

Municipality of Anchorage

Emergency Operations Plan



Office of
**Emergency
Management**
2007



Municipality of Anchorage
Office of Emergency Management
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Pursuant to Anchorage Municipal Code 03.80 and Alaska Statute 26.23.060, I am hereby promulgating the Anchorage Emergency Operations Plan to provide direction in mitigating against, preparing for, responding to, and recovering from emergencies and disasters threatening life or property within the Municipality.

This document meets the requirements of the National Incident Management System and supersedes any previously promulgated emergency operations plans.

The Office of Emergency Management will annually coordinate updates to this plan and collaborate with its partners to ensure that the emergency planning process is responsive to the community's needs.

In the event that a judicial or administrative ruling determines any portion of this plan to be invalid, such ruling will not affect the validity of the remaining portions of the plan.

Each municipal agency and community partner listed herein will become familiar with this plan and must establish policies and procedures to ensure efficient and effective execution of emergency responsibilities. By being prepared, we can better serve the citizens of Anchorage.

Mayor Mark Begich

February 20, 2007



We, the undersigned, approve our respective parts of the Anchorage Emergency Operations Plan and accept the duties and responsibilities written herein. By doing so, we acknowledge the relationships thereby established and agree to develop policies and procedures to perform the assigned responsibilities and to provide to the extent possible the resources possible to perform the assigned duties.

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ACKNOWLEDGEMENTS

The Anchorage Office of Emergency Management would like to issue a special thank you to the Local Emergency Planning Commission and the following agencies and individuals who collaborated to develop an outstanding emergency operations plan. Additional thanks to all the other community-minded volunteers who participated in the public comment process.

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Basic Plan

INTRODUCTION

The Anchorage Emergency Operations Plan (EOP) is an all-hazards document that establishes emergency management activities for the Municipality of Anchorage (Municipality). The EOP accomplishes the following:

- Formulates policies designated to protect life and property during incidents affecting or threatening life or property within the Municipality
- Provides guidance for strategic thinking and decision-making as it relates to emergency operations.
- Assigns agency roles to mitigate against, prepare for, respond to, and recover from incidents threatening life or property within the Municipality
- Establishes the Incident Command System as the organizational structure to guide activities during an emergency affecting the Municipality

This plan is not intended to limit or restrict initiative, judgment, or independent action required to provide appropriate and effective emergency and disaster mitigation, preparedness, response, and recovery.

All municipal and partner agencies should become familiar with this document to ensure efficient and effective execution of emergency responsibilities. While the plan can help establish the relationships, responsibilities, and general guidelines for agencies to use during an emergency, it does not replace the responsibility an agency has in developing its own emergency protocols and testing its own plans.

When applicable, the Municipality will use this plan in conjunction with the State of Alaska Emergency Response Plan, the National Incident Management System, and the National Response Plan.

For purposes of this document, the terms *emergency* and *disaster* are used interchangeably.

PLAN DEVELOPMENT, DISTRIBUTION, AND MAINTENANCE

The Office of Emergency Management (OEM) will solicit input from all municipal departments for development and maintenance of this plan. Each annex will be annually reviewed and updated by the agencies listed therein and whenever state or federal mandates require a change or if deficiencies are identified after drills and exercises.

A copy of the plan will be distributed to all department heads and key emergency officials. The plan will be available to the public through electronically the OEM website or a hard copy may be issued upon request to the OEM.

Minor changes to the EOP may be issued by the director of Homeland Security and Emergency Management. Major revisions must be signed by the mayor. Changes to the EOP will be posted online and distributed to key emergency officials within a reasonable period following an update or revision.

ASSUMPTIONS

No guarantee is implied by this plan. Because municipal assets and systems may be damaged, destroyed, or overwhelmed during an emergency, the Municipality can only endeavor to

make reasonable efforts to respond based on the situation and the information and resources available at the time.

Each household within the Municipality is encouraged to develop a family disaster plan and to maintain the essential supplies to be self-sufficient for five to seven days. The OEM will make materials available to the public to assist personal preparedness.

A fundamental principle of emergency management is that all disasters are managed locally. Although state and federal resources may be available, it is essential for the Municipality to be prepared to carry out disaster response and short-term actions on an independent basis.

Businesses are expected to develop internal disaster plans that will integrate and be compatible with municipal resources and this plan and to encourage their employees to develop a family disaster and communications plan.

EMERGENCY MANAGEMENT PHASES

The Municipality will protect life and property from the effects of hazardous events by acting within each of the four phases of emergency management: mitigation, preparedness, response, and recovery. These phases are neither linear in implementation nor do they have a distinct starting or ending point.

Preparedness

Preparedness actions develop response capabilities needed during an emergency. Planning, training, and exercises are among the activities conducted under this phase.

Response

Response is the delivery of services during an emergency to help protect life and property and speed recovery. Warning, evacuation, and rescue are examples of response actions.

Recovery

Recovery is the restoration of the community to its normal or improved state of affairs. Recovery operations include repairing roads, restoring communications, and finding housing for displaced families.

Mitigation

Mitigation activities reduce the probability of a disaster occurring and lessen the damage of unavoidable hazards. Mitigation efforts include amending building codes, implementing land use guidelines, and initiating structural retrofitting measures.

HAZARD VULNERABILITY

The Municipality is vulnerable to the damaging effects of certain hazards, which can be categorized into three basic types:

- Natural hazards are expected or uncontrollable events caused by nature. In some cases, they can be human triggered, such as a human-triggered avalanche.
- Technological hazards are generally caused by human error or omission. They may also be triggered by a natural hazard, such as a weather-related power failure.
- Human/societal hazards are the result of deliberate human acts.

Figure A: Anchorage Hazard Index by Type

Natural	Technological	Human/Societal
Earthquake	Dam Failure	Civil Disturbance
Wildfire	Energy Emergency	Terrorism
Extreme Weather	Urban Fire	WMD: Chemical, Biological, Radiological, Nuclear, or Explosive Agents
Flooding	Hazardous Materials Release	
Avalanche	Power Failure	
Ground Failure/ Landslide	Radiation Release	
Volcanic Ashfall	Transportation Accident	
Severe Erosion	Air Pollution	
Infectious Disease	Communications Failure	
Food/Water Contamination		

Figure B: Anchorage Hazard Index by Frequency and Severity

Increasing intensity of severity →	<u>Catastrophic</u> Deaths or Injuries: 50 or more Critical facilities closure: 30 days or more Property damage: 50% or higher Economic impact: Severe/long-term Local resources: Overwhelmed/impaired	Pandemic Infectious Disease Food or Water Contamination Terrorism WMD	Severe Earthquake		
	<u>Critical</u> Deaths or Injuries: 10-50 Critical facilities closure: 7-30 days Property damage: 25-50% Economic impact: Short-term Local resources: Temporarily overwhelmed	Radiation Release		Wildfire	Power Failure Communications Failure
	<u>Limited</u> Deaths or Injuries: 0-10 Critical facilities closure: 3-7 days Property damage: 10-25% Economic impact: Temporary/limited Local resources: Minimal impact	Energy Emergency	Civil Disturbance	Ground Failure/ Landslide	Avalanche Extreme Weather Urban Fire Transportation Accident
	<u>Negligible</u> Deaths or Injuries: Minor injuries only Critical facilities closure: 0-3 days Property damage: 0-10% Economic impact: Negligible Local resources: Negligible	Dam Failure Severe Erosion		Volcanic Ashfall	Minor Infectious Disease Minor Earthquake Flooding Air Pollution HazMat Release
		<u>Never Occurred</u>	<u>Low Occurrence</u> (11-100 years)	<u>Medium Occurrence</u> (5-10 years)	<u>High Occurrence</u> (1-4 years)
	Increasing frequency of occurrence →				

OPERATIONAL CONCEPTS

Managing routine emergencies is the function of certain municipal agencies such as the Fire Department, the Police Department, and Health and Human Services. Management of a major emergency or disaster will require an Emergency Operations Center (EOC) activation to coordinate response.

A major emergency or disaster exists when a situation exceeds the everyday capabilities of responding agencies or requires extensive coordination between agencies. Some elements that can be found in major emergencies or disasters include:

- A significant number of casualties
- Severe or widespread property damage
- Non-routine multi-agency response
- Shortage of needed resources
- Extended interruption of vital services such as transportation or utilities
- Extended evacuation requiring sheltering
- Extensive news media coverage

OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) coordinates emergency preparedness activities for the Municipality. The OEM accomplishes this task by acting as a facilitator to ensure the Municipality has the appropriate means for command, control, and communications for agencies that respond to emergencies threatening life or property. OEM may act as the lead agency in a complex citywide event or as an operational support agency providing logistical, technical, or advisory support to the incident commander in the field. The Office of Emergency Management is housed in the Emergency Operations Center.

MAYOR

The mayor bears ultimate responsibility for the safety and welfare of persons and property within the Municipality and may delegate emergency responsibilities to appropriate agencies and officials as allowed by law. Mayoral responsibilities for emergency management include:

- Coordinating local resources to address all phases of emergency management for all potential hazards including terrorism, natural or manmade disasters, and other contingencies
- Suspending local ordinances when necessary to support emergency operations
- Ordering evacuations as necessary
- Temporarily reassigning functions of municipal agencies when necessary to facilitate emergency services
- Requesting state and federal assistance when local capabilities have been or are reasonably expected to be exhausted
- Providing leadership in helping the public, businesses, and organizations cope with the consequences of major emergencies or disasters affecting the Municipality

Emergency Declarations

The mayor may declare a civil emergency to expedite access to the local resources needed for incident response. If the required response exceeds local capabilities, the mayor may ask for state assistance and request a gubernatorial disaster declaration. The governor may request federal aid when it appears that the combined resources of local and state agencies will be inadequate. If state or federal resources are made available to the Municipality, they will be under the operational control of the mayor or mayor's designee.

EMERGENCY OPERATIONS CENTER

The EOC is located at 1305 E Street. Its role during an emergency or threat is to coordinate command decisions, resources, and public information on a strategic level. The EOC's role does not eliminate the requirement that responding agencies have for tactical level coordination of labor and resources. The EOC facilitates the coordination of multiple agencies into a comprehensive municipal strategy of incident response. During a large-scale emergency, the EOC may become the temporary seat of city government.

Staffing the Emergency Operations Center

During normal operations, the EOC is maintained and staffed by the Office of Emergency Management. Once activated, the EOC will be staffed by other municipal employees and community partners. The Office of Emergency Management will facilitate training in the Incident Command System and the functions required to perform an EOC role. EOC teams work together for an operational period of 8-12 hours, as defined by the EOC Director. Municipal employees working in the activated EOC will not perform their regular job functions during an emergency.

Activating the Emergency Operations Center

The EOC will be activated to support response or recovery operations when the scope or scale of an emergency surpasses the capacity to be managed from the incident command post. Persons authorized to activate the EOC are the following:

- Mayor
- Incident commander
- Municipal manager
- Police chief
- OEM staff
- Fire chief

Contingency Emergency Operations Centers

In the event that the EOC becomes damaged or otherwise unavailable during an emergency, the Office of Emergency Management may use the Development Services building or the Loussac Library as a contingency EOC.

Local facilities outside the Anchorage bowl area, including the Eagle River Emergency Coordination Center, the Eagle River Fire Station, and the Girdwood Fire Station, may be activated as a contingency EOC when Anchorage-based EOC operations are insufficient to protect life and property in those areas or at the request of the incident commander. These sites may operate as a contingency EOC or in coordination with the Anchorage EOC.

State Emergency Coordination Center

A fundamental principle of emergency management is that all disasters are managed locally. If local response is overwhelmed, the State Emergency Coordination Center (SECC) may be activated to coordinate its response with the Anchorage EOC. While the state will support

local response, it will neither direct nor control local response operations unless requested to do so. Regulatory and oversight responsibilities will be fulfilled in an atmosphere of cooperation.

LEVELS OF OPERATION

The Municipality has established local operational levels as a means to communicate its alert posture for any hazard or threat that may affect the Municipality. The mayor may also choose whether to adopt the current US Department of Homeland Security threat level to indicate an existing terrorism threat. The two systems may be used together to identify the community's level of operation with the municipal levels addressing all hazards and homeland security levels addressing any terrorism threat.

Normal Operations

Municipal agencies are conducting normal daily activities with incidents being handled with existing resources, policies, and procedures. Current conditions are being monitored by appropriate agencies.

Response Operations: Level 1

A situation or threat has developed that requires increased public information and has the potential for agencies to take coordinated action. The EOC may be activated by OEM staff during regular business hours or additional hours as needed. Conditions are being monitored with information sharing networks activated. This level of activation may result from an approaching significant weather event, the potential for a public health situation, or a plausible threat of a terrorist event with an unspecified time or national location.

Response Operations: Level 2

A situation or threat has developed requiring a partial activation of the EOC, which may extend beyond the regular workday and require round-the-clock monitoring. Staffing of the EOC by OEM staff will likely be supplemented by other agencies.

Response Operations: Level 3

A situation or threat has developed requiring a full activation of the EOC on a 24-hour rotational basis with all trained municipal staff participating or on call. A local disaster declaration is being considered or has been issued. A major earthquake or wildfire with significant property damage and threat to human life could trigger a level three activation.

Recovery Operations

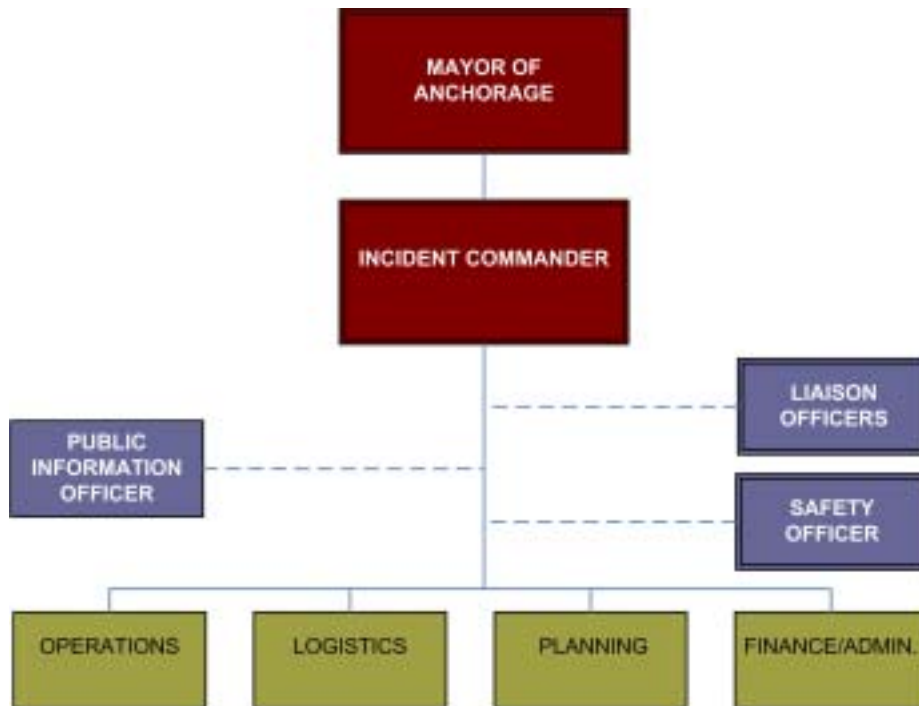
Activities are shifting from EOC response operations toward a recovery coordination center or a disaster field office for implementation of recovery programs. While many municipal agencies will still be involved in the event, the EOC is returning to normal operations.

INCIDENT COMMAND SYSTEM

In accordance with the National Incident Management System, the Municipality's response to major emergencies follows the principles of the Incident Command System (ICS). ICS is a standardized emergency management construct designed to provide for the adoption of an integrated organizational structure. The system reflects the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS comprises facilities, equipment, personnel, procedures, and communications operating

within a common organizational structure. ICS is used by emergency responders in the field and within the EOC to manage the Municipality's overall response.

