

EVALUTING SANTA CRUZ COUNTY'S CAPABILITY TO RESPOND TO AN ALL-
HAZARD EVENT

By

SARAH ANN KOENEN

A Thesis Submitted to The Honors College
In Partial Fulfillment of the Bachelors degree

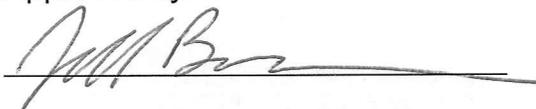
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Approved by:



Jefferey L. Burgess, MD, MS, MPH
Department of Community, Environment and Policy
Mel and Enid Zuckerman College of Public Health

Abstract:

The purpose of this Honors Thesis is to investigate database use to improve Emergency Preparedness planning and response activities in the field of Public Health. This investigation is relevant to the Public Health field since databases are often utilized to track populations, illnesses, resources, identify trends, and to support Emergency Preparedness. A well-developed database can be used to improve response times, improve response scope, meet operational needs and maximize efficient use of resources. This thesis will give background on the my work in Santa Cruz County, my results from helping to shape the database they use, describe how the database was evaluated with an exercise to test it's capability to assist Emergency Preparedness and my recommendations for continuing this project.

Introduction:

Background of Emergency Preparedness:

Emergency Preparedness is a specialty in the field of Public Health, defined as the science dedicated to protecting and improving the health of populations through prevention and promotion.¹ Those who work in Emergency Preparedness focus on preparing for, mitigating, responding to and recovering from emergencies, such as those caused by fires, floods, pandemics, earthquakes and hurricanes.² These events can occur at a local level or be as widespread as a national incident involving emergency management personnel at all levels of government, including the private sector.

Since Emergency Preparedness encompasses many different types and sizes of events there are standardized approaches ensuring each team responds similarly and can communicate across fields of expertise, known as the National Incident Management System (NIMS). NIMS

was first established in 2004 by the Department of Homeland Security (DHS) and was designed to mandate how the approach to an emergency is initiated and carried out.³ NIMS provides instructions for selection of the Incident Manager for the emergency, how to establish a chain of command, how to report the incident, a vehicle naming system, guidelines on how resources are assigned and other aspects related to emergency response.³ NIMS applies to all levels of government and non-government organizations that receive funding from the DHS and can be used on a local or national level.³

To continue to protect the health and well-being of the people they serve, Emergency Preparedness personnel routinely design and conduct exercises to evaluate their community's ability to respond to an emergency. These activities include hosting workshops, running table tops and creating full-scale exercises. After these exercises are completed, an After Action Report and an Improvement Plan are created to help guide officials at every level toward a better response.

Background of Santa Cruz County:

Santa Cruz County (SCC) is a South-Central Arizona county which borders Mexico. Its estimated population in 2010 was 46,000 people, of whom most identify as either Hispanic White (82.7%) or Non-Hispanic White (15.9%).⁴ About half of the population lives in Nogales, the largest city in the county.⁴ A third of SCC's population was born outside the United States and 77% of residents speak a language other than English at home.⁴

SCC's Emergency Operations Center (EOC) is staffed by Ray Sayre, who is the Emergency Manager and Sandra Erikson an Emergency Management Specialist. The EOC also coordinates with other departments in SCC, including Public Health. The Public Health

Emergency Preparedness Manager is Shelly Jacobs, her team consists of Dave Wessendorf, the Volunteer Coordinator, Jose Arriola, the Epidemiologist and additional staff who assist the EOC during emergencies.

Previous Work on the Community Resiliency Resource Profile (CRRP) Pilot Project:

The Community Resiliency Resource Profile (CRRP) pilot project began in 2011 under recommendations from the Mountain West Preparedness and Emergency Response Learning Center (MWPERLC) Tribal Advisory Board. Originally designed to locate gaps in response capacity in tribal communities through the use of a profile, where the status of facilities, vehicles and volunteers would be tracked, the CRRP was adopted in Santa Cruz County as a pilot site. Helmed by Brenda Granillo of the University of Arizona Mel and Enid Zuckerman College of Public Health (MEZCOPH), the project has progressed through four phases.

