTIONS

| Availability of caskets/urns. | that normal supply of low cost caskets and low cost alternatives. |
| Availability of location for service and visitation. |
| Social distancing and/or quarantine measures that may be in effect during pandemic waves. |

- Consult with funeral directors to determine surge capacity and possibly the need for additional sites (e.g., use of churches, etc. for visitation).
- Develop strategies for handling services when social distancing measures and/or quarantine are in effect.
  - Consider alternatives such as video-conferences to allow for funerals to occur with relatives of the decedents having the ability to mourn but at a non-public venue.
  - Be prepared to clearly explain why limitations have become necessary.

### Step: Temporary Storage while Awaiting Burial

**Requirement:**
Access to and space in temporary storage.

**Limiting Factors:**
Temporary storage capacity and accessibility.

- Expand capacity by increasing temporary storage sites.
- Expand capacity by increasing temporary vault sites with security features such as covered windows and locks on doors. (Note: A vault is a non-insulated storage facility for remains that have already been embalmed, put into caskets, and are awaiting burials.)

### Step: Burial

**Requirement:**
Grave digger and space at cemetery.

**Limiting Factors:**
Availability of grave diggers and cemetery space.

- Examine the capacity, continuity of operations planning, and surge capacity of cemeteries in your jurisdiction.
- Identify sources of supplementary workers.
- Consider temporary mass burials where bodies will be temporarily buried in body bags in common graves in cemeteries or at a designated location until they are exhumed at a later time. (Only as a last resort)
- Be prepared to make public statements regarding storage solutions, particularly the employment of long-term temporary interment.

### Step: Family Assistance

**Requirement:**
The ME/C Office is responsible for providing family assistance in the event of a mass fatality.

**Limiting Factors:**
The catastrophic scope of the disaster and mandated social distancing will prohibit a traditional family assistance center and dictate limitations to the provision of direct services.

- Identify a local agency/organization to manage family assistance during a pandemic.
- Implement a virtual family assistance center model that includes:
  - Broadcasting information ‘pushed’ to families through mass media channels. Content may include: coping with death and dying at home, coping with illness and death at work, financial support, health issues, emotional and behavioral health concerns, Social Security questions, and legal issues.
  - “Warm Lines” established and staffed to provide a more direct line of communication with families and track/manage death and missing persons calls. Issues may include: death care guidance, body removal, burial sites, death certificate information, and psychological support. “Warm Lines” may include toll-free telephone lines staffed by behavioral health providers working from their homes and Internet “Counseling Rooms” established for computer-based interactions between behavioral health providers and community members needing assistance.
    - May want to consider a separate fatality/missing person information telephone number to report fatalities that can incorporate this information into a national patient tracking system. Consider the National Find Family Hotline as a model.
    - Face-to-Face Crisis Interventions provided by trained behavioral health services professionals with appropriate PPE for those individuals with acute psychiatric reactions.
    - Strategies for providing psychological first aid and educational/informational materials for all response personnel.
<table>
<thead>
<tr>
<th>PLANNING FOR POSSIBLE SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Identify interventions and strategies for assisting at-risk and/or special populations, such as those with mental and behavioral illness or disabilities and/or with general pharmaceutical needs or medication withdrawal issues, homeless, senior citizens, immigrants, and undocumented residents.</td>
</tr>
</tbody>
</table>
Others
ARTICLE II. EMERGENCY MANAGEMENT*

*Editor's note: Ord. No. 84-09, enacted May 15, 1984, did not specifically amend this Code; hence, codification of the substantive provisions of §§ 1--6 of said ordinance as Art. II, §§ 3-4-431--3-4-436, is at the discretion of the editor.

Sec. 3-4-431. Definition of plan.