Figure C: Incident Command System



COMMAND STRUCTURE

Complex incidents may involve multiple agencies with legal mandates and operational objectives that conflict with one another. These factors support the need for establishing command structure at the outset of any incident regardless of its scope or scale.

The command structure may be established as single command, unified command, or area command and may be changed as the incident progresses to meet evolving needs.

Single Command

Single command is generally established when both of the following criteria are met:

- An incident is contained within and affects a single jurisdiction
- A single agency has the legal responsibility to manage the principle incident hazard

The lead agency under single command can be established by determining the lead discipline based on the primary uncontrolled hazard element as demonstrated in the table below. During an incident with multiple hazards, the highest priority will take precedence or unified command will be established.

Figure D: Lead Agency

Hazard Element Priority	Lead Agency
Civil disturbance, extended criminal episode, bomb device or detonation	Anchorage Police Department
Rescue	Fire Department
Fire, explosion, or hazardous materials release	Fire Department
Structural collapse	Fire Department
Mass casualty	Fire Department or Health and Human Services
Infectious disease outbreak	Health and Human Services
Food or water contamination	Health and Human Services
Mass fatalities – criminal investigation	Anchorage Police Department
WMD: Chemical, biological, radiological, nuclear, or explosive agent	Anchorage Police Department, Fire Department, or Health and Human Services
Continuing utility or consumer service outage	ML&P, AWWU, or Maintenance & Operations

Unified Command

Unified command is generally established when either of the following criteria is met:

- An incident has more than one agency with legal responsibility for its management
- An incident is situated in more than one political jurisdiction

Unified command is a team effort that allows all agencies with jurisdictional responsibility for the incident to manage an incident by establishing a common set of incident objectives and strategies without losing or abdicating authority, responsibility, or authority.

Area Command

Area command may be established to oversee the management of

- A very large incident that has multiple incident management teams assigned to it
- Multiple incidents that are each being handled by a separate ICS organization

This type of command is generally used when there are a number of incidents in the same area and of the same type that may compete for the same resources, such as two or more hazardous materials spills or fires. Area command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. When incidents are of different types or do not have similar resource demands, they will typically be handled as separate incidents and coordinated through the EOC.

If the incidents under the authority of an area command span multiple jurisdictions, a unified area command should be established to allow each affected jurisdiction to have appropriate representation in the command.

INCIDENT COMMAND POST

The incident commander may establish an incident command post at or near the incident site to direct response and manage resources. Where an incident is not site specific, such as

during a public health emergency, the incident command post may be established at a location designated by the incident commander. When an incident surpasses the capacity to be managed from an incident command post, the incident commander will request assistance from the EOC.

COMMAND STAFF

Command staff positions are established to assign responsibility for key activities not specifically identified in the general staff functional elements. The size of the staff will fluctuate with the severity of the incident and as the incident evolves. Command staff positions may include the following:

- Public information officer
- Safety officer
- Liaison officer
- Others as assigned by the incident commander

GENERAL STAFF

General staff is responsible for the functional aspects of the incident command structure, including carrying out the directions and policies established by the incident commander and the policy group.

General staff is divided into four management sections. Each section is responsible for a specific part of emergency operations.

- **Operations Section:** coordinates tactical response of field operations directly related to or in support of the mission in accordance with the incident action plan.
- **Planning Section:** acts as the intelligence body for an incident through its collection, evaluation, and documentation of information pertaining to the incident. It also develops operational and demobilization plans.
- **Logistics Section:** provides facilities, services, personnel, equipment, and tracks the status of resources and materials in support of the incident.
- **Finance Section:** tracks costs for possible reimbursement by federal disaster declarations, coordinates payments, and administers the financial aspects of the incident and administrative tasks not handled by other functions.

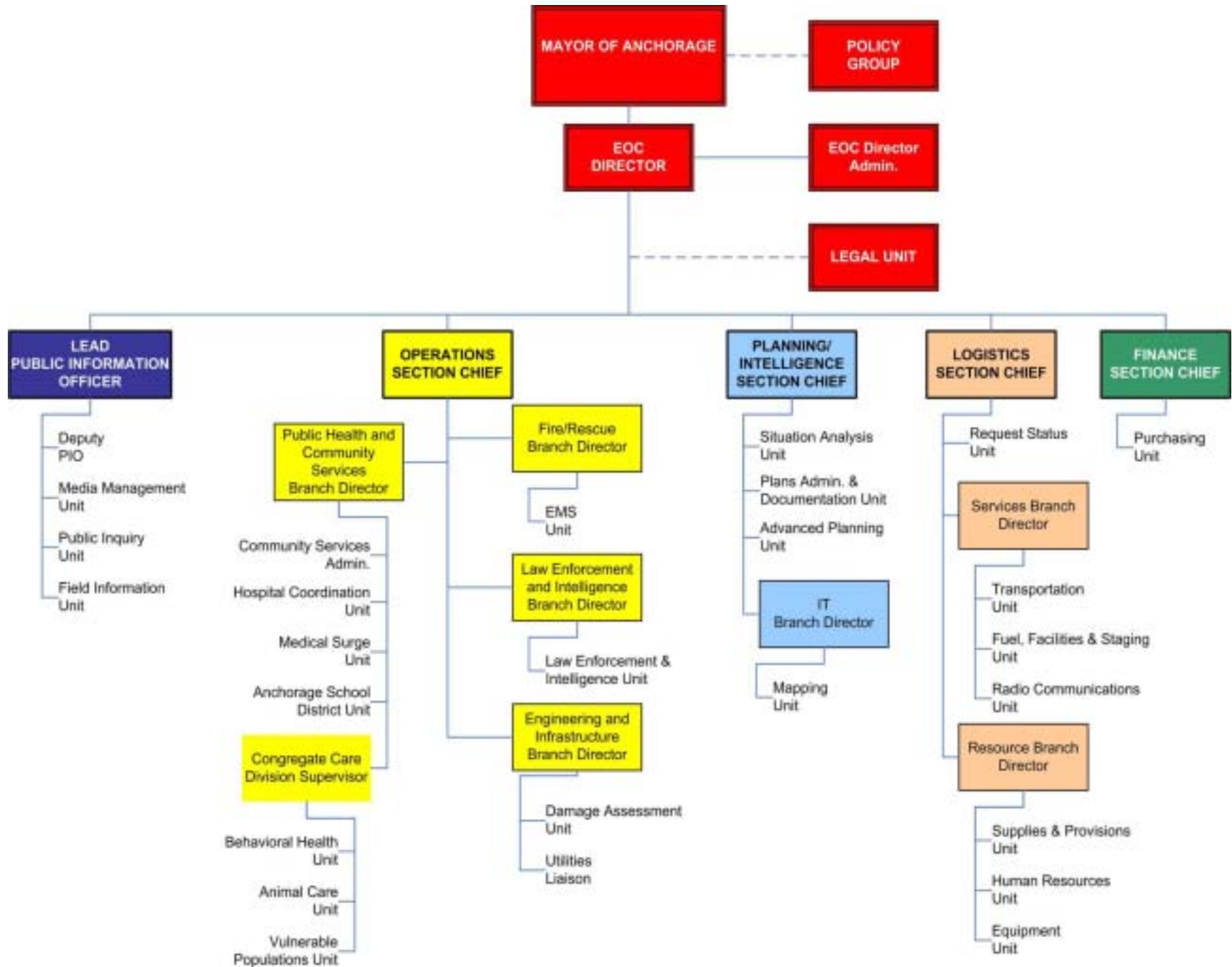
POLICY GROUP

During an EOC activation, the Policy Group provides guidance to the mayor for emergency response and recovery operations. It is also charged with making emergency policy decisions, implementing local emergency powers, and maintaining local government.

The Policy Group may include the following persons or designee as needed:

- Municipal attorney
- Municipal chief fiscal officer
- Mayor's communications director or chief of staff
- Assembly chair
- Fire chief
- Police chief
- Health and Human Services director
- Medical officer
- Key department heads and other agency representatives as required

Figure E: Emergency Operations Center Organization



CONTINUITY OF GOVERNMENT

A large incident could result in the death or injury of key government officials, destruction of established seats of government, and damage to public records that are essential to continued operations of government. Throughout an emergency, the Municipality must continue to function as a government entity so that it may provide continuity of effective leadership, direction of emergency operations, and management of recovery operations.

By 2008 the Municipality will complete its comprehensive continuity of operations plan to ensure that essential services will be continued in a disaster.

SUCCESSION OF MAYOR'S POWERS

Temporary Absence

During the temporary absence or incapacity of the mayor, the municipal manager will be acting mayor and will assume the powers and duties of the mayor, except emergency and veto powers.

If the municipal manager is also temporarily absent or incapacitated, the assembly member with the longest tenure will assume the office of acting mayor. If more than one assembly member has the same total period of tenure in office, the assembly member who received the largest number of votes at the last election will be acting mayor.

Vacancy

When a mayoral vacancy occurs, the assembly chairperson will serve as acting mayor with all powers and duties of the mayor, including emergency powers, until a mayoral successor is elected.

A mayoral vacancy arises when one or more of the following occurs:

- Resignation
- Death
- Judicial determination of incompetence
- Conviction of a felony
- Removal from office for breach of the public trust

If the assembly chair is unable to serve as acting mayor, the assembly member with the longest tenure will assume the office of acting mayor. If more than one assembly member has the same total period of tenure in office, the assembly member who received the largest number of votes at the last election will be acting mayor.

DELIVERY OF ESSENTIAL SERVICES

Essential functions are those that deliver life and safety services to the Municipality and maintain the economic well-being of the community. All municipal agencies have identified and will annually update their essential functions, the personnel required to perform those functions, and the lines of succession for managerial or specialized staff.

PRESERVATION OF VITAL RECORDS

In 2008 all municipal agencies will develop plans and procedures to guarantee the preservation of vital public records during and after emergencies. Vital public records are those that are required for delivery of essential services within the Municipality.

ALTERNATE FACILITIES AND WORK SITES

In 2008 all municipal agencies will develop plans and procedures to deliver essential services when the primary worksite is unavailable. Strategies may involve temporarily relocating to an alternate work site, requiring employees to work from home, and temporarily eliminating non-essential functions.

Support Annexes



ANNEX 1. EVACUATION

The Municipality will provide for evacuation from any area within the Municipality that is stricken or threatened by an emergency that jeopardizes human life. A citywide mass evacuation would likely occur only in the event of a terrorist incident. Factors such as magnitude, intensity, spread of onset, and duration of the emergency will determine the type of evacuation required. Area-to-area evacuations might be required because of a small-scale localized incident such as a hazardous materials accident, major fire, avalanche, transportation accident, or flooding.

Evacuation will be coordinated to locations that will provide safety and shelter. Sheltering in place or remaining at home may be a safe alternative when evacuation is not possible.

OPERATIONAL CONCEPTS

- A.** An evacuation may be initiated by any of the following individuals:
- Mayor
 - Police chief
 - Fire chief
 - Health and Human Services director
 - Emergency Operations Center (EOC) director
 - Senior law enforcement, fire services, or health officer at the scene of an emergency
- B.** Area-to-area evacuations will be initially managed on-scene by the Fire Department, the Police Department, or Health and Human Services, who will immediately alert the EOC when the size and scope of the evacuation exceeds routine capacity.
- C.** All mass evacuation information will be coordinated through the EOC and will be broadcast over the Emergency Alert System and the news media. Other forms of evacuation notification may include door-to-door notification, mobile sirens, public address systems, distribution of evacuation cards, and tagging homes.
- D.** Once an authorized municipal official has ordered an evacuation, the Municipality will make every effort to evacuate all persons from a designated area. Any person who refuses to evacuate at the order of a municipal official will be advised by an emergency official of the associated risk and will be asked to sign a liability release document and surrender their identification for the duration of their entry provided that the entry does not impede the efforts of emergency officials.
- E.** Agencies wishing to deliver services to vulnerable populations in evacuated or otherwise restricted areas should contact the EOC community services and public health branch to coordinate access. If conditions for limited entry are appropriate, the EOC will identify a process to expedite the travel of approved service providers.
- F.** During a wildfire or other emergency requiring immediate evacuation, all residents needing evacuation transportation assistance will be given equal priority. Following an earthquake or other incident where immediate danger has passed, vulnerable populations will be given priority for evacuation transportation assistance.

- G.** Protection of human life is the immediate goal of municipal emergency responders. During a disaster emergency, the Anchorage Police and Fire Departments are not responsible for the rescue, evacuation, sheltering, or welfare of animals.
- H.** The Municipality will support the movement of evacuees transporting domestic household animals during an ordered evacuation. Residents should be prepared to evacuate their pets in a manner that does not threaten the safety or welfare of other evacuees.
- I.** A public information officer will be dispatched to all evacuation assembly areas.
- J.** During an evacuation, the Municipality will dedicate a majority of streets to egress. Other available streets will be used for ingress of emergency services.
- K.** Whenever possible, evacuation traffic will be directed north during an area-wide or mass evacuation to an assembly area in Palmer or Wasilla. When time and circumstances do not allow for northern evacuation, a southern assembly area will be coordinated.
- L.** Public transportation entities may be used to transport persons from designated evacuation assembly areas.
- M.** Each individual or head of household within the Municipality is encouraged to develop a family disaster plan that includes maintaining the essential supplies to sustain for five to seven days in the event that evacuation is not possible.
- N.** Businesses and private educational institutions should establish evacuation plans and be familiar with municipal evacuation directives as part of their emergency procedures.
- O.** Child and adult day care facilities are required to establish evacuation plans, which are to be included in their all-hazards emergency plan and on file with the Municipality.
- P.** Hospitals and residential care facilities within the Municipality will develop evacuation plans that include:
- Partnerships with similar establishments in other parts of town and plans to evacuate their residents those locations during an area-to-area evacuation
 - Partnerships with similar establishments outside the Municipality and plans to evacuate their residents to those locations during an area-wide or mass evacuation
- Q.** During an area-to-area evacuation, public schools will evacuate students to appropriate schools designated as shelters in a less affected area of town.
- R.** The Municipality will provide shelters for persons unable to remain or return home during or after an evacuation.
- S.** All evacuees are encouraged to register with the American Red Cross Disaster Welfare Inquiry System.
- T.** When the conditions that caused the mandatory evacuation cease to exist, the EOC will coordinate reentry with the Anchorage Police and Fire Departments.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.
4. Disseminates emergency evacuation information to the public and deploys field public information officers to evacuation assembly areas.
5. Orders evacuations whenever necessary to protect lives and property.
6. Coordinates the identification and establishment of evacuation routes, detour routes, and road closures and ensures coordination of evacuation routes with neighboring jurisdictions.
7. Coordinates with the State of Alaska to ensure that state routes are cleared.
8. Coordinates reentry with the Anchorage Police and Fire Departments when the conditions that caused the mandatory evacuation cease to exist.

Fire Department

1. Orders evacuations whenever necessary to protect lives and property.
2. Directs initial on-scene evacuation and coordinates overall incident response through the EOC upon its activation.
3. Assists with dissemination of evacuation instructions and information to the public.
4. Provides damage assessment to the EOC regarding the viability of evacuation routes.

Health and Human Services

1. Orders evacuations whenever necessary to protect lives and property.
2. Directs initial on-scene evacuation during a public health emergency and coordinates overall incident response through the EOC upon its activation.
3. Assists with coordinating shelter and welfare services for evacuees.
4. Coordinates with emergency medical services and local hospitals to provide evacuation information and special instructions for vulnerable populations.
5. Coordinates with Public Transportation and other agencies during a relocation of vulnerable populations.