SCC and MWPERLC were already working together when they decided to pilot the program and so phase one of the CRRP project has no official start or end date. However, work began in early 2012 with a student's class project that consisted of fostering collaboration and partnership between the SCC community and MWPERLC in order to develop common goals and objectives, which is defined as phase one.

Phase two was started by three student interns in early 2014, who worked with SCC to create a CRRP unique to their specific community. They collected information about SCC's resources, such as facilities, equipment, service programs and volunteers, in order to locate and evaluate resources for utility and effectiveness for use during an emergency. Their work came to a close in Spring of 2014.

In an effort to continue the project, I began my work in the Summer of 2014 as part of

this honors thesis and then as both thesis work and internship work in Winter of 2015. I started on phase three, which was dedicated to creating a strategy to address the gaps in capabilities and continued into phase four, the last phase, where the strategy created in phase three was implemented and evaluated with an exercise. My roles on the project included compiling images for the database, cleaning and standardizing the data, observing and documenting during the exercise and completing an After Action Report (AAP) with my results that will be sent to SCC to help guide their Improvement Plan (IP).

Methods:

Data Collection:

After phase one initiated joint efforts to collect data, phase two entailed synthesizing a community profile. The interns on phase two collected data on facilities, vehicles, volunteers and service programs, as well as integrated NIMS requirements such as longitude and latitude for facilities and NIMS compliant naming of emergency vehicles and volunteer skill sets. They were also able to sort the data into the database with the help of Htay Hla, an IT Specialist at MEZCOPH, and created a next steps plan to help guide phase three. I began my work on the CRRP in phase three where I cleaned and further sorted the database, by entering information such as America Disabilities Act (ADA) compliance for facilities, volunteer information updates, recent service programs and pictures for both vehicles and facilities.

Testing the Database in an Exercise:

As outlined in phase four, the CRRP database was tested to confirm it was able to aid Emergency Preparedness officials in their response to an emergency. Although the SCC staff team had transferred the Microsoft Access database, created by MWPERLC, to an SQL server to

allow for greater access by county officials, for this exercise the SCC team decided to test the physical Access database that had been compiled in the previous phases of the CRRP pilot. Compliant with NIMS guidelines, the database was tested under the conditions of a hybrid functional exercise (FE).

A FE simulates an emergency as realistically as possible, but without activating resources or requiring real-life action by volunteers, equipment or facilities.⁵ It is designed to be a hypothetical setting in which key personnel on the response team can play out emergency scenarios without real-world consequences.⁵ The purpose of the exercise is to assess the capability of one or more functions of the response plan, training and all other aspects of response and recovery by emergency responders.⁵

Based on an existing Influenza Epidemic table top exercise developed by the training and exercise committee of the the Arizona Coalition for Healthcare Emergency Response South Region (AzCHER-S), an Exercise Plan (ExPlan) and Master Scenario Event List (MSEL) were created to test the database (see Appendix A). The MSEL provides injects to test each component of the Access database fields which include Volunteers, Facilities, Service Programs, Equipment and Functional Needs. The FE took place on April 30th, 2015 in the Santa Cruz county EOC.

A pandemic influenza scenario was used as the background for the exercise, the EOC was activated to respond to the emergency by having SCC host a Point of Distribution (POD) for influenza vaccine. The exercise opened with four supply trucks headed to the POD and the EOC ready to assist. To test functionality, the emergency manager used WebEOC to track resources and log the events of the exercise as they happened (see Appendix B). WebEOC is a state-run online EOC with PDF and Excel capabilities that allows EOCs from around the state to

communicate with one another, report incidents, track resources, request assistance and upload After Action Reports.⁶

The FE began at 1200 hours with a player briefing ensuring that all members knew the scenario and their roles for the exercise and ended at 1500 hours. Throughout the FE, the SCC EOC received requests for volunteers with specific skill sets, vehicles, service program assistance, extra facility requests and alternate routes for delivery. Brenda Granillo acted as the exercise director and facilitated the exercise while I acted as the evaluator. I observed, recorded where in the database Shelly Jacobs, playing the role of Logistics Chief, searched for the requests and evaluated how the database was able to support her responses to the exercise's scenarios.