As used in this article, the term "emergency management" shall mean the preparation for and the carrying out of all emergency and disaster functions other than those functions for which military forces or other state and federal agencies are primarily responsible, to prevent, minimize, and repair injury and damage resulting from emergencies or disasters, or the imminent treat thereof, of manmade or natural origin. These functions include, without limitation, fire fighting services, police services, medicaid and health services, rescue, engineering, warning services, communications, defense from radiological, chemical and other special weapons, evacuation of persons from stricken areas, emergency welfare services, emergency transportation, plat protection, temporary restoration of public utility services, and other functions related to civilian population, together with all other activities necessary or incidental to total emergency and disaster preparedness for carrying out the foregoing functions.

(Ord. No. 84-09, § 1, 5-15-84)

Sec. 3-4-432. Office established; director; duties.

The board of commissioners of Henry County hereby establishes the "Henry County Emergency Management Office." The board of commissioners shall nominate, for appointment by the governor, a director of emergency management for the entire county. When appointed, the emergency management director is charged with the following duties:

1. To represent the governing officials of the county and in voluntary cooperation with the cities of Henry County on matters pertaining to emergency management.

2. To assist county and city officials in organizing departments for emergency operations.

3. To develop, in conjunction with county and city departments and agencies, the "Henry County Plan for Emergency Functions" as set forth in section 3-4-431 of this article. Such plan will be in consonance with the state "Natural Disaster Operations Plan and Nuclear Emergency Operations Plan," and shall be submitted to the governing officials of Henry County and the cities and/or towns therein for approval, and thence to the state emergency management director for approval.

4. To maintain the emergency management office and carry out the day-to-day administration of the county emergency management program, including the submission of required reports to the state emergency management agency.

5. To submit these and other reports as required by county governing officials in keeping with good management practices, e.g. financial, daily activity, etc.

6. To procure, with the authority of county governing officials, a facility to be used as

http://library2.municode.com/mcc/DocView/10910/1/55/67?hilitelocal;locals;emergency;...

8/23/2007
the Henry County Emergency Operations Center.

(7) To coordinate the activities of the county emergency operations center staff during periods of a declared emergency, and under the supervision of the director, the Henry County Board of Commissioners or the county administrator.

(Ord. No. 84-09, § 2, 5-15-84)

**Sec. 3-4-433. Emergency management organization.**

(a) The Henry County Emergency Management Organization shall be established around existing county and city departments and agencies, and the emergency functions listed in section 3-4-431 above are assigned as follows:

**TABLE INSET:**

<table>
<thead>
<tr>
<th>Department</th>
<th>Emergency Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Executive (county and city elected officials and chief administrator)</td>
<td>Directions and control; public information; supply; finance</td>
</tr>
<tr>
<td>(2) Police (county and city police departments)</td>
<td>Security; movement; search; communications; warning</td>
</tr>
<tr>
<td>(3) Fire control</td>
<td>Fire control; rescue*; damage assessment</td>
</tr>
<tr>
<td>(4) Public works, roads, and engineering</td>
<td>Utilities and public services restoration; hazards analysis</td>
</tr>
<tr>
<td>(5) Human resources, including:</td>
<td>Human needs, including:</td>
</tr>
<tr>
<td>a. Department of family and children services</td>
<td>Welfare</td>
</tr>
<tr>
<td>b. Division of physical health</td>
<td>Health control</td>
</tr>
<tr>
<td>c. Hospital services</td>
<td>Medical and mortuary services</td>
</tr>
<tr>
<td>d. Ambulance services</td>
<td>Casualty transport</td>
</tr>
<tr>
<td>(6) Emergency management</td>
<td>Shelter; radiological defense; rescue; assistance in industrial and institutional emergency planning; emergency transportation</td>
</tr>
</tbody>
</table>

*As appropriate to local organization; function can be assigned to an existing department or may be separate.

(b) Heads of departments listed above are responsible for developing the plan for their assigned emergency function. Such plans will be submitted through the emergency management director to the county commission, via the county administrator and governing officials of cities where appropriate.