6. Provides guidance to evacuees with logistics related to pet and animal evacuation.

Police Department

1. Orders evacuations whenever necessary to protect lives and property.
2. Directs initial on-scene evacuation and coordinates overall incident response through the EOC upon its activation.
3. Assists with dissemination of evacuation instructions and information to the public.
4. Provides damage assessment to the EOC regarding the viability of evacuation routes.
5. Provides traffic and crowd control for evacuations.
6. Manages access to and protects property within evacuated areas.
7. Coordinates removal of stalled vehicles and equipment from evacuation routes.
8. Assists in notifying the EOC regarding the location and welfare of affected citizens.

Public Transportation

1. Coordinates mass transit requirements to support evacuation efforts.
2. Ensures that accessible evacuation transportation is available to persons with disabilities.

Support Agencies

Amateur Radio Emergency Services

1. Provides equipment and resources to enhance emergency communications capabilities between the EOC, evacuation centers, and other critical locations.

American Red Cross of Alaska

1. Establishes a disaster welfare inquiry system to document the location and welfare of victims and displaced persons.

Maintenance and Operations Department, Street and Park Maintenance Division

1. Installs traffic control signs and barricades and directs the operational control of traffic signals and flashers.
2. Assists with the identification of evacuation routes.
3. Assists with damage assessment including roadway and bridge safety assessment.

Salvation Army

1. Assists in the provision of transportation for vulnerable populations.

School District

1. Coordinates movement of students to safety and reports location to EOC.

2. Contacts parents or guardians of evacuated students to advise of their location.
3. Augments municipal evacuation activities when school is not in session or after ensuring the safety and evacuation of students.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

REFERENCES

Anchorage Emergency Operations Plan, Annex 3: Congregate Care
Anchorage Emergency Operations Plan, Annex 7: Vulnerable Populations
National Response Plan, ESF #1: Transportation
National Response Plan, ESF #6: Mass Care, Housing, and Human Services

ANNEX 2. INTERNAL COMMUNICATIONS

Because communications are a critical function to assist emergency response and ensure the delivery of essential services, the Municipality maintains an internal communications system to ensure expedient transmission of information, provide a common operating picture, and facilitate accessibility to emergency resources.

OPERATIONAL CONCEPTS

- A.** Responders will use plain English communications for all interagency public safety operations affecting the Municipality.
- B.** A common operating picture will be established across agencies through communication of situation reports, damage assessments, and other information or intelligence.
- C.** Regular communication systems will be used as much as possible during an emergency.
- D.** When the scope of an emergency exceeds regular communications capacity, emergency response communications will be given priority use of communication resources.
- E.** The Municipality will maintain its tactical interoperable radio communications capability by using common equipment or a gateway between dissimilar systems that will be rapidly deployable at any time and operational within one hour of an incident's occurrence.
- F.** Restoration of communications systems will be a priority following a disaster.
- G.** The Municipality maintains satellite phones for use by key emergency officials during an emergency.
- H.** The Municipality will use local amateur radio operators to augment emergency communications capabilities.
- I.** A Hospital Emergency Alert Response Network (HEARNet) will be established between emergency medical responders and area hospitals. Efforts to include hospitals outside the local area will be made as necessary and as technological capabilities allow.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.
4. Assumes strategic long-term planning for emergency communications and interoperability standards.

5. Maintains inventories of communications resources including equipment, frequencies, and locations of repeaters and communications towers.
6. Ensures a system of emergency power generation at the EOC.

Information Technology Department

1. Ensures that all municipal agencies consider emergency communications requirements when upgrading telephone and computer systems.
2. Provides damage assessment to the EOC regarding status of municipal telephone and computer systems.
3. Provides technical assistance to EOC staff and provides representatives to the EOC to support telephone and computer systems during an emergency.
4. Coordinates with local communications utilities and other entities as directed by the EOC to restore municipal telephone and computer systems after a disaster.

Traffic Department, Communications Division

1. Acts as the lead agency in coordination with the Anchorage Office of Emergency Management to ensure the availability of emergency communications and compliance with interoperability standards.
2. Assists Amateur Radio Emergency Services in its support of the emergency communications system in the EOC as able.
3. Maintains and services emergency communications systems and provides recommendations to the EOC for upgrades as needed.
4. Ensures that all municipal agencies consider emergency communications requirements when upgrading communications systems.
5. Provides damage assessment to the EOC regarding status of communications systems.
6. Provides technical assistance to EOC staff and provides representatives to the EOC to support communications systems during an emergency.
7. Coordinates with local communications utilities and other entities as directed by the EOC to restore communications systems after a disaster.
8. Assists area hospitals in HEARNet operations.

Support Agencies

Amateur Radio Emergency Services

1. Provides equipment and resources to enhance emergency communications capabilities between the EOC, congregate care facilities, incident sites, command posts, hospitals, and other critical locations.
2. Supports the public information branch with communications operations as needed.

Fire Department

1. Assists with 911 emergency services for the Municipality.

Maintenance and Operations Department, Facility Maintenance Section

1. Ensures necessary backup power generation for all support facilities in advance of an emergency.

Municipal Light and Power

1. Coordinates with the Communications Unit at the EOC to restore any lost power supply to municipal communications systems.

Police Department

1. Provides 911 emergency services for the Municipality.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The National Communications System may be activated to establish priority authorization of telecommunications services.

REFERENCES

Anchorage Emergency Operations Plan, Annex 9: Public Information and Warning
National Response Plan, ESF #2: Communications

ANNEX 3. CONGREGATE CARE

The Municipality will activate congregate care facilities when necessary to meet one or more of the following needs during or immediately following a disaster:

- Sheltering of persons who have been displaced from their homes
- Delivery of human services including behavioral health
- Triage and delivery of medical services to support hospital operations when hospitals are operating at or near capacity or during an incident of widespread catastrophic illness
- Staging and dispensing of Strategic National Stockpile (SNS) assets
- Sheltering of domestic animals

While the Municipality will strive to meet as many needs as possible at each activated congregate care facility, not all services may be delivered at each facility. For example, a facility may be activated to provide only sheltering or mass prophylaxis services.

OPERATIONAL CONCEPTS

- A.** Each individual or head of household within the Municipality is encouraged to develop a family disaster plan that includes maintaining supplies to sustain five to seven days and a plan to shelter with friends or family when necessary.
- B.** The Municipality will strive to meet the needs of all populations, including vulnerable populations, within each of its activated congregate care facilities.
- C.** Public briefings at congregate care facilities and initial care centers will be made available in written format to ensure that persons with hearing disabilities are able to obtain accurate information.
- D.** The Municipality will provide translation services as able for persons with limited English proficiency who are housed at congregate care facilities
- E.** Initial care centers may be activated to provide limited shelter services at the outset of an emergency until a congregate care facility can be activated to provide regular shelter. The Municipality will coordinate transportation of persons from an initial care center to a congregate care facility.
- F.** The Municipality will coordinate the delivery of congregate care services with local voluntary organizations to be established at community centers, faith-based facilities, local hotels, and schools.
- G.** If an emergency occurs during school hours, the priority of the Anchorage School District is to provide safety and shelter for students and their families. Any facilities and supplies remaining thereafter will be made available to the Municipality for congregate care operations in coordination with the Anchorage School District.
- H.** Following a major earthquake, the Municipality will coordinate a safety evaluation and approve a congregate care site before it may be activated.

- I. A managing authority will be designated and a facility agreement established as soon as possible when an emergency requires congregate care facility activation. The managing authority will coordinate efforts through the EOC and with the assistance of the facility operator.
 - The American Red Cross of Alaska will manage emergency shelter operations.
 - Health and Human Services will manage delivery of health and human services and SNS assets.
 - Animal Care and Control will manage domestic animal shelter operations.
- J. The Municipality will coordinate care of domestic animals during an emergency requiring mass evacuation or sheltering.
- K. A public information officer will be dispatched to all congregate care facilities.
- L. Congregate care facilities within the Municipality may be activated, absent of a local emergency, to support evacuation efforts of another Alaskan community.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Supports congregate care requests from field agencies through the EOC Logistics Unit.
4. Assumes strategic long-term planning for congregate care activities.
5. Disseminates emergency public information and instructions regarding congregate care availability and services.
6. Oversees the dispatch of field officers to congregate care facilities for the duration of a facility's activation.
7. Ensures establishment of communication links with congregate care facilities.
8. Coordinates utility support requirements with public and private utilities.
9. Facilitates acquisition of essential services at a shelter facility to include food, water, clothing, medical services, sanitation, lodging, and communications.
10. Coordinates the receiving, inventory, and distribution of donated goods and services.

American Red Cross of Alaska

1. Coordinates with the EOC to establish congregate care facility locations and services in advance of an emergency.
2. Provides for the emergency needs of disaster victims housed in emergency shelters for at least 72 hours to all who have a need.
3. Notifies the OEM when handling a situation requiring sheltering of ten or more households.
4. Manages a shelter facility and coordinates volunteers for shelter management for the duration of its activation.
5. Registers shelter occupants and develops a disaster welfare inquiry system to document the location and welfare of victims and displaced persons.
6. Coordinates mass feeding of persons housed at shelters.
7. Assists with public information dissemination to persons housed at shelters.
8. Provides basic first aid assistance as able.
9. Conducts general support services and record keeping for shelter operations.
10. Provides advance training in shelter operations.

Health and Human Services

1. Acts as the lead agency in the assessment of human needs after a disaster.
2. Coordinates with EOC Behavioral Health Unit to deliver behavioral health services as able.
3. Coordinates with Public Transportation and other agencies to relocate vulnerable populations as able.
4. Monitors congregate care facility status and makes recommendations to ensure potable water source, adequate sewage and waste disposal, and food safety.
5. Dispatches public health workers, nurses, and a medical officer to congregate care facilities as available.
6. Acts as the lead agency for the dispensation of mass prophylaxis or inoculations, including Strategic National Stockpile assets when activated.
7. Provides public health information updates to the EOC public information branch.

Health and Human Services, Animal Care and Control

1. Assumes responsibility for operating animal shelters for the duration of an emergency and arranges for the care and control of animals sheltered therein.
2. Provides a database of volunteers and resources to assist in emergency animal shelter operations.

School District

1. Provides for the shelter and safety of students, school district staff, and families of students and staff.
2. Augments municipal congregate care operations by making facilities and resources available when school is not in session or when the needs of students, staff, and their families have been met.
3. Augments transportation services to congregate care facilities when school is not in session or when the needs of students, staff, and their families have been met.

SUPPORT AGENCIES

Alaska Professional Volunteers/ Medical Reserve Corps

1. Assists the delivery of non-critical medical services at congregate care facilities as directed by the EOC.

Amateur Radio Emergency Services

1. Provides equipment and resources to enhance emergency communications capabilities between the EOC and congregate care facilities.

Area Hospitals

1. Assists the EOC with directing residents to designated congregate care facilities.

Development Services, Building Safety Division

1. Conducts building evaluations in advance of an emergency to determine the viability of a facility designated to provide congregate care.
2. Conducts structural and nonstructural evaluations to approve a congregate care site for activation following a major earthquake or other incident that may threaten the structural integrity or safety of a facility.

Fire Department

1. Conducts safety evaluations in advance of an emergency to determine the viability of a facility designated to provide congregate care.
2. Assists the EOC with directing residents to designated congregate care facilities.
3. Provides personnel support as able to assist Health and Human Services with dispensation of SNS supplies.

Food Bank of Alaska

4. Serves as the primary clearinghouse for all food donations during a disaster.
5. Maintains an inventory of food supplies and communicates inventory to the EOC upon request.

6. Works with the EOC to distribute food donations to congregate care centers and other agencies conducting disaster relief activities.

Municipal Light and Power

1. Restores power supply to congregate care facilities as needed.
2. Establishes liaison with other power utilities through the utilities desk at the EOC.

North Star Hospital

1. Provides emergency shelter for mental health patients as space allows.

Parks and Recreation

1. Supports incidents by availing its facilities for initial care or congregate care centers when requested by the incident commander or the EOC.

Police Department

1. Assists the EOC with directing residents to designated congregate care facilities.
2. Provides law enforcement security during activation of a congregate care facility.
3. Coordinates with the EOC to assist relocation of vulnerable populations as able.
4. Coordinates with the EOC Behavioral Health Unit to provide chaplains to deliver comfort and solace for emergency workers and disaster victims as able.

Public Transportation

1. Provides transportation to congregate care facilities as directed by the EOC.
2. Ensures that accessible transportation to congregate care facilities is available to persons with disabilities

Salvation Army

1. Coordinates with the American Red Cross to provide food services at congregate care facilities.
2. Coordinates with the EOC Behavioral Health Unit to administer comfort, solace, and pastoral care services to persons sheltered at congregate care facilities.
3. Facilitates acquisition and distribution of donated personal items to meet the needs of individuals sheltered at a congregate care facility.

Water and Wastewater Utility

1. Coordinates with Health and Human Services to provide potable water as necessary.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The Alaska Disaster Medical Assistance Team is coordinated through the Alaska Native Medical Center and may be deployed at the request of the governor.

The Alaska Psychiatric Institute may be able to provide emergency shelter for a limited number of mental health patients.

The Federal Emergency Management Agency (FEMA) coordinates individual assistance programs by phone (800-621-FEMA) and online (www.fema.gov). In some instances, FEMA may also establish local Disaster Application Centers.

A federal Disaster Medical Assistance Team may be requested during a federally declared disaster.

Other sources of federal support may include Department of Housing and Urban Development and the U.S. Health and Human Services Department.

REFERENCES

Anchorage Pandemic Influenza Plan

Anchorage Emergency Operations Plan, Annex 1: Evacuation

Anchorage Emergency Operations Plan, Annex 5: Mass Casualty

Anchorage Emergency Operations Plan, Annex 7: Vulnerable Populations.

Anchorage Emergency Operations Plan, Annex 8: Behavioral Health

National Response Plan, ESF #6: Mass Care, Housing, and Human Services

ANNEX 4. DOMESTIC ANIMALS

While protecting human life should always take precedent over protecting animal life, many households within the Municipality of Anchorage have at least one pet. During disasters, animal owners frequently put themselves in danger and disrupt evacuation efforts to ensure the safety of their pets. For this reason, the care of domestic animals in disasters is important to the care of human life.

OPERATIONAL CONCEPTS

- A.** Protection of human life is the immediate goal of municipal emergency responders. During a disaster emergency, the Anchorage Police and Fire Departments are not responsible for the rescue, evacuation, sheltering, or welfare of animals.
- B.** Animal owners should be prepared to evacuate and provide shelter for their domestic animals in the event of an emergency requiring evacuation.
- C.** The Municipality will support the movement of evacuees transporting domestic household animals on municipal public transportation provided that residents are able to evacuate their pets in a manner that does not threaten the safety or welfare of other evacuees. All animals must be restrained or kenneled and no person shall be allowed to transport more animals than he or she can control. Priority will be given to service animals.
- D.** The Municipality will establish and operate shelters to care for domestic household animals at a location near or adjacent to shelters.
- E.** During a sustained emergency, the Municipality may relinquish its management of emergency animal shelters to an animal disaster response agency under a previously established memorandum of understanding.
- F.** The Municipality will protect human life over protecting animal life and therefore may determine that it is unsafe for citizens to enter a disaster area to rescue animals. A person desiring to enter an evacuated area through an evacuation checkpoint will be advised by an emergency official of the associated risk and will be asked to sign a liability release document and surrender their identification for the duration of their entry if the entry does not impede the efforts of emergency officials.
- G.** Volunteers will be used to the greatest extent possible to conduct domestic animal emergency response.
- H.** Only service animals will be allowed inside areas designated as human shelters.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.

2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.
4. Assumes strategic long-term planning for domestic animal emergency activities.
5. Disseminates public information concerning domestic animal emergency response for the duration of any emergency involving evacuation or sheltering.
6. Coordinates care of domestic animals during an emergency requiring mass evacuation or sheltering.
7. Provides volunteer coordination to assist in setting up and staffing emergency domestic animal shelters.