Results and Lessons Learned:

In this section I will report some of the results from phase two that pertain to how I proceeded with my work on phase three. There are no lessons learned from phase two because I did not participate in that phase of the CRRP pilot. Phase two's results are the previous three interns' findings after they concluded their work with this project. Their report included their suggestions for next steps in phase three, where my contributions begin.

The lessons learned sections reflect my observations and recommendations for SCC's next plan of action regarding the CRRP pilot.

From Phase Two:

When the three interns from phase two submitted their community profile and findings from their work on the CRRP they noted that the Microsoft Access program lacked multiple export options beyond an Excel Spreadsheet. This issue was addressed initially through the

transfer to an SQL database. However, after discussion with SCC in phase three, the SQL server option was replaced with the intent to send the SQL format directly to the state so the CRRP data could be uploaded to WebEOC.

The student interns' second suggestion, with encouragement from SCC's EOC, was the addition of pictures to accompany each facility and vehicle for easy recognition. The capability for the database to display images was completed by Htay Hla of MEZCOPH between the end of phase two and the beginning of phase three. These images were collected, renamed and assigned during phase three.

Lastly, the set of recommendations from the interns on phase two also included auditing and standardizing the volunteer and vehicle information and adding information about the Functional Needs Population. During phase three the information regarding volunteers and vehicles was cleaned and standardized, however the Functional Needs Population addition was not able to be completed because an existing method of addressing this need was already in place.

The following sections include the results of my work and recommendations on how to continue with the CRRP pilot project.

From Phase Three:

During phase three, when data cleaning was underway, suggestions about how to organize and prioritize the data were made by different SCC officials. These suggestions included adding a flag system where inactive facilities could be made more visible when looking through the database, a search feature for volunteer skill sets so that individuals could be found based on abilities and training, creating a checkbox and section for Memorandum of

Understanding (MOU) uploads to identify service programs and facilities with which the county has contracts and lastly linking the Community Emergency Response Team (CERT) volunteer data with the Medical Reserve Core (MRC) volunteer data.

These improvements began to be addressed by myself and Htay Hla, the IT specialist, however several roadblocks ensued.

Lesson Learned 1:

The volunteer search feature that was requested, where EOC officers could find volunteers with certain skills or language capabilities based on key words, required special access and volunteer participation. MRC volunteer information was protected under a confidentiality agreement so that only those employed by SCC's Health Services Department could view the information and they already had a small database they could search for this information. There was also no way to reach out to MRC volunteers to collect these data separately without violating the confidentiality agreements between the county and the MRC volunteers. For the other CERT volunteers, their skill sets and occupations were less legally restricted, but SCC had no data in these fields as the CERT volunteers did not respond to attempts to collect skills or availability data through emails or mailed surveys.

Also related to volunteers, Ray Sayre, Emergency Manager at the EOC, suggested linking CERT volunteer information with MRC volunteers in order to create one central database consisting of all Santa Cruz county volunteers. However, due to confidentiality agreements and special access guidelines by the county, only existing linked MRC data in the database were allowed to remain in the CRRP database. While some MRC volunteers' information was available in the database, new MRC members or updates to MRC were not completed, resulting

in an out-of-date volunteer base.

Lesson Learned 2:

The MOU checkbox and upload space for facilities and service programs was also requested by SCC, however copies and a current list of MOUs could not be obtained due to lack of interest by another department. The responsibility of establishing, maintaining and releasing information about MOUs rested with the SCC Finance Department, creating a barrier to MOU information collection.

Lesson Learned 3:

The Functional Needs Population section of the database was addressed, as advised by previous CRRP interns. While Santa Cruz county officials agreed a section outlining residents who would need special assistance and priority response during an emergency would be extremely useful, locating these individuals and collecting data were difficult. Currently SCC relies on local service providers, such as electric and gas companies which already collect similar data, to contact them in an emergency and indicate functional needs populations. This approach had been successful in previous emergencies and therefore the Functional Needs Population section was left intentionally blank. However, the Functional Needs section was still incorporated and editable in case any resident sent-in information of their own volition.