(Ord. No. 84-09, § 3, 5-15-84)

**Sec. 3-4-434. Emergency powers.**

In the event of man-made or natural disaster, actual enemy attack upon the United States, or any other emergency which may affect the lives and property of the citizens of Henry County, the chairman of the county commission, the county administrator, or the director of emergency management may declare that a state of emergency exists and thereafter shall have and may exercise for such period as such state of emergency exists or continues, the following emergency powers:

(1) To enforce all rules, laws, and regulations relating to emergency management and to assume direct operational control over all emergency management resources.

(2) To seize, take for temporary use, or condemn any private property for the protection of the public.

(3) To sell, lend, give, or distribute all or any such property or supplies among the inhabitants of the county; to maintain a strict accounting of property or supplies distributed and for funds received for such property or supplies.

(4) To perform and exercise such other functions and duties, and take such emergency actions as may be necessary to promote and secure the safety, protection and well-being of the inhabitants of the county.

(Ord. No. 84-09, § 4, 5-15-84)

Sec. 3-4-435. Volunteers.

All persons, other than officers and employees of the cities and county, performing emergency functions pursuant to this article, shall serve with or without compensation. While engaged in such emergency functions, duly assigned volunteers shall have the same immunities as county officers and employees.

(Ord. No. 84-09, § 5, 5-15-84)

Sec. 3-4-436. Penalties.

Any person violating any provision of this article, or any rule, order or regulation made pursuant to this article, shall, upon conviction thereof, be punishable as a misdemeanor.

(Ord. No. 84-09, § 6, 5-15-84)

Secs. 3-4-437--3-4-499. Reserved.

Subchapter 6

Alarm Systems

Sec. 3-4-500. Definitions.

[As used in this subchapter, the following words shall have the meaning ascribed thereto:]

Alarm signal. A detectible signal, either audible or visual, generated by an alarm system, to which the Henry County Police Department, Sheriff's Department, and/or Henry County Fire Department is expected to respond.

Alarm system. Any device or assembly of equipment designed to signal the occurrence of an illegal entry or other event requiring immediate attention and to which the Henry County Police Department is expected to respond.
RESOLUTION NO. 05-254

RESOLUTION OF THE HENRY COUNTY
BOARD OF COMMISSIONERS
AUTHORIZING THE ADOPTION AND
UTILIZATION OF THE INCIDENT COMMAND
SYSTEM AND NATIONAL INCIDENT MANAGEMENT
SYSTEM WITHIN THE PUBLIC SAFETY DIVISION

WHEREAS, Henry County's Public Safety Division is the first responder to critical incidents within Henry County and throughout the State under numerous mutual aid agreements; and,

WHEREAS, the Incident Command System (ICS) and National Incident Management System (NIMS) provide a model of command and control across agency and jurisdictional limits; and,

WHEREAS, the utilization of ICS and NIMS will promote efficiency in the utilization of resources while promoting public safety during critical incidents; and,

NOW, THEREFORE, BE IT RESOLVED, the Henry County Board of Commissioners authorizes the adoption and encourages the utilization of both the Incident Command System and National Incident Management System within all agencies that comprise the Division of Public Safety of Henry County.

This 60th day of September, 2005.

HENRY COUNTY BOARD OF COMMISSIONERS

BY: Jason T. Harper, Chairman

ATTEST:

Susan D. Craig, County Clerk
EXECUTIVE SUMMARY

The Public Safety Division has unofficially operated under the Incident Command System since December, 2004; however, Homeland Security Presidential Directive – 5 requires jurisdictions that receive federal grants to formally adopt both the Incident Command System and the National Incident Management System for response to critical incidents. Both ICS and NIMS provide the following benefits:

1. Provides a model for command, control and coordination of incident response;
2. Provides a means to coordinate the efforts of individual agencies as they work toward stabilizing the incident and protecting life, property and the environment;
3. Provides a “common language” to communicate in a multi-jurisdictional, multi-agency and/or mutual aid response; and,
4. Provides for the proper utilization of resources to manage both the event and everyday tasks.

All divisions of Public Safety will receive training on both ICS and NIMS and will begin implementation of these command systems immediately upon adoption of this resolution.

Presenter: Mike Turner, Public Safety Director