Health and Human Services

1. Coordinates with the EOC to identify suitable animal boarding facilities and shelters in advance of an emergency.
2. Coordinates with the EOC in advance of an emergency to identify medical and non-medical volunteers and agencies that can provide domestic animal care and assistance.
3. Provides guidance to evacuees for logistics related to pet and animal evacuation.
4. Monitors public health and zoonotic disease issues, including the removal and disposal of animal waste and dead animals.

Health and Human Services, Animal Care and Control

1. Assumes responsibility for activated animal shelters during an emergency until any memorandum of understanding transferring management is activated
2. Coordinates rescue efforts of roaming animals outside evacuated areas after the initial emergency is under control.
3. Supports animal sheltering activities through use of its facilities and equipment when feasible.
4. Establishes liaison with local and national rescue organizations.
5. Assists animal support agencies for long-term maintenance, placement, or disposition of animals that cannot be returned to their normal habitat or have been separated from their owners.
6. Collects health status data as appropriate.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

Noah's Wish is the official animal disaster response agency for the Municipality's domestic animal emergency response.

All state and federal assistance is coordinated through the State Emergency Coordination Center.

Animal medical and rescue efforts may be supplanted by a Veterinary Medical Assistance Team and coordinated through the National Disaster Medical System.

Other sources of assistance may be provided by the American Veterinary Medical Association, United Animal Nations Emergency Animal Rescue Service, American Humane Association, Humane Society of the United States, American Society for the Prevention of Cruelty to Animals, and the American Horse Protection Association.

REFERENCES

Memorandum of Understanding, Noah's Wish

Anchorage Emergency Operations Plan, Annex 1: Evacuation

Anchorage Emergency Operations Plan, Annex 3: Congregate Care

ANNEX 5. MASS CASUALTY

The Municipality will coordinate mass casualty incident response to minimize loss of life and human suffering. A mass casualty incident is an event with critical injuries or deaths exceeding the normal response capability of an emergency medical services organization. A major earthquake, hazardous materials release, or acts of terrorism are examples of emergencies where a mass casualty incident might occur.

OPERATIONAL CONCEPTS

- A.** Direction and control of emergency medical functions at hospitals remain the responsibility of each facility's management and staff during a mass casualty incident.
- B.** The Municipality will make a reasonable effort to triage known family members to the same hospital.
- C.** The Municipality may activate a congregate care facility to deliver non-critical mass medical care to ease congestion at area hospitals. Hospitals may also establish additional areas to deliver non-critical mass medical care and triage.
- D.** During a mass casualty incident, qualified medical providers, non-acute care hospitals, outpatient clinics and other medical facilities should be prepared to treat minor injuries and perform triage when necessary.
- E.** If normal communications are disrupted during a disaster, medical personnel are encouraged to report to the hospital where they practice for possible reassignment.
- F.** The Ted Stevens Anchorage International Airport will direct FAA mass casualty protocols during a mass casualty incident caused by aircraft crash.
- G.** The Alaska State Troopers will augment local search and rescue efforts to support a mass casualty incident.
- H.** The State Medical Examiner's Office should be contacted as soon as practicable when a mass casualty incident has been identified.
- I.** A Hospital Emergency Alert Response Network (HEARNet) will be established between emergency medical responders and area hospitals. Efforts to include hospitals outside the local area will be made as necessary and as technological capabilities allow.
- J.** Responders at a hazardous materials incident and medical facilities receiving victims from a hazardous materials site will ensure they fully understand the incident commander's situational assessment and take full precautions to protect themselves.
- K.** During a mass casualty incident caused by a chemical, biological, radiological, or nuclear event, the Municipality may provide security at hospital emergency rooms to prevent further contamination.
- L.** Initial victim decontamination must be performed in the field to minimize further contamination as not all hospitals may have adequate decontamination facilities.
- M.** The EOC in coordination with area hospitals will request a Disaster Medical Assistance Team immediately upon awareness that an incident may overload area hospitals.

N. The Municipality will coordinate a locally based response to support a mass casualty incident in another Alaskan community.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.
4. Assumes strategic long-term planning for a mass casualty incident.
5. Coordinates dissemination of critical public information and instructions, including public health advisories, evacuation instructions, and shelter information.
6. Notifies area hospitals immediately upon identification of a mass casualty incident.
7. Coordinates with local hospitals to determine the need to request outside resources immediately upon awareness that an incident may overload area hospitals.
8. Ensures activation of communication links between emergency responders and area hospitals, including HEARNet activation.
9. Directs coordination of patient needs, transportation, and hospital capabilities between field units and area hospitals.
10. Assists the state medical examiner in the establishment of morgues.

Area Hospitals

1. Provides medical care.
2. Provides updates to the EOC regarding hospital capabilities and capacity.
3. Restocks consumable medical supplies to field units upon EOC request as able.
4. Ensures participation in HEARNet communications.
5. Maintains a record of patients transported to its facility by municipal Emergency Medical Services.
6. Supply a medical liaison to the EOC.
7. Establishes onsite decontamination capabilities whenever decontamination is necessary.

Fire Department

1. Ensures early notification to the EOC when an incident has the potential to become a mass casualty incident.
2. Provides emergency responders for emergency care and basic life support.
3. Establishes field medical and triage sites.
4. Establishes decontamination facilities and ensures appropriate and effective victim and responder decontamination prior to transport.
5. Coordinates victim transportation and hospital capabilities with the EOC.
6. Assists agencies in establishing safe decontamination and patient treatment areas.
7. Maintains a record of patients transported from the incident site to medical facilities.
8. Dispatches an officer to hospitals to assist transport of incoming patients as able.
9. Assists hospitals with decontamination activities once field decontamination and other field objectives have been accomplished.

Health and Human Services

1. Coordinates public health information with the EOC.
2. Coordinates public health workers and nurses to assist with health-related services at mass casualty sites.
3. Coordinates assistance for vulnerable populations as able.
4. Assists in the provision of any necessary pest control.
5. Maintains a database of medical assets and ensures its availability to the EOC.
6. Analyzes public health impact of the incident and provides information to the EOC.
7. Coordinates recommendations with the Policy Group regarding public health threats that may necessitate the deployment of the Strategic National Stockpile, Disaster Medical Assistance Teams, or Disaster Mortuary Teams.
8. Provides a medical officer to order public health or medical interventions and guidance as needed.

Support Agencies

Alaska Professional Volunteers/ Medical Reserve Corps

1. Assists the delivery of non-critical medical services at mass care sites as directed by the EOC.

Amateur Radio Emergency Services

1. Provides equipment and resources to enhance emergency communications capabilities between the EOC, hospitals, and other mass care sites.

American Red Cross of Alaska

1. Provides basic first aid assistance at non-critical medical mass care sites as able.
2. Activates its Air Incident Response Team to perform the following functions at an aviation disaster declared by the National Transportation Safety Board:
3. Establishes a staff processing center at or near the site to coordinate staff and volunteer activities.
4. Directs the delivery of mental health services to meet the needs of victims, their loved ones, and Red Cross personnel responding to the incident.

Civil Air Patrol

1. Assists transport of victims to hospitals, and transporting of equipment or supplies.

Police Department

1. Establishes required security at the incident site and establishes a perimeter as necessary.
2. Conducts investigative and law enforcement activities associated with a manmade mass casualty incident.
3. Provides traffic control at incident site and ensures access for emergency vehicle ingress and egress.
4. Assists fire department with rescue operations as able.
5. Assists state medical examiner in the identification of the deceased.
6. Assists in providing death notifications to next of kin.
7. Provides required security at medical facilities, including temporary medical facilities and triage centers.
8. Coordinates with the EOC Mental Health Unit to provide chaplains to deliver

Public Transportation

1. Assists victim transport as directed by the incident commander or the EOC.

Salvation Army

1. Provides food for emergency responders at a mass casualty site as needed.
2. Coordinates with the EOC Mental Health Unit to provide comfort and solace for emergency workers and disaster victims as able.

School District

1. Provides nursing services as needed within the Anchorage School District system.

2. Augments nursing services as directed by the EOC and as appropriate based on the availability of nurses after student needs have been met.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

Mutual aid agreements with the Matanuska-Susitna Borough Department of Emergency Services may be activated to support fire, EMS, or rescue operations.

Hospitals in neighboring jurisdictions may be able to provide medical or facility support including the Third Medical Group at Elmendorf Air Force Base, Mat-Su Regional Medical Center, Central Peninsula General Hospital, Bartlett Memorial Hospital, and Fairbanks Memorial Hospital.

The Alaska Disaster Medical Assistance Team is coordinated through the Alaska Native Medical Center and may be deployed at the request of the Governor.

A federal Disaster Medical Assistance Team may be requested through the Federal Emergency Management Agency during a federally declared disaster.

The state medical examiner can provide support for identification, storage, disposition, and documentation of the deceased.

The Alaska State Scientific Crime Detection Laboratory may provide support for laboratory analysis including DNA and evidence testing.

The Alaska State Troopers will augment local search and rescue efforts with helicopter support and through their management of Alaska Search and Rescue Dogs, Alaska Mountain Rescue group, and the Anchorage Nordic Ski Patrol.

The Anchorage International Airport will support municipal emergency services as able.

The Federal Emergency Management Agency may provide assistance including the deployment of Disaster Medical Assistance Teams, Disaster Mortuary Teams, and Crisis Counseling Assistance Teams.

The Strategic National Stockpile may be deployed through the Centers for Disease Control and Prevention.

The National Transportation Safety Board will provide assistance in transportation-related mass casualty incidents.

The Federal Aviation Administration will assist response to mass casualty incidents.

The Federal Bureau of Investigation may assume victim identification responsibilities in incidents involving interstate commercial carriers, hostage situations, or acts of terrorism.

REFERENCES

Anchorage Emergency Operations Plan, Annex 3: Congregate Care
Alaska Statewide Interagency Mass Casualty Response Plan
National Response Plan, ESF #8: Public Health and Medical Service

ANNEX 6. MASS FATALITY

A mass fatality incident is any situation where the number of fatalities exceeds the ability of local resources to manage the bodies. The primary functions of a mass fatality response are body recovery, morgue operations, and assisting the decedents' family members and loved ones. Although the morgue capacity within the Municipality is approximately 100 bodies, an incident with 25 fatalities would likely overwhelm local capabilities.

A mass fatality incident may be caused by natural or manmade disaster including airline crash, infectious disease outbreak, structural collapse, avalanche, warfare, and act of terrorism.

OPERATIONAL CONCEPTS

- A.** As set forth by Alaska state law, responsibility for collection, identification, storage, and dispatch of bodies lies with the Alaska State Medical Examiner's Office (SMEO). The Municipality will contact the SMEO as soon as practicable when a mass fatality incident has been identified and will provide resource support for the SMEO's actions as requested and within its capabilities.
- B.** In an incident where the SMEO is unable to respond, it may delegate certain duties to local law enforcement or other personnel.
- C.** The Ted Stevens Anchorage International Airport will direct FAA mass fatality protocols during a mass fatality incident caused by aircraft crash.
- D.** The Federal Bureau of Investigation may assume victim identification responsibilities in incidents involving interstate commercial carriers, hostage situations, acts of terrorism or other incidents that include a law enforcement component.
- E.** The Municipality in coordination with SMEO will submit a request to the state for disaster mortuary capability immediately upon awareness that an incident may overload area local mortuary capabilities.

Recovery Activities

- A.** Recovery activities should occur only after all known survivors of the incident are reasonably moved to safety.
- B.** The Municipality will ensure that the welfare and mental health needs of staff working to respond to a mass fatality incident are attended to and will be balanced with social pressures to quickly complete mortuary procedures and repatriate victims.
- C.** A mass fatality site occurring from any incident other than a natural disaster should be treated as a crime scene until the incident commander in consultation with the SMEO directs otherwise.
- D.** The Municipality will establish a Joint Information Center (JIC) to ensure accurate and expedient dissemination of information. All agencies involved in incident response should coordinate public information activities through the JIC.
- E.** Bodies will not be moved from the incident site without approval from the SMEO.

- F.** In most situations, the presence of dead bodies is not considered a significant public health risk. However, because of the possibility of responder contact with bodily fluids a mass fatality site will be treated as a biohazard site until the incident commander directs otherwise. Responders having direct contact with bodies will take universal precautions to protect themselves from contact with bodily fluids.
- G.** Bodies will not be stacked on top of one another in any storage situation, except in extreme situations when it is necessary to use refrigeration to preserve the bodies and space is limited or during transportation.
- H.** Every attempt should be made to identify the bodies at the site where they are found regardless of the number of dead. Tags should be attached to the bodies that provide the name, if known, and the approximate age, sex, and location of the body.
- I.** Examination of bodies will not be conducted at the incident site with the exception of checking pockets of victim's clothing to look for identification documents when directed by the incident commander.
- J.** If body bags are not available for the removal of remains, a durable impermeable substitute may be used.
- K.** The Municipality will establish a resource staging area at or near the incident site to control the incident response resources.
- L.** The Municipality will establish a body staging and transport area at or near the incident site where remains can be held temporarily and securely prior to transfer to a morgue.

Incident Morgue Operations

- A.** If typical mortuary transport is not available, the Municipality will arrange for bodies to be transported from the incident site or hospitals in vans, trucks, or other enclosed vehicles. To the extent possible, the Municipality will cover any identifying markings on vehicles used to transport or hold bodies.
- B.** When possible, bodies will be transported to the SMEO. When the number of victims exceeds the SMEO capacity, the Municipality may establish a temporary morgue in facilities with suitable cooling and security capabilities including ice rinks, aircraft hangars, warehouses, and empty public buildings.
- C.** Temporary burials may be justified during a mass fatality incident to help slow decomposition until conditions allow for the transfer of the remains to their final destination. Temporary burials may also be authorized during infectious disease outbreak when public gatherings, such as funerals, should be limited. The use of documentation and markers of the temporary burial site should be followed in the same accordance as final burial in officially established cemeteries.
- D.** To ensure positive identification of victims, the Municipality will employ established identification methods including forensic odontology, fingerprinting, x-rays, and DNA.
- E.** The Municipality may establish a private viewing area within the morgue for decedents' family members and loved ones. Mental health services will be established nearby to provide emotional assistance.

- F.** Under no circumstances will the Municipality bury victims in mass graves or conduct mass cremations.
- G.** The Municipality will make every effort to respect religious rites or cultural beliefs of families of the deceased with regard to recovery, identification, and burial. Where the religious or cultural beliefs of the deceased are unknown, the cultural norms of the community at large will be honored.
- H.** Unidentified remains will be buried so that they can be exhumed when identification is possible and returned to their relatives for disposition. Prior to burial, the Municipality will ensure that appropriate samples are taken to proceed with future identification.
- I.** The Municipality will request the governor authorize expedited certification of deaths from the disaster when body recovery is impossible because of the nature of the disaster.
- J.** During an extended mass fatality incident, such as an infectious disease outbreak, the mayor may implement resource controls, including refrigeration fuels, to ensure continued capability for morgue operations.
- K.** While direction and control of emergency medical functions at hospitals remain the responsibility of each facility's management and staff during a mass fatality incident, hospitals should coordinate external efforts including morgue operations through the Anchorage Emergency Operations Center.
- L.** The Municipality will coordinate a locally based response to support a mass fatality incident in another Alaskan community.