From Phase Four:

After phase three came to a close, phase four began with creating an FE to evaluate the changes made to the database. During the FE it became clear that the Access database had the potential to assist SCC during an emergency, however the it lacked many of the resources they would use and the interface was both difficult and restrictive. Of the fourteen functional areas

tested in the FE, the database was only required for nine, for which it provided enough data to help in response on only three. While the database did have information to help in response for some requests, it either did not have the specific piece needed, such as a phone number or trailer specifications, or the information was organized differently from how the Logistics Chief thought about the resource, such as the American Red Cross being listed under facilities because they have a campus in SCC but she chose to search the service program tab because she wanted to know if they offered food delivery.

Suggestions were made by all the players during the FE, like adding a language proficiency tab that specified if a volunteer was limited or fluent in a language, completing the skills/qualifications for all the volunteers, adding a triple filter and a key word filter on the search functions so that resources can be found even if the inquirer does not know the name of the resource or only knows one word, transferring the database to an SQL format so that is accessible on any SCC computer, adding another resource directory for private sector partnerships such as Walmart and Safeway, adding more service providers to the service program sections, and lastly inventorying and adding all the resources Public Works can provide during an event.

Lesson Learned 4:

What the FE has shown is that the CRRP database requires more data input before it can aid SCC in an emergency response. While the database was able to provide valuable information on a few functional tests, it lacked the capability to provide the EOC staff with all the information they needed to respond and the ability to display it in a timely manner. During an emergency, access to phone numbers, knowing what vehicles are available and locating

volunteers with appropriate skill sets are vital. Being able to find that information in a short amount of time is key to saving lives and preventing further damage. If the Access database is not regularly updated to show the most recent data and the interface is not adjusted to where key words can locate data faster, then it will have no feasible use for emergency responders.

Discussion:

Challenges:

One of the biggest challenges in completing data collection for the Access CRRP database was the confidentiality agreements and special access guidelines set by SCC regarding volunteer data. While having these legal measures in place to protect volunteers and hold emergency responders accountable for what information they release are important for safety and security, they can sometimes hinder Public Health prevention activities. This was compounded by the fact that there was no legal way to work around these safeguards, leaving much of the internship responsibility to the Santa Cruz staff who have other responsibilities and priorities. As a result, the volunteers' skill sets and occupations could not be added and the MRC data could not be merged with the CERT data.

A different challenge that appeared when evaluating the database was how the data was cataloged and organized. Since the actual data collection for the database was the responsibility of the previous interns, I organized the data based on the existing categories and with the information provided by them and SCC. I had no experience working as the Logistics Chief, who is responsible for finding resources during an emergency, and therefore did not consider merging categories or providing descriptions that included where to find data under different tabs. During the FE the Logistics Chief clearly knew what resource she was looking for but would search

under a different resource category than the one I had organized it under. This greatly impeded her search and slowed down her response times, showing the need for a more customized user interface that can search multiple resource categories or is tailored to how an emergency management official thinks about data.

Next Steps:

This section includes my recommendations for how to continue the project. While there were multiple aspects and situations that I believe could be changed to improve response, these four suggestions should be completed first so that other improvements can be completed or are the most feasible adjustments given SCC's resources and authority. They are listed in no particular order.

WebEOC:

As previously discussed WebEOC is a state-run online database where emergency managers around the state can view and request equipment from other counties during an emergency. Currently the database has no standardization and lacks information about many facilities, volunteers and service programs. SCC, which piloted this program and was able to collect this data, would like to have these data sections added and maintained so they can upload their collection and share it with other counties and vice versa.

MRC/CERT Merge:

Having a database that contains all volunteers, including skill sets, training and occupation when available would greatly improve SCC's response during an emergency. With the entire database uploaded to WebEOC, ideally all MRC and CERT data can be added without interfering with confidentiality agreements and access rules since WebEOC is a secure online

server only those who work in Emergency Preparedness in Arizona counties can access.

Service Program MOUs:

Adding a section in the CRRP database where county departments can view and upload MOUs they have with service programs and facilities would aid in response by allowing departments access without needing the owning department's assistance. Additionally, other departments could help to update MOUs or locate out-of-date information for the responsible department, cutting down on time spent cleaning the MOU database.