Family Assistance

- A.** With the exception of a mass fatality incident cause by infectious disease outbreak, a family assistance center will be established to provide regular briefings and respond to the questions of family members and loved ones of the missing and dead. Every effort will be made to protect families from the media and curiosity seekers.
- B.** Translation services will be available at family assistance centers established by the Municipality.
- C.** The Municipality will not authorize the release or confirmation of decedents' names until the next of kin have been officially notified.
- D.** The Municipality will make every effort to ensure that notification of death is done on an individual basis.
- E.** If a mass fatality incident is the result of an industry accident, the Municipality will support any appropriate family assistance activities of the affected industry.
- F.** The Municipality will support SMEO's efforts to establish a database of presumed victims to be cross-referenced with a separate database of the human remains undergoing examination.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during disasters.
4. Disseminates critical emergency information to the public through a joint information center and deploys field public information officers to mass fatality sites and family assistance centers.
5. Designates temporary morgue sites and identifies available transportation resources in advance of a mass fatality incident.
6. Arranges for the delivery of refrigerated trucks, body bags, and other resources to local hospitals.
7. Facilitates identification of staging areas to support incident response.

Anchorage Fire Department

1. Provides aid to viable patients including rescue, triage, treatment, and transportation.
2. Provides assistance to support management of human remains.
3. Conducts onsite decontamination of survivors if necessary.

Anchorage Police Department

1. Provides perimeter control and scene security.
2. Assists SMEO in activities to document, reconstruct, and investigate the incident.
3. Supports search and recovery activities.
4. Provides assistance to support management of human remains.

Support Agencies

Area Hospitals

1. Provides medical care.
2. Provides support for decontamination as needed at their respective facilities.
3. Coordinates special resource requests through the Emergency Operations Center.
4. Hold decedents until the Municipality can arrange transportation to a morgue.

American Red Cross of Alaska

1. Provides trained personnel or volunteers to assist at family assistance centers and to aid in helping to identify the dead.

Health and Human Services

1. Conducts epidemiological surveillance and disease control activities.

Parks and Recreation

1. Supports mass fatality incidents by use of its facilities when requested by the incident commander or the EOC.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The Tri-Borough mutual aid agreement may be activated to assist a mass fatality response.

Hospitals in neighboring jurisdictions including the Third Medical Group at Elmendorf Air Force Base, Mat-Su Regional Medical Center, Central Peninsula General Hospital, Bartlett Memorial Hospital, and Fairbanks Memorial Hospital may be able to provide medical or facility support.

The Alaska Funeral Directors Association can provide aid in body recovery, transportation assistance, storage facilities and with victim's families, and disposition of decedents.

The Alaska Dental Society maintains a disaster response team to assist in fatality identification.

The Alaska State Troopers will augment local search and rescue efforts with helicopter support and through their management of Alaska Search and Rescue Dogs, Alaska Mountain Rescue group, and the Anchorage Nordic Ski Patrol.

The Alaska State Scientific Crime Detection Laboratory may provide support for laboratory analysis including DNA and evidence testing.

The Federal Emergency Management Agency may provide assistance including the deployment of Disaster Mortuary Teams and Crisis Counseling Assistance Teams.

The Federal Aviation Administration will assist response to aviation mass fatality incidents.

REFERENCES

Anchorage Emergency Operations Plan, Annex 5: Mass Casualty
Anchorage Emergency Operations Plan, Annex 9: Public Information and Warning Annex
State of Alaska Mass Casualty Response Plan
Alaska State Medical Examiner's Office Mass Fatality Incident Response Plan
AS 12.65.005 Duty to Notify State Medical Examiner
AS 12.65.020 Medical Death Investigations
National Response Plan, ESF #6, Mass Care, Housing, and Human Services
Aviation Disaster Family Assistance Act of 1996
US Public Health Act

ANNEX 7. VULNERABLE POPULATIONS

The Municipality recognizes that certain people are particularly vulnerable to the effects of a disaster. During an emergency, the Municipality will provide special care for the following persons:

- Persons who are frail or housebound
- Persons with disabling mental illness or conditions
- Persons with physical disabilities, including sight or hearing limitations or mobility impairment
- Persons who are medically fragile

Major needs of vulnerable populations may include evacuation assistance, attention to special dietary needs, and special medical care.

OPERATIONAL CONCEPTS

- A.** The Municipality will provide emergency services without regard to race, color, national origin, religion, English proficiency, sex, age, marital status, personal appearance, sexual orientation, familial status, disability, economic status, or any affiliation or perception thereof.
- B.** The Office of Emergency Management (OEM) will maintain a database of locations of vulnerable populations to be updated semiannually in coordination with local partners.
- C.** Vulnerable residents living independently and identified within the OEM's database will be encouraged to have a disaster kit that includes personal and medical information, and a list of necessary medical supplies, medications, and assistive devices.
- D.** Adult day care facilities are required to establish evacuation plans, which are to be included in their all-hazards emergency plan and on file with the Municipality.
- E.** The Anchorage School District will provide appropriate care for vulnerable students and staff during a disaster that occurs during school hours and may request assistance from the EOC if necessary to augment services.
- F.** The Municipality will ensure that emergency notifications include methods accessible to persons with disabilities including open captioning by door-to-door notifications, mobile loudspeakers, or other available means.
- G.** During a wildfire or other emergency requiring immediate evacuation, all residents needing evacuation transportation assistance will be given equal priority. Following an earthquake or other incident, where immediate danger has passed, vulnerable populations will be given priority for evacuation transportation assistance.
- H.** The Municipality will make every effort not to separate users from wheelchairs, walkers, and other durable medical equipment. If a person who has been separated from their medical equipment is unable to return home, the Municipality will make every effort to retrieve or replace the equipment as quickly as possible.
- I.** Agencies wishing to deliver services to vulnerable populations in evacuated or otherwise restricted areas should contact the EOC community services and public health branch to

coordinate access. If conditions for limited entry are appropriate, the EOC will identify a process to expedite the travel of approved service providers.

- J. Individuals and voluntary organizations, including Neighborhood Watch, AWARE, and Citizen Corps may enhance emergency response by assisting vulnerable residents within their own neighborhoods.
- K. The Municipality will strive to meet the needs of all populations, including vulnerable populations, within each of its activated congregate care facilities.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.
4. Assumes strategic long-term emergency planning for vulnerable populations.
5. Disseminates public information concerning assistance for vulnerable populations during an emergency.
6. Coordinates outreach to vulnerable populations to encourage personal preparedness in advance of an emergency.

Health and Human Services

1. Coordinates with Public Transportation and other agencies during relocation of vulnerable populations.
2. Coordinates with emergency medical services and local hospitals to provide evacuation information and special instructions for vulnerable populations.
3. Assists the Municipality's self-registration campaign for populations who have aging and disability-specific needs.

Public Transportation

1. Transports vulnerable populations during an emergency as directed by the EOC.
2. Ensures that accessible transportation is available to persons with disabilities to congregate care facilities or initial care centers.
3. Assists the Municipality's self-registration campaign for populations who have aging and disability-specific needs.

Supporting Agencies

Area Hospitals

1. Assists the EOC with information about where non-resident medically fragile populations may be located.

Development Services, Building Safety Division

1. Ensures that congregate facilities are accessible to persons with disabilities.

Equal Rights Commission

1. Coordinates with the Office of Emergency Management to ensure that emergency plans meet requirements of non-discrimination and public accommodation.

Municipal Light and Power

1. Maintains an inventory of households that rely on utility services for special support, including life support, and provides this information to the EOC upon request.
2. Assists the Municipality's self-registration campaign for populations who have aging and disability-specific needs.

Police Department

1. Assists the EOC as able with identification of vulnerable populations who may need assistance during an emergency.
2. Coordinates with the EOC to assist relocation of vulnerable populations as able.

Salvation Army

1. Assists in the provision of transportation for vulnerable populations.

School District

1. Provides care for vulnerable students and staff during a disaster that occurs during school hours.

Water and Wastewater Utility

1. Assists the Municipality's self-registration campaign for populations who have aging and disability-specific needs.

STATE OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The State of Alaska Assisted Living program can provide the EOC with information about its licensed facilities where vulnerable populations may be located.

The Third Wing Medical Group at Elmendorf Air Force Base operates two air transportable hospitals and can augment transportation of medically fragile persons.

APPENDICES AND / OR REFERENCES

Anchorage Emergency Operations Plan, Annex 1: Evacuation
Anchorage Emergency Operations Plan, Annex 3: Congregate Care
Anchorage Emergency Operations Plan, Annex 8: Behavioral Health
AMC 05.20 Unlawful Discrimination
Americans with Disabilities Act of 1990

ANNEX 8. BEHAVIORAL HEALTH

Disasters produce the need for behavioral health response. Most persons coping with the aftermath of a disaster, including emergency responders, struggle with disruption and loss caused by the disaster. The Municipality will coordinate mental health emergency services to help relieve any grief, stress, and other mental health problems caused or exacerbated by a disaster or its aftermath.

OPERATIONAL CONCEPTS

- A.** The Municipality will deliver behavioral health services to disaster victims and emergency responders as able at the following locations during or following an emergency:
 - At or near the incident site
 - At evacuation points
 - Initial care centers
 - Congregate care facilities
- B.** Following a disaster, the Municipality may coordinate community outreach to seek out individuals affected by the disaster who need mental health services.
- C.** Under the national Aviation Disaster Family Assistance Act of 1996, the American Red Cross has been designated as the lead agency to provide emergency mental health services following an aviation incident resulting in a “major loss of life.”
- D.** The Anchorage Community Mental Health Services is the lead agency for disaster behavioral health response in the Municipality.
- E.** During a state declared emergency, behavioral health responders will be covered for liability as long as they practice within their area of skill and training, and operate under the auspices and supervision of the Anchorage Community Mental Health Services.
- F.** A counseling area will be established at all congregate care facilities to facilitate response to any behavioral health needs.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates and supports requests from field agencies during a major emergency or disaster.
4. Disseminates public information concerning mental health issues and availability of mental health services during a major emergency or disaster.

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5. Assumes strategic long-term planning for delivery of mental health services during a major emergency or disaster.

Anchorage Community Mental Health Services

1. Develops a behavioral health disaster plan for the community in coordination with the Office of Emergency Management.
2. Acts as the lead agency in coordination with the Municipality to deliver behavioral disaster response and recovery services to disaster victims, emergency responders, and other persons needing behavioral health services.

Supporting Agencies

American Red Cross of Alaska

1. Activates its Air Incident Response Team to meet the acute stress and psychological needs of air incident disaster victims, their relatives and friends, as well as Red Cross personnel responding to the aviation incident.
2. Assists with referral of disaster victims to appropriate community resources or local, state, or federal agencies to provide additional assistance.

Health and Human Services

1. Participates in planning efforts for delivery of mental health services to emergency workers and disaster victims.
2. Ensures the delivery that available community mental health services are delivered as needed to emergency workers and disaster victims.

North Star Hospital

1. Provides emergency shelter for a limited number of mental health patients.

Police Department

1. Coordinates with the EOC Behavioral Health Unit to provide chaplains to deliver comfort and solace for emergency workers and disaster victims as able.

Providence Alaska Medical Center, Psychiatric Emergency Department

1. Operates a psychiatric emergency room to respond to mental health emergencies.
2. Assists mental health triage efforts as able.

Salvation Army

1. Coordinates with the EOC Behavioral Health Unit to administer comfort, solace, and pastoral care services to disaster victims and emergency responders as able.

School District

1. Provides for the mental health needs of students and staff during or immediately following an emergency.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The Alaska Division of Behavioral Health can provide assistance in critical incident stress management and other emergency mental health services.

The Federal Emergency Management Agency Center for Mental Health Services can provide funding for delivery of mental health services following a presidentially declared disaster.

The National Disaster Medical System may be able to deploy support teams to assist delivery of mental health services.

REFERENCES

Alaska Behavioral Health Emergency Response Plan



ANNEX 9. PUBLIC INFORMATION AND WARNING

Rapid dissemination of warning and emergency information about an imminent or occurring emergency is critical to protecting life, safety, and health during an emergency. The Municipality will use a coordinated public information system to distribute emergency information, warnings, and instructions for the duration of an emergency.

OPERATIONAL CONCEPTS

Public Information

- A.** Citizens have the responsibility to prepare themselves and their families to cope with emergencies and to manage their affairs in ways that will aid the Municipality in managing emergencies. The Municipality will assist residents in carrying out these responsibilities by providing public information and instructions before, during, and after emergencies.
- B.** The Municipality has established a Joint Information System to be used to gather, analyze, produce, and disseminate information in the event of a threat or disaster affecting the Municipality.
- C.** Public information officers from municipal agencies not normally affiliated with emergency response may be called upon to assist the Joint Information System during a municipal emergency.
- D.** A Joint Information Center will be established during a high-visibility or high severity incident to serve as the central contact point for all news media and to coordinate all incident-related public information activities. All municipal agencies releasing information concerning their emergency actions will coordinate through the EOC or the Joint Information Center.
- E.** The Municipality will ensure that emergency information transmitted to the public clearly conveys the following information:
 - The nature of the emergency
 - The location of the emergency
 - How the emergency can affect them
 - What protective action to take
 - Where to get help
 - When the situation will be remedied
- F.** The Municipality maintains a recorded emergency conditions hotline at 907-343-4701 and a webpage at www.muni.org/oem/status.cfm, which are updated as conditions change or as the situation warrants.
- G.** A UHF radio and telephone line linking directly to the Emergency Alert System (EAS) activation station will be maintained in the EOC to facilitate the broadcast of critical emergency information and instructions. Most radio and television stations within the Municipality participate in the EAS by receiving and broadcasting emergency announcements.

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- H. The Municipality will endeavor to release timely and accurate emergency information to the public concerning emergency preparedness, response, and recovery in a cooperative effort with the media.
 - I. Public briefings at congregate care facilities and evacuation centers will be made available in written format to ensure that persons with hearing disabilities are able to obtain accurate information.
 - J. The Municipality will provide translation services as able for persons with limited English proficiency who are housed at congregate care facilities.

Warning

- K. The Municipality does not maintain a dedicated physical warning system such as a system of civil sirens.
- L. The Municipality will ensure that emergency notifications include methods accessible to persons with disabilities including open captioning, door-to-door notifications, mobile loudspeakers, or other available means.
- M. Municipal dispatch centers that are not normally affiliated with emergency response such as those utilized by public transportation, utilities, and street maintenance may be called upon to augment warning activities.
- N. The Municipality will coordinate warnings with adjacent jurisdictions when appropriate.
- O. Local warnings with national significance should be relayed through the State Emergency Coordination Center to the National Warning System. The Municipality also monitors the National Warning System for imminent hazards or threats with local implications.
- P. Warning interface with local military facilities is accomplished through emergency responder mutual aid agreements and direct communication between the EOC and military command centers.
- Q. The National Weather Service weather radio system may be used to augment dissemination of specific warning or emergency information.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Assumes strategic long-term planning for emergency public information and warning activities.

4. Coordinates the gathering, verification, and dissemination of public information for distribution to media outlets.
5. Coordinates response to media inquiries regarding an emergency.
6. Establishes a means to monitor and respond to rumors.
7. Dispatches emergency information to the EAS activation station including health warnings, emergency shelter locations, evacuation instructions, and other recommended actions.
8. Assists the establishment of a Joint Information Center when necessary.

Fire Department

1. Serves as a backup agency to the Office of Emergency Management for activating the EAS.
2. Disseminates warnings and emergency public information to affected areas in coordination with the Anchorage Police Department.
3. Supplements warning activities by door-to-door notifications, mobile loudspeakers, or other available means as necessary.
4. Serves as the communications point for the National Warning System to disseminate warning and other emergency information from federal and state warning points to the EOC and other municipal dispatch centers.
5. Facilitates live video and audio from the EOC to the GCI Cable headend for use by all local television broadcast outlets and for simulcast on cable channel 10.

Police Department

1. Disseminates warnings and emergency public information to affected areas in coordination with the Fire Department.
2. Supplements warning activities by door-to-door notifications, mobile loudspeakers, or other available means as necessary.
3. Addresses citizen warnings received through the emergency 911 system.

Support Agencies

Amateur Radio Emergency Services

1. Assists with warning and emergency information dissemination as directed by the incident commander or the EOC.
2. Supports the public information branch with communications as needed.

American Red Cross of Alaska

1. Assists with public information dissemination at congregate care facilities or mobile assistance units.

Anchorage Water and Wastewater Utility

1. Augments warning activities through its dispatch center as directed by the EOC.

Emergency Alert System activation station – KFQD 750 AM

1. Transmits critical emergency information received from the EOC to broadcast stations throughout the Municipality.
2. Conducts communication checks with the EOC and periodic transmission tests of the local EAS.

Health and Human Services

1. Issues general public health and response advisories, including air quality, food, water, and sanitation warnings in coordination with the EOC.

Information Technology Department

1. Places emergency information dispatches and bulletins on municipal websites and telephone hotlines.
2. Broadcasts emergency alerts to all municipal employees during a workday emergency.
3. Provides technical assistance for public information and warning activities.

Maintenance and Operations Department

1. Coordinates with the EOC to communicate specific emergency information with portable traffic signs.
2. Augments warning activities through its dispatch center as directed by the EOC.

Municipal Light and Power

1. Augments warning activities through its dispatch center as directed by the EOC.

Public Transportation

1. Augments warning activities through its dispatch center as directed by the EOC.

Salvation Army

1. Coordinates with the EOC to provide public information regarding donations and donation collection points.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

REFERENCES

Office of Emergency Management Public Information Plan
National Response Plan, Support Annex: Public Affairs

ANNEX 10. HUMAN RESOURCES

During an emergency, the mayor may suspend municipal functions that do not contribute directly to response action and may divert those municipal resources, including personnel, to the accomplishment of emergency tasks. During some periods of an emergency, department heads or their designated alternate may be required to remain in the EOC and direct their agencies from that facility.

OPERATIONAL CONCEPTS

- A.** Each municipal agency will annually update its roster of essential functions and the positions required to perform those functions. When feasible, agencies will cross-train employees to ensure that essential services can continue to be delivered during an emergency.
- B.** All municipal employees are subject to be called for service during a declared emergency and may be required to work extended hours and outside their normal job class to assist disaster response. All requirements of the Fair Labor Standards Act will apply and compensation will be in accordance with existing rules and bargaining agreements.
- C.** Municipal employees should maintain a family preparedness plan so that they can better respond both to their personal needs and to the Municipality's needs during a disaster.
- D.** Municipal agencies are encouraged to develop policies and procedures that will ensure accommodation of employees' family needs so they may better perform their public functions during an emergency.
- E.** Additional personnel needs may be met by hiring temporary employees or by the use of volunteers.
- F.** All personnel actions taken during a disaster, including appointments, assignments, and reassignments will be documented and submitted to the mayor upon request.
- G.** The National Guard and other military personnel may be requested through the State Emergency Coordination Center after all other human resources have been committed or if there is an imminent threat to life and property and military personnel are the most appropriate resource.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Coordinates with and supports requests from field agencies during a major emergency or disaster.

4. Disseminates public information concerning human resource needs.
5. Assigns a volunteer unit to augment personnel needs and maintain liaison with volunteer organizations.
6. Maintains and updates a list of relevant human resources as part of the master resource list.
7. Ensures dissemination of critical emergency information and instructions to municipal personnel in coordination with Employee Relations.

Employee Relations Department

1. Acts as the lead agency to encourage municipal employees to develop family emergency plans.
2. Maintains current employee contact information to ensure that municipal employees can be contacted during an emergency.
3. Develops personnel policies and procedures to ensure that municipal agencies can deliver essential during an emergency that result in periods of reduced staffing.
4. Acts as lead agency for hiring emergency personnel and coordinating reassignment of municipal employees to meet human resource needs during an emergency.
5. Assists agencies in identifying employees who can assist in an emergency.
6. Advises the EOC on the impact of personnel issues related to early employee releases, suspension of non-essential work activities, and altered work assignments created by emergency conditions.
7. Assists identification of staging areas for coordination and deployment of municipal employees to assist emergency operations.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

REFERENCES

Anchorage Emergency Operations Plan, Annex 12: Volunteer Management

ANNEX 11. RESOURCE MANAGEMENT

All emergency response agencies manage equipment, facilities, and supplies to accomplish their day-to-day tasks. Large incidents, however, can require more specialized resources than the responding agencies may have available. Appropriate resource management is critical to ensure that emergency responders are able to find, obtain, allocate, and distribute resources to satisfy needs generated by an emergency.

OPERATIONAL CONCEPTS

- A.** Each household within the Municipality is encouraged to develop family disaster and emergency communication plans and to maintain the essential supplies to be self-sufficient for five to seven days.
- B.** Resources will be inventoried, prioritized and used in the most efficient manner possible, and will be applied to functions and areas of greatest need.
- C.** Response agencies are expected to be able to sustain themselves during the first 72 hours of an emergency.
- D.** Each agency is responsible for arranging the movement of its assets to locations where they are needed during emergencies and disasters. If the department does not have suitable transportation capabilities, it may request assistance through the EOC.
- E.** Normal procurement procedures may be suspended during an emergency, although existing agreements and procedures should be used whenever feasible.
- F.** The EOC may request additional resources from the Alaska Division of Homeland Security and Emergency Management after all available municipal resources have been used.
- G.** The mayor may invoke temporary controls on local resources and establish priorities during an emergency. These may include fuel, food, shelter and other resources necessary for human needs. If this situation occurs, the Municipality will endeavor to cooperate with the private sector and with the State of Alaska in encouraging voluntary controls and to enforce mandatory controls when necessary.
- H.** During an emergency, the mayor may suspend municipal functions that do not contribute directly to response actions.
- I.** Acquisitions and purchases dedicated to saving life or property during an emergency will be given priority.
- J.** During some periods of an emergency, department heads or their designated alternate may be required to remain in the EOC and direct their agencies from that facility.
- K.** When circumstances dictate, emergency response field personnel may be given purchasing authority after coordination with the purchasing officer. Payment for such needs is the responsibility of the requesting agency.
- L.** The Municipality will update its resource inventory lists to comply with the National Incident Management System (NIMS) protocols. All Municipal agencies will comply with requests to update and maintain their resource inventories in accordance with NIMS.

- M.** Early and accurate documentation of costs and damage estimates are essential to the application for potential reimbursement from state or federal disaster assistance. All municipal agencies will identify personnel to be responsible for documentation of disaster costs and will use existing administrative methods to keep accurate records separating disaster operational expenditures from regular expenditures.
- N.** When high priority needs cannot be satisfied quickly through procurement and hiring, or when the cost begins to outweigh time as a consideration, an appeal can be made through the Donations Unit and the Public Information Branch for donations of goods or services in question.
- O.** At the close of an incident, all loaned equipment will be returned to its owners.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Coordinates with state and federal agencies to secure additional resources as needed.
3. Coordinates mutual aid agreements with neighboring jurisdictions to cover resource shortfalls.
4. Assigns a logistics section to facilitate resource acquisition and deployment.
5. Coordinates dissemination of public information concerning resource needs.
6. Maintains a list of resources typed according to NIMS.
7. Ensures record of all supplies and equipment purchased to support an incident.
8. Establishes memorandums of understanding with potential suppliers and donors.

Supporting Agencies

Finance Department

1. Receives data from EOC concerning resources obtained from private vendors and arranges for timely reimbursement.

Law Department

1. Negotiates and approves contracts for support of emergency actions.

Maintenance and Operations Department, Facility and Fleet Maintenance Division

1. Assists with obtaining, allocating, and distributing facilities, vehicles, and equipment.

Purchasing Department

1. Facilitates acquisition of all supplies, equipment, and services necessary in support of response efforts.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

REFERENCES

National Response Plan, ESF #7: Resource Support

ANNEX 12. VOLUNTEER MANAGEMENT

The Municipality will coordinate volunteer resources to augment emergency response when a citywide natural disaster overwhelms professional emergency response resources.

OPERATIONAL CONCEPTS

- A.** Volunteers acting of their own accord during an emergency should exercise common sense in responding to minor incidents in their immediate area and be willing to direct the efforts of other citizens.
- B.** Volunteer organizations should not respond to an incident or congregate care sites unless directed by the EOC. Agencies should establish formal agreements with the Municipality to be included in municipally managed emergency response efforts.
- C.** All volunteers are expected to defer to the direction of the incident commander or to any emergency response professional who appears on the scene. The incident commander has the authority to restrict access to a scene.
- D.** General volunteers will not be contacted by or deployed through the EOC but may be requested through the media to perform neighborhood damage assessment and provide local information during an emergency.
- E.** Individual or spontaneous volunteers not affiliated with a TVO will not be deployed by the EOC, but will be directed to disaster volunteer management groups including the Red Cross or Salvation Army, which are national organizations with a mandate to respond to and provide relief during and after emergencies.
- F.** Volunteers are protected by and will abide by the Alaska Good Samaritan Law.
- G.** Each TVO will designate one representative and one alternate who will be contacted by the EOC as their services are required.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agency

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Facilitates communication with key TVO personnel during a disaster.
4. Coordinates dissemination of critical public information and instructions regarding volunteer requirements.
5. Establishes formal agreements with TVOs in advance of an emergency.

Trained Volunteer Organizations

A Trained Volunteer Organization (TVO) is an organization with have skills or elevated knowledge levels specific to emergency events and have established agreements with the Municipality in advance of an emergency.

Alaska Professional Volunteers/ Medical Reserve Corps

1. Assists the delivery of non-critical medical services at mass care sites and congregate care facilities as directed by the EOC.
2. Performs other health-related duties as directed by the EOC.

Amateur Radio Emergency Services

1. Relays damage assessment information between the disaster site and the EOC as requested by the EOC.
2. Provides equipment and resources to enhance emergency communications capabilities between the EOC, congregate care facilities, incident sites, command posts, hospitals, and other critical locations.
3. Provides communication support to volunteer agencies as needed.
4. Assists with warning and emergency information dissemination as directed by the incident commander or the EOC.
5. Supports the EOC public information section with communications capabilities as needed.

American Red Cross of Alaska

1. Acts as the lead agency for sheltering operations and the services associated therein.
2. Operates a disaster welfare inquiry system to document the location and welfare of victims and displaced persons.
3. Provides food services at congregate care facilities, the incident site, or other sites as able.
4. Provides basic first aid assistance at non-critical medical mass care sites or congregate care facilities as able.
5. Assists the EOC with public information dissemination at congregate care facilities and mobile assistance units.
6. Provides assistance in directing the efforts of individual and spontaneous volunteers.
7. Assists with referral of disaster victims to appropriate community resources or local, state, or federal agencies for additional assistance.
8. Activates its Air Incident Response Team to perform the mental health and volunteer coordination functions at an aviation disaster.

Anchorage Police Department, Auxiliary Search Team

1. Assists with evacuations of persons and animals.
2. Assists with traffic management.
3. Assists with tracking of displaced persons.
4. Assists with other emergency response efforts as directed by the EOC.

Civil Air Patrol

1. Conducts aerial damage assessment when requested by the EOC or incident commander and dispatches a representative to the EOC to assist ground to air communications.
2. Assists transport of victims, equipment, or supplies.

Community Patrols

1. Monitors local conditions and provides a general damage assessment to the EOC.
2. Provides traffic control in local areas as needed.
3. Provides local public information as directed by the EOC.

Food Bank of Alaska

1. Serves as the primary clearinghouse for all food donations during a disaster.
2. Maintains an inventory of food supplies and communicates inventory to the EOC upon request.
3. Works with the EOC to distribute food donations to congregate care centers and other agencies conducting disaster relief activities.

Salvation Army

1. Coordinates with the American Red Cross to provide food services to disaster victims at congregate care facilities and evacuation centers and to emergency responders at the incident site and other locations as able.
2. Coordinates with the EOC Behavioral Health Unit to deliver mental health services and pastoral care services to disaster victims and emergency responders as able.
3. Acts as a clearinghouse for donated personal items and coordinates with the EOC to provide public information regarding donation collection points and recommended donations.
4. Provides assistance in directing the efforts of individual and spontaneous volunteers.

General Volunteers

General volunteers are those who have received specific preparedness training by municipal personnel. General volunteers include persons certified or registered with the following programs:

- Anchorage Police Department, Citizen Academy
- Anchorage Watchful Alert and Ready for Emergencies (AWARE)
- Emergency Watch Neighborhoods
- Neighborhood Crime Watch
- Trail Watch

General volunteers may be requested by the EOC to perform the following functions during an emergency:

- Monitor local conditions and provides a general damage assessment to the EOC
- Provide local public information as directed by the EOC

Voluntary Organizations

In addition to the specific functions listed for each TVO and general volunteer organizations, voluntary organizations may be requested by the EOC to enhance emergency response by performing the following roles:

- Assist evacuation of persons and animals
- Staff congregate care facilities and animal emergency shelters
- Act as neighborhood public information officers
- Assist local vulnerable residents
- Assist traffic management
- Provide initial local assessment
- Conduct area sweep for victims
- Assist local communication links

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The Alaska Voluntary Organizations Active in Disasters will provide a liaison to the SECC during a state-declared disaster to facilitate response of its member organizations.

The Alaska State Troopers will augment local search and rescue efforts with helicopter support and through their management of Alaska Search and Rescue Dogs, Alaska Mountain Rescue group, and the Anchorage Nordic Ski Patrol.

National chapters of voluntary agencies may be able to provide additional assistance.

REFERENCES

Office of Emergency Management Volunteer Code of Conduct

AS 09.65.090 Civil Liability for Emergency Aid

AS 26.20.140 Providing for Immunity of Government

National Response Plan, Support Annex: Volunteer and Donations Management

ANNEX 13. DAMAGE ASSESSMENT

Accurate damage assessment information following a disaster is critical to ensure that the incident commander and mayor can adequately perform the following functions:

- Determine the overall impact of a disaster on the Municipality
- Evaluate what resources are necessary
- Prioritize resource assignments for response requirements.
- Establish objectives for current and future operations periods

Damage assessment activities are most likely to be initiated after a major disaster such as an earthquake.

OPERATIONAL CONCEPTS

- A.** The Municipality will conduct a rapid assessment of buildings, structures, roadways, and utilities as soon as practicable after a major event has occurred and when conditions are deemed safe by the incident commander. Rapid assessment may consist of agency assessment, windshield survey and aerial surveys, and damage reported by citizens.
- B.** Municipal agencies should report the status of their facilities, personnel, and equipment to the EOC within 30 minutes of any event that can reasonable have been expected to cause significant damage.
- C.** All municipal agencies with dispatched vehicles and radio communications should survey the damage and report conditions to the EOC. Emergency responders will complete the windshield surveys as quickly as possible and will not stop to render aid until the survey is completed unless there is an obvious and immediate threat to life or to mitigate a significant hazard.
- D.** The Municipality will conduct an aerial survey when necessary to augment windshield survey activities.
- E.** Reports of damage from citizens will be routed through 911 dispatch or the EOC call taker center and forwarded to the Damage Assessment Unit in the EOC.
- F.** The Municipality may pre-certify business owners and operators to expedite structural assessments during an emergency.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.

3. Coordinates the development and maintenance of damage assessment programs with Development Services, Building Safety.

Development Services, Building Safety

1. Directs the development, coordination, and maintenance of the Municipality's damage assessment program.
2. Coordinates all damage assessment responses during a major emergency or disaster.
3. Conducts windshield assessments with vehicles on the road and reports to the EOC.
4. Reports the status of its facilities, equipment, and personnel to the EOC.
5. Provides logistical support for damage assessment evaluators in the field.
6. Conducts damage assessment training as needed.

Anchorage Fire Department

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Anchorage Police Department

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Supporting Agencies

Civil Air Patrol

1. Assists Conducts aerial damage assessment when requested by the EOC or incident commander and dispatches a representative to the EOC to assist ground to air communications.