Database Upkeep:

Designating a member of the EOC, Department of Health Services, SCC staff member or WebEOC personnel in charge of maintaining SCC's data contributions would significantly improve Emergency Preparedness response. By ensuring facility, vehicle, volunteer and service program information is as up-to-date as possible, responders would be able to assemble teams and equipment faster, locate resources sooner, establish command and triage centers in adequate locations and overall react to an emergency with more capabilities.

Acknowledgments:

I would like to thank Brenda Granillo for all her countless hours revising this thesis with me, helping me with all my internship papers, allowing me to be a part of the CRRP project and showing me the ropes of emergency preparedness; I greatly appreciate your dedication, you have given me a great example of how best to do this job and hope I was as big a help to you as you were to me. I want to thank Jeff Burgess for approving this thesis and for pointing me to Brenda and her work, without your help and advice I would not have gotten started.

I would also like to thank Ray Sayre, Shelly Jacobs, Sandra Erikson, Jose Arriola, Dave

Wessendorf, Gwynn Harlowe, Jesus Pliego and all the staff at the SCC EOC for teaching me about emergency preparedness in the field, giving me the tools I needed to complete this thesis and for welcoming me into their offices. I want to also thank Htay Hla for his hard work on the database at the beginning of my thesis and for helping me to move this project into phase four.

Lastly, I want to acknowledge Bea Kelsey-Watts for answering my questions and giving me pointers when I first began working on the CRRP pilot project and the Az CHER-S planning committee for inviting me to their table top exercise so I could get my feet wet in the world of emergency preparedness.

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Appendix A

Influenza Epidemic Community Resiliency Resource Profile (CRRP) Database Exercise

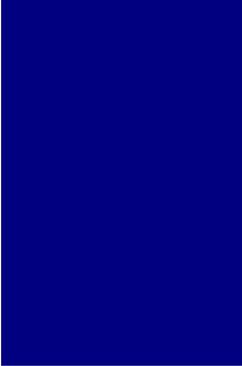
Exercise Plan

April 30, 2015

The Exercise Plan (ExPlan) gives elected and appointed officials, observers, media personnel, and players from participating organizations information they need to observe or participate in the exercise. Some exercise material is intended for the exclusive use of exercise planners, controllers, and evaluators, but players may view other materials that are necessary to their performance. All exercise participants may view the ExPlan.

EXERCISE OVERVIEW

Exercise Name	Influenza Epidemic Community Resiliency Resource Profile (CRRP) Database Exercise
Exercise Dates	April 30, 2015
Scope	This exercise is a hybrid functional exercise planned for two to four hours at the Santa Cruz County Emergency Operations Center (EOC). Exercise play is limited to invited EOC management staff.
Mission Area(s)	Response
Core Capabilities	Risk and Disaster Resilience Assessment, Mass Care Service, and Public and Private Services and Resources
Objectives	<p>1. Test the CRRP database as part of Emergency Operations Center management to meet the capability standards of the following FEMA core capability task and functions:</p> <ul style="list-style-type: none"> i. Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience. ii. Provide life-sustaining services to the affected population with a focus on hydration, feeding, and sheltering to those who have the most need, as well as support for reunifying families. iii. Provide essential public and private services and resources to the affected population and surrounding communities, to include emergency power to critical facilities, fuel support for emergency responders, and access to community staples (e.g., grocery stores, pharmacies, and banks) and fire and other first response services.
Threat or Hazard	H3N2 Influenza Epidemic
Scenario	An H3N2 Influenza Epidemic is widespread in the state of Arizona, particularly hard hit are the southern counties bordering the international border with Mexico. (Appendix C: Scenario and MSEL)
Sponsor	Santa Cruz County Office of Emergency Management, Santa Cruz County Health Department, and the University of Arizona Mountain West Preparedness and Emergency Response Learning Center
Participating Organizations	Santa Cruz County Health Department and Office of Emergency Management
Points of Contact	<p>Ray Sayre Director of Emergency Management 2150 N. Congress Dr. Nogales, AZ 85621 520-375-8000 rsayre@santacruzcountyaz.gov</p> <p>Shelly Jacobs PHEP Program Manager 2150 N. Congress Dr., Suite 115 Nogales, AZ 85621</p>



520-375-7621

sjacobs@santacruzcountyaz.gov

Brenda Granillo, MS, MEP
Director

Mountain West Preparedness and Emergency Response Learning Center
University of Arizona Mel & Enid Zuckerman College of Public Health
1295 N. Martin Avenue
Tucson, AZ 85724
520-626-0617
bgranill@email.arizona.edu

GENERAL INFORMATION

Exercise Objectives and Core Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercise. The objectives are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). The objectives and aligned core capabilities are guided by elected and appointed officials and selected by the Exercise Planning Team.