Health and Human Services

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Maintenance and Operations

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Merrill Field

1. Reports the status of airfields, facilities, equipment, and personnel to the EOC.

Municipal Light and Power

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.

2. Reports the status of facilities, equipment, and personnel to the EOC.

Parks and Recreation

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Port of Anchorage

1. Reports the status of facilities, equipment, and personnel to the EOC.

Public Transportation

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

School District

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of schools, facilities, equipment, and personnel to the EOC.

Solid Waste Services

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

Water and Wastewater Utility

1. Conducts windshield assessments with vehicles on the road and reports to the EOC.
2. Reports the status of facilities, equipment, and personnel to the EOC.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

Additional coordination is required with private companies, state, and federal agencies that have the responsibility for conducting damage assessment of owned or leased facilities, roads and highways, infrastructure, and debris accumulations.

REFERENCES

Anchorage Building Safety Damage Assessment Operations Plan

Incident Annex

INCIDENT ANNEX A: TERRORIST INCIDENT

The Municipality is not immune to acts of terrorism. While a significant attack is considered unlikely, the consequences of a major incident could be catastrophic and would require a coordinated multi-jurisdictional law enforcement and emergency management response.

An act of terrorism may include kidnapping, hijacking, attack involving chemical, biological, radiological/nuclear or explosive weapons (CBRNE), cyber attack, assassination, extortion, or intentional contamination of food sources, water, or air and threats to commit such acts.

OPERATIONAL CONCEPTS

Mitigation

- A.** The Municipality will coordinate with state and local partners to identify potential targets and determine their vulnerability and impact if attacked.
- B.** The Municipality will provide representation to the Joint Terrorism Task Force to monitor intelligence regarding potential terrorist groups and maintain profile information on groups suspected active in the local area.
- C.** The Municipality will establish appropriate security programs for public facilities that are potential targets and will recommend such programs to private property owners.
- D.** Under most threat conditions, private business is responsible for protecting itself from terrorist attacks.
- E.** Individual citizens and families can help prevent terrorist attacks by being observant in their communities, reporting suspicious activity, and being aware of federal threat levels.

Preparedness

- A.** The Municipality uses the US Department of Homeland Security color-coded threat level system as a guideline to establish the existing local terrorism threat level. The mayor may choose whether to adopt the recommended threat level based on a credible local threat. As threat levels rise, the Municipality will establish appropriate increased readiness actions.
- B.** The Municipality will arrange regular terrorism awareness training for law enforcement, fire service, public health workers, emergency responders, and emergency management staff.
- C.** The Municipality will establish mutual aid agreements to enhance response capabilities.
- D.** The Municipality will conduct drills and exercises to test plans, procedures, and training and will encourage public and private partners to participate.

Response

- A.** A terrorism response may be triggered if any of the following events occur:
 - Credible threat or incident involving CBRNE agents
 - Incident of unknown origin that creates mass casualties within a short period
 - Incident where victims display signs or symptoms of a CBRNE event with an unknown or suspicious origin

- Sudden or repeated occurrences of any illness or disease not typically seen in a geographical area
 - Incident or series of incidents that indicate cyber intrusions or cyber attacks
- B.** The Municipality will immediately notify the Alaska Division of Homeland Security and Emergency Management upon identification of a specific threat or terrorist event.
- C.** The National Response Plan will activate during any terrorism incident and the Department of Homeland Security will coordinate federal response. The Federal Bureau of Investigation (FBI) is the lead agency for the law enforcement component of terrorism response.
- D.** When a credible threat exists, the Municipality will activate its EOC to facilitate response and will invite the FBI and the Alaska Division of Homeland Security and Emergency Management to provide liaison personnel. The Municipality will also activate its EOC in response to a terrorist threat or incident outside its jurisdiction
- E.** The Municipality will assist in the establishment of a joint field office to provide a central location for coordination of federal, state, and local agencies.
- F.** The Alaska State Troopers will coordinate the state's law enforcement response to a terrorist incident or threat.
- G.** Any chemical, biological, radiological, nuclear, or explosive event should be treated as a crime scene until authorities determine it is not a terrorist attack.
- H.** If there is a local incident site, an incident command post will be established by first responders. Incident command will transition into a unified command as state and federal responders arrive to augment local response.
- I.** If there is no local incident site, such as during incidents involving biological agents or cyber attacks, response activities will be directed and controlled from the EOC.
- J.** A terrorist incident may be simultaneously a crime scene and a hazardous materials (HazMat) site and may cross jurisdictional boundaries. The incident command team will establish operating areas and formulate a plan of action that considers the needs of all jurisdictions and agencies.
- A crime scene area may be established to protect evidence. Access may be restricted by state, federal, or local law enforcement personnel.
 - A HazMat area may include a portion of or the entire crime scene. Access may be restricted to response personnel equipped with personal protective equipment and using decontamination procedures.
 - The incident area includes the crime scene, the HazMat area, and areas used for incident support operation. Access may be controlled and egress restricted if quarantine is implemented.
- K.** The Alaska Department of Health and Social Services retains isolation and quarantine authority.

- L. During municipal emergency requiring dispensation of mass prophylaxis or Strategic National Stockpile assets all municipal employees from all agencies are subject to be called for service. All requirements of the Fair Labor Standards Act will apply and compensation will be in accordance with existing rules and bargaining agreements.
- M. Evacuation of an area or facility may be ordered because of a credible threat.
- N. Evacuation may be required from inside the perimeter of the scene to guard against further casualties from initial agent release, additional agents, or secondary devices. Long-term relocation may be ordered if an area is contaminated by a CBRNE agent.
- O. Every measure will be taken to assure the utmost respect for the families of victims while containing the spread of CBRNE agents.

Recovery

- A. Incident sites and other affected areas may require decontamination. State or federal agencies may oversee this effort.
- B. The Municipality will identify and restrict access to all structurally unsafe buildings.
- C. The Municipality will attempt to remediate and clean up any hazardous materials affecting local water, sewer, or drainage systems.
- D. The Municipality will provide traffic control for the return of evacuees.
- E. The Municipality in coordination with the American Red Cross will assist in arranging temporary housing for evacuees who cannot return to their homes.
- F. For areas that cannot be decontaminated and returned to normal use in the near term, the Municipality will develop and implement appropriate access controls.
- G. The Municipality will cooperate with state and federal agencies to investigate the cause of a terrorism incident.
- H. The Municipality will conduct critical incident stress management for emergency responders.
- I. The Municipality will debrief response personnel, prepare an incident report, and update plans and procedures based on lessons learned.
- J. The Municipality will restore normal services as soon as practicable after a terrorism incident.

RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Primary Agencies

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.

2. Coordinates with state or federal agencies to secure additional resources and advises responding agencies of those available resources.
3. Participates on the Alaska Critical Infrastructure Protection group to identify potential targets within the Municipality and determine their vulnerability and impact if attacked.
4. Coordinates with law enforcement agencies to determine appropriate readiness actions during periods of increased threat.
5. Recommends appropriate training for emergency responders and emergency management personnel in coordination with other local officials.
6. Conducts periodic exercises to test plans, procedures, and training.
7. Activates the Emergency Alert System as needed.
8. Establishes a joint information center to coordinate dissemination of public information concerning terrorism events or threats.
9. Monitors federal threat levels to determine appropriate readiness actions.
10. Coordinates terrorism awareness training for appropriate municipal staff.
11. Ensures establishment of appropriate mutual aid agreements with neighboring communities and partner agencies.
12. Coordinates regular exercises and drills and establishes partnerships with public and private partners to encourage participation.
13. Manages all facets of response activities when there is no local incident site.
14. Notifies the Alaska Division of Homeland Security and Emergency Management and the FBI upon identification of a specific threat or terrorist event and ensures they are integrated into response activities.
15. Assists in the establishment of a joint field office to provide a central location for coordination of federal, state, and local agencies.
16. Ensures restoration of municipal services as soon as practicable.
17. Coordinates with the American Red Cross to arrange temporary housing for evacuees unable to return to their homes.

Health and Human Services

1. Assumes the lead role for protecting public health during a bioterrorism incident.
2. Enforces municipal codes concerning environmental, public health, or safety issues.
3. Advises the incident commander of decontamination protocols, symptoms, and recommended medical treatments related to CBRNE.
4. Dispatches a medical officer to the site as necessary.

5. Maintains medical surveillance for CBRNE signs and symptoms.
6. Coordinates with the State of Alaska to activate the Strategic National Stockpile.
7. Acts as the lead agency for the dispensation of mass prophylaxis or inoculations, including Strategic National Stockpile assets when activated.
8. Coordinates isolation and quarantine measures with appropriate state agencies.
9. Coordinates dissemination of critical public health information.

Fire Department

1. Acts as the lead agency and establishes an incident command post if first on scene.
2. Conducts all fire suppression and rescue operations.
3. Coordinates search and rescue operations as needed
4. Deploys EMS teams and implements mass casualty protocols as required.
5. Deploys hazardous materials response teams and decontamination units as needed.
6. Integrates all supporting EMS agencies into on scene medical operations.
7. Identifies and restricts access to unsafe structures as able.
8. Identifies requirements for debris clearance to expedite fire and rescue operations.
9. Orders evacuations as necessary and provides evacuation support as able.
10. Provides regular training for hazardous materials mitigation and emergency response.
11. Tracks local inventories of hazardous materials and develops awareness programs for businesses that handle inventories of potential weapon-making materials.
12. Coordinates with Health and Human Services to establish appropriate actions to protect the public when a CBRNE event has occurred.
13. Provides information to the public under the Community Right-to-Know Act.
14. Coordinates necessary actions to decontaminate hazardous material sites and remains on site until immediate health and safety risks have been resolved.
15. Develops and implement appropriate access controls for areas unable to be decontaminated in the near term.
16. Provides personnel support as able to assist Health and Human Services with dispensation of Strategic National Stockpile supplies.
17. Coordinates dispensation of Metropolitan Medical Response System prophylaxis to emergency responders, EOC staff, and their immediate families and household members.

Municipal Light and Power

1. Monitors and alerts the EOC and incident commander to significant outages that may affect emergency response.
2. Prioritizes restoration of power to critical facilities and facilities that support emergency operations.
3. Establishes liaison with other power utilities through the utilities desk at the EOC.

Police Department

1. Acts as the lead agency and establishes an incident command post if first on scene.
2. Acts as the lead local agency in anti-terrorist operations.
3. Participates in statewide Joint Terrorism Task Force activities.
4. Coordinates with privately owned high-risk and critical facilities to recommend appropriate security programs.
5. Conducts terrorism response training for law enforcement personnel.
6. Supports public education and awareness activities.
7. Coordinates the deployment and operation of counter-terrorist response elements.
8. Establishes control zones and orders evacuation from the hot and warm zones.
9. Secures scene, reroutes traffic, and implements crowd control measures as needed.
10. Provides security at incident site, operational areas, and critical facilities including Strategic National Stockpile dispensing sites.
11. Provides requested support for evacuation operations.
12. Conducts reconnaissance in vicinity of the incident site to identify threats from delayed action and secondary weapons.
13. Cooperates with state and federal agencies to investigate the incident and to identify and apprehend suspects.
14. Coordinates with the EOC Behavioral Health Unit to provide chaplains to deliver comfort and solace for emergency workers and disaster victims as able.

Water and Wastewater Utility

1. Conducts regular monitoring of the municipal water supply.
2. Carries out emergency repairs to water and wastewater systems required to support emergency operations and restore essential public services.
3. Identifies any needs for emergency drinking water supplies from outside sources and initiates water conservation procedures if required.

4. Facilitates remediation and decontamination of any hazardous materials affecting local water or sewer systems.

Supporting Agencies

American Red Cross of Alaska

1. Acts as the lead agency for sheltering operations and the services associated therein.
2. Operates a disaster welfare inquiry system to document the location and welfare of victims and displaced persons.
3. Provides food services at the incident site, congregate care facilities, or other sites as able.
4. Activates its Air Incident Response Team to perform the mental health and volunteer coordination functions at an aviation disaster.

Area Hospitals

1. Maintains medical surveillance for CBRNE signs and symptoms.
2. Provides emergency and routine medical care.
3. Provides updates to the EOC regarding hospital capabilities and capacity.
4. Supply a medical liaison to the EOC.
5. Establishes onsite decontamination capabilities whenever decontamination is necessary.

Maintenance and Operations Department, Street and Park Maintenance Division

1. Provides equipment and operators for debris removal.
2. Provides barricades and temporary fencing as requested.
3. Conducts emergency repairs to streets and bridges as necessary.
4. Facilitates remediation and decontamination of any hazardous materials affecting municipal drainage systems.

Public Transportation

1. Provides transportation services as directed by the incident commander or the EOC.

School District

1. Provides for the safety of students and notifies the EOC of any student relocation.
2. Augments congregate care operations by making facilities and resources available when school is not in session or when the needs of students have been met.
3. Assists the EOC with transportation services after ensuring the transportation needs of students have been met.

4. Augments nursing services as directed by the EOC and as appropriate based on the availability of nurses after student needs have been met.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated through the State Emergency Coordination Center.

The Alaska State Public Health Laboratory may provide laboratory analysis during a biological incident.

The Alaska Army National Guard can provide mobile laboratory assistance to conduct exposure and sampling services at the incident site.

The Alaska State Defense Force may be deployed by the Department of Military and Veterans Affairs.

REFERENCES

Anchorage Emergency Operations Plan, Annex 1: Evacuation
Anchorage Emergency Operations Plan, Annex 3: Congregate Care
Anchorage Emergency Operations Plan, Annex 5: Mass Casualty
Anchorage Emergency Operations Plan, Annex 6: Mass Fatality
AS 18.15.360 Data Collection
National Response Plan
Community Right-to-Know Act of 1986

INCIDENT ANNEX B: CHUGIAK-EAGLE RIVER INCIDENT

Under normal circumstances, the Municipality of Anchorage will use the Anchorage Emergency Operations Plan to address emergency or disaster operations in the communities of Chugiak and Eagle River and the Anchorage Emergency Operations Center (EOC) will coordinate response.

The Municipality may authorize activation of a local coordination center in Eagle River when normal Anchorage-based EOC operations are insufficient to protect life and property in the communities of Chugiak or Eagle River. This situation could occur if communication lines or transportation routes with Anchorage were cut off, if the core of the emergency were based in Chugiak or Eagle River, or if the size and scope of the emergency necessitated the opening of a local coordination center.

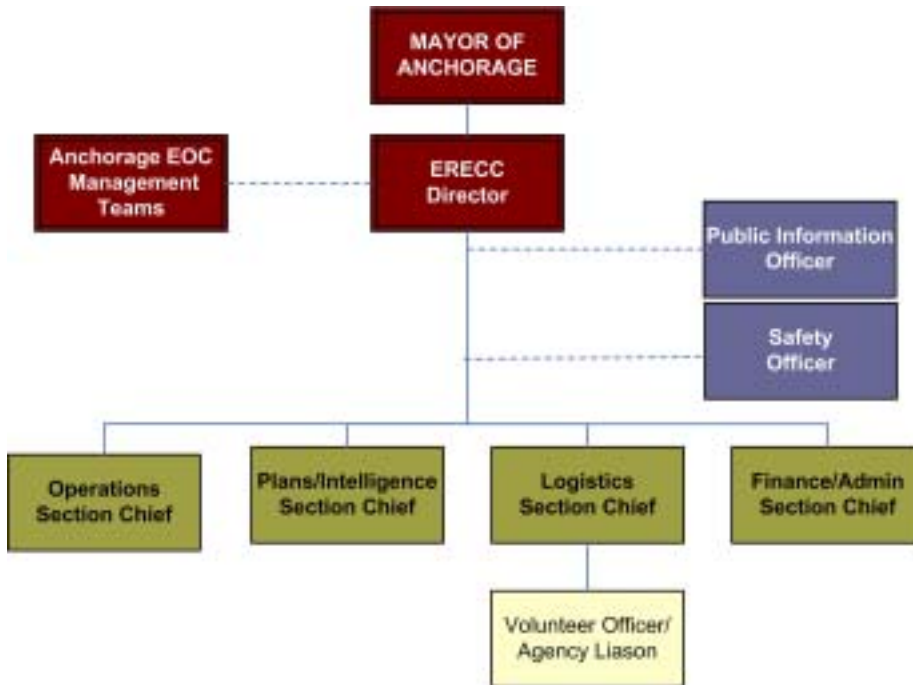
OPERATIONAL CONCEPTS

- A.** The Anchorage EOC will manage disaster emergencies in the Chugiak and Eagle River until such time it determines the need to activate the Eagle River Emergency Coordination Center (ERECC). If communications between Chugiak or Eagle River and the Anchorage EOC are unavailable, the incident commander has the authority to activate the ERECC.
- B.** Shelter supplies have been pre-positioned at Chugiak High School. If an emergency occurs during school hours, the priority of the Anchorage School District is to provide safety and shelter for students and their families. Any facilities and supplies remaining thereafter will be made available to the Municipality for congregate care operations.
- C.** The ERECC Incident Management Support Team (IMST) will operate under the Incident Command System as outlined in the National Incident Management System. Key IMST positions at the ERECC are:
 - ERECC director
 - Operations section chief
 - Planning and intelligence section chief
 - Logistics section chief
 - Finance and administration section chief
 - Volunteer officer/agency liaison
 - Safety officer
 - Public information officer
- D.** Upon activation, the ERECC IMST will coordinate all response and resources necessary for field operations, and will keep the incident commander and the Anchorage EOC informed of all activities.
- E.** The policies set forth in the Anchorage Emergency Operations Plan will remain in effect during an ERECC activation. All mutual aid agreements, memorandums of understanding, and other agreements between the Municipality of Anchorage Office of

Emergency Management and other jurisdictions or agencies will be recognized and adhered to during an ERECC activation.

- F. All municipal agencies, including the Anchorage Police Department and Health and Human Services will conduct normal emergency response efforts as able and will coordinate with the ERECC during ERECC activations.

Figure F: Eagle River Emergency Coordination Center Organization



RESPONSIBILITIES

The responsibilities listed herein are not intended to be departmental checklists. Each agency will develop internal policies and procedures to perform its assigned duties. At the discretion of the incident commander not all functions may be performed and nor all agencies used.

Anchorage Office of Emergency Management / Emergency Operations Center

1. Coordinates overall strategic disaster response during a major emergency or disaster.
2. Secures additional resources through state and federal agencies as needed.
3. Activates the ERECC when necessary.
4. Assists the ERECC with procurement and distribution of appropriate equipment and supplies.
5. Coordinates strategic exercises and training of ERECC IMST members in advance of emergency.
6. Coordinates identification of local shelter sites in advance of emergency.
7. Resumes command and control of emergency operations as soon as feasible.

Anchorage Fire Department, Station 11

1. Directs fire and rescue operations and response within its service area and coordinates efforts with the Chugiak and South Fork Volunteer Fire Departments.
2. Assists emergency response as directed by the ERECC. Responsibilities may include:
3. Assist evacuation efforts
4. Provide a staff position at ERECC.
5. Provide public information to local area, and
6. Relay preliminary local damage assessment information to the ERECC.
7. Provides emergency preparedness information to the Chugiak and Eagle River businesses and residents in advance of an emergency

Chugiak-Eagle River Chamber of Commerce

1. Coordinates with the Anchorage Office of Emergency Management in matters related to establishment of the ERECC.
2. Directs the identification of ERECC IMST members in advance of an emergency.
3. Assists with providing emergency preparedness information to the Chugiak and Eagle River businesses and residents.

Chugiak and South Fork Volunteer Fire Departments

1. Directs fire and rescue operations and response within their respective service areas and coordinates with the Anchorage Fire Department, Station 11.
2. Assists emergency response as directed by the ERECC. Responsibilities may include:
3. Assist evacuation efforts
4. Provide a staff position at ERECC.
5. Provide public information to local area, and
6. Relay preliminary local damage assessment information to the ERECC.
7. Provides emergency preparedness information to the Chugiak and Eagle River businesses and residents in advance of an emergency.

Maintenance and Operations Department: Chugiak, Birchwood, Eagle River Rural Road Service Area

1. Assists emergency response as directed by the ERECC. Responsibilities may include:
2. Ensure clear roads for evacuation egress and emergency vehicle ingress.
3. Provide a staff position at ERECC.
4. Provide public information to local area.

5. Relay preliminary local damage assessment information to the ERECC.
6. Provides emergency preparedness information to the Chugiak and Eagle River businesses and residents in advance of an emergency.

Parks and Recreation, Eagle River Branch

1. Assists emergency response as directed by the ERECC. Responsibilities may include:
2. Provide a staff position at ERECC.
3. Provide public information to local area.
4. Relay preliminary local damage assessment information to the ERECC.
5. Provides emergency preparedness information to the Chugiak and Eagle River businesses and residents in advance of an emergency.

MUTUAL AID, STATE, OR FEDERAL ASSISTANCE

All state and federal assistance is coordinated by the Anchorage Emergency Operations Center through the State Emergency Coordination Center.

REFERENCES

Anchorage Emergency Operations Plan

Appendices

AUTHORITIES AND REFERENCES

The following authorities and references establish and support the operational concepts contained in this plan.

Local

- Charter § 5.02 Powers of The Mayor
- Charter § 7.01 Determining Vacancies
- Charter § 7.02 Filling Vacancies in Elective Office
- Charter § 17.13 Definitions
- AMC 3.20.020 Powers of Mayor
- AMC 3.20.045 Office of the Municipal Manager
- AMC 3.80 Civil Emergency
- AMC 05.20 Unlawful Discrimination
- AMC 7.20.090 Emergency Procurement
- AMC 8.30.010 Resisting or Interfering with Peace Officer
- AMC 9.08.010 Authority of Police and Fire Department Officials
- Anchorage All-Hazard Mitigation Plan
- Anchorage Fire Department Quick Action Plans
- Anchorage Pandemic Influenza Plan
- Anchorage Building Safety Damage Assessment Operations Plan
- Office of Emergency Management Volunteer Code of Conduct
- Office of Emergency Management Public Information Plan

State

- 4 AAC 05.090 Discontinuation or Closure of Schools
- AS 09.65.090 Civil Liability for Emergency Aid
- AS 12.65.005 Duty to Notify State Medical Examiner
- AS 12.65.020 Medical Death Investigations
- AS 18.08 Emergency Medical Services
- AS 18.15 Disease Control
- AS 18.15.35 Prevention and Control of Conditions of Public Health Importance
- AS 18.15.360 Data Collection
- AS 18.65 Police Protection
- AS 18.70.075 Authority of Fire Department Officers
- AS 26.20 Homeland Security and Civil Defense

- AS 26.20.140 Providing for Immunity of Government
- AS 26.23 Alaska Disaster Act
- AS 29.25.030 Emergency Ordinances
- AS 29.35 040 Emergency Disaster Powers
- Alaska Emergency Response Plan
- Alaska Behavioral Health Emergency Response Plan
- Alaska Statewide Interagency Mass Casualty Response Plan
- Alaska State Hazard Mitigation Plan

Federal

A comprehensive list of federal authorities and references can be found in the National Response Plan, Appendix 3.

- National Incident Management System
- National Response Plan
- Homeland Security Act of 2002
- Disaster Mitigation Act of 2000
- Community Right-to-Know Act of 1986
- Robert T. Stafford Disaster Relief and Emergency Assistance Act
- 42 U.S.C. § 116 Emergency Planning and Community Right to Know
- 42 U.S.C. § 12101 Americans with Disabilities Act of 1990

GLOSSARY OF KEY TERMS

Agency: An organization or division of government or a private or non-profit entity with a specific function offering a particular kind of assistance.

Area Command: An expansion of the incident command function primarily designed to manage a very large incident with multiple ICS teams.

Area Hospitals: Refers to the Alaska Native Medical Center, Alaska Regional Hospital, and Providence Alaska Medical Center. May also include Alaska Psychiatric Institute, Anchorage Neighborhood Health Clinic, Elmendorf Third Medical Group, and the Mat-Su Regional Medical Center.

Biological Weapons: Microorganisms or toxins from living organisms that have infectious or non-infectious properties designed to effect lethal or serious damage to plants and animals.

Branch: The organizational level situated between the units and section and having functional responsibility for major aspects of incident operations.

Chemical Weapons: Solids, liquids, or gases designed to effect lethal or serious damage to plants and animals.

Chief: The ICS title for individuals responsible for management of functional sections: Operations, Planning/Intelligence, Logistics, and Finance/Administration.

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Communications Failure: The widespread, long-term loss of communications systems.

Common Operating Picture: A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility used to support an Incident Communications Center.

Critical Infrastructure: A vital municipal system or asset that, if destroyed or incapacitated, would have a debilitating impact on security, public health, or safety.

Dam Failure: An incident wherein a barrier constructed for impounding water fails from excessive rainfall, volcanic eruption, poor construction, poor maintenance, or earthquake activity.

Emergency Operations Center: The physical location where coordination of information and resources to support incident management activities normally takes place.

Emergency Public Information: Information that is disseminated in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required by the public.

Emergency Responder Personnel, agencies, and authorities involved in emergency public safety, law enforcement, emergency response, and emergency medical services.

Emergency: Any unforeseen occurrence or condition that results or apparently will result in an insufficiency of services or facilities substantial enough to endanger the public health, safety, or welfare.

Emergency Support Function: A grouping of agency capabilities into an organizational structure to provide the support, resources, and services needed to save lives and protect property during an emergency.

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

Explosive Devices: Devices aimed primarily at causing destruction of property, disruption of operations, or physical injury and death.

Fire Department: The Anchorage Fire Department and its contracted affiliates: Chugiak Volunteer Fire Department and Girdwood Volunteer Fire Department.

General Staff: A group of incident management personnel organized according to function and reporting to the incident commander. General staff typically consists of the section chiefs and their staffs.

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazardous Materials: A chemical spill or release at any facility that produces, uses, or stores chemicals, or from a vehicle, train, ship, plane, or pipeline.

Incident: A situation that requires an emergency response to protect life or property.

Incident Action Plan: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident.

Incident Commander: The individual with overall responsibility and authority for conducting incident operations, including the development of strategies and tactics and the ordering and release of resources.

Incident Command Post: The field location where the primary tactical-level and on-scene incident command function is performed.

Incident Command System: A standardized on-scene emergency management construct designed to establish an integrated organizational structure that reflects the complexity and demands of an incident without being hindered by jurisdictional boundaries.

Joint Information Center: A facility established to coordinate incident-related public information activities and provide a central point of contact for news media at the scene.

Joint Terrorism Task Force: An inter-agency information sharing group led by the FBI with the goal of deterring, disrupting, and defeating terrorism in the US through law enforcement actions and counterintelligence operations.

Jurisdiction: A range or sphere of authority, which can be political or geographical including local, tribal, state, or federal governments or functional including law enforcement, fire, or public health agencies.

Landslide: The movement of unstable soil and rocks down the side of a slope.

Liaison Officer: A member of the command staff responsible for coordinating with representatives from cooperating and assisting agencies.

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Logistics Section: The section responsible for providing facilities, services, and material support for the incident.

Mitigation: Activities that reduce the probability of a disaster occurring and lessen the damage of unavoidable hazards. Mitigation efforts include amending building codes, implementing land use guidelines, and initiating structural retrofitting measures.

Mutual Aid Agreement: Written agreement between agencies or jurisdictions to assist one another during an incident by furnishing resources upon request in a specified manner.

National Disaster Medical System: A cooperative federal asset that can be mobilized to provide resources for meeting medical and mental health needs during an incident.

National Incident Management System: A system that provides a consistent nationwide approach for all jurisdictions to work together effectively and efficiently to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity

National Response Plan: A plan that integrates federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Operations Section: The section responsible for all tactical incident operations, which may be located both in the field and in the EOC.

Planning Section: The section responsible for collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan.

Power Failure: The widespread, long-term loss of electrical power systems.

Preparedness: Actions that develop response capabilities needed during an emergency. Planning, training and exercises are among the activities conducted under this phase.

Public Information Officer: A member of the command staff responsible for interfacing with the public and media or with other agencies with incident-related information.

Nuclear weapons: Weapons designed to release nuclear energy in an explosive manner as the result of nuclear chain reactions involving fission or fusion of atomic nuclei.

Radiological: The uncontrolled release of radiation at any facility that produces, uses, or stores radioactive materials or from a vehicle, train, ship, plane, or pipeline.

Recovery: Efforts focused on restoring the community to its normal or improved state of affairs including repairing roads, restoring communications, and finding housing for displaced families.

Resources Unit: Functional unit within the planning section responsible for recording the status of resources committed to the incident, evaluating resources already committed to the incident, and anticipating future resource needs.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations.

Response: The delivery of services during an emergency to help protect life and property and speed recovery. Warning, evacuation, and rescue are examples of response actions.

Section: The organizational level situated between the branch and the incident command and having responsibility for a major functional area of incident management.

Service Animals: Animals trained to perform specific tasks such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are trained working animals and do not include pets or companion animals.

Terrorism: Activity intended to intimidate or coerce civilians, influence a government, or affect the conduct of a government by mass destruction, assassination, or kidnapping.

Threat: An indication of possible violence, harm, or danger.

Trained Volunteer Organization: Organizations that have skills or elevated knowledge levels specific to emergency events and established memorandums of understanding with the Municipality in advance of an emergency.

Transportation Accident: A collision or accident involving motor vehicles, watercraft, trains, aircraft, or pipelines.

Unit: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Unified Command System: An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions.

Volunteer: An individual accepted to perform services without promise, expectation, or receipt of compensation for services.

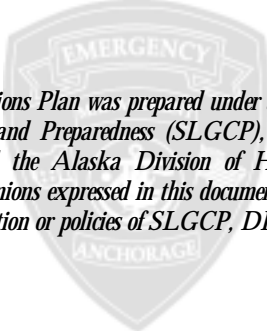
Wildfire: Uncontrolled burning of grasslands, brush, or woodlands.

Windshield Survey: A quick triage of an impacted area immediately following an emergency wherein all municipal agencies with radio communications capabilities drive the area, survey the damage, and report conditions to the EOC.

LIST OF ACRONYMS

Acronyms used in this document appear below. A complete list of acronyms is available through the Federal Emergency Management Agency.

AMC	Anchorage Municipal Code
AWWU	Anchorage Water and Wastewater Utility
CBRNE	Chemical, biological, radiological, nuclear, or explosive weapons or agents
EAS	Emergency Alert System
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ERECC	Eagle River Emergency Coordination Center
ESF	Emergency Support Function of the National Response Plan
FEMA	Federal Emergency Management Agency
FBI	Federal Bureau of Investigation
HazMat	Hazardous Materials
HEARNet	Hospital Emergency Alert Response Network
ICS	Incident Command System
IMST	Incident Management Support Team
ML&P	Municipal Light and Power
NIMS	National Incident Management System
OEM	Office of Emergency Management
SECC	State Emergency Coordination Center
SNS	Strategic National Stockpile
TVO	Trained Volunteer Organization



The Anchorage Emergency Operations Plan was prepared under a grant from the Office of State and Local Government Coordination and Preparedness (SLGCP), the United States Department of Homeland Security (DHS), and the Alaska Division of Homeland Security and Emergency Management. Points of view or opinions expressed in this document are those of the author and do not necessarily represent the official position or policies of SLGCP, DHS, or the State of Alaska.