Exercise Objective	Core Capability
Assess risk and disaster resilience so that decision makers, responders, and community members can take informed action to reduce their entity's risk and increase their resilience.	Risk and Disaster Resilience Assessment
Provide life-sustaining services to the affected population with a focus on hydration, feeding, and sheltering to those who have the most need, as well as support for reunifying families.	Mass Care Service
Provide essential public and private services and resources to the affected population and surrounding communities, to include emergency power to critical facilities, fuel support for emergency responders, and access to community staples (e.g., grocery stores, pharmacies, and banks) and fire and other first response services.	Public and Private Services and Resources

Table 1. Exercise Objectives and Associated Core Capabilities

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

Players. Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.

Controllers. Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.

Simulators. Simulators are control staff personnel who role play nonparticipating organizations or individuals. They most often operate out of the Simulation Cell (SimCell), but they may occasionally have face-to-face contact with players. Simulators function semi-independently

under the supervision of SimCell controllers, enacting roles (e.g., media reporters or next of kin) in accordance with instructions provided in the Master Scenario Events List (MSEL). All simulators are ultimately accountable to the Exercise Director and Senior Controller.

Evaluators. Evaluators evaluate and provide feedback on a designated functional area of the exercise. Evaluators observe and document performance against established capability targets and critical tasks, in accordance with the Exercise Evaluation Guides (EEGs).

Observers. Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions. Observers view the exercise from a designated observation area and must remain within the observation area during the exercise. Very Important Persons (VIPs) are also observers, but they frequently are grouped separately.

Support Staff. The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., registration, catering).

Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise, and should not allow these considerations to negatively impact their participation.

Assumptions

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.

The exercise scenario is plausible, and events occur as they are presented.

Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.

Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

Artificialities

During this exercise, the following artificialities apply:

Exercise communication and coordination is limited to participating exercise organizations, venues, and the SimCell.

Only communication methods listed in the Communications Directory are available for players to use during the exercise.

EXERCISE LOGISTICS

Safety

Exercise participant safety takes priority over exercise events. The following general requirements apply to the exercise:

A Safety Controller is responsible for participant safety; any safety concerns must be immediately reported to the Safety Controller. The Safety Controller and Exercise Director will determine if a real-world emergency warrants a pause in exercise play and when exercise play can be resumed.

For an emergency that requires assistance, use the phrase “**real-world emergency**.” The following procedures should be used in case of a real emergency during the exercise:

Anyone who observes a participant who is seriously ill or injured will immediately notify emergency services and the closest controller, and, within reason and training, render aid.

The controller aware of a real emergency will initiate the “real-world emergency” broadcast and provide the Safety Controller, Senior Controller, and Exercise Director with the location of the emergency and resources needed, if any. The Senior Controller will notify the Control Cell or SimCell as soon as possible if a real emergency occurs.

Site Access

Security

If entry control is required for the exercise venue(s), the sponsor organization is responsible for arranging appropriate security measures. To prevent interruption of the exercise, access to exercise sites and the Control Cell and/or SimCell is limited to exercise participants. Players should advise their venue’s controller or evaluator of any unauthorized persons.

POST-EXERCISE AND EVALUATION ACTIVITIES

Debriefings

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

Hot Wash

At the conclusion of exercise play, controllers facilitate a Hot Wash to allow players to discuss strengths and areas for improvement, and evaluators to seek clarification regarding player actions and decision-making processes. All participants may attend; however, observers are not encouraged to attend the meeting. The Hot Wash should not exceed 30 minutes.

Controller and Evaluator Debriefing

Controllers and evaluators attend a facilitated C/E Debriefing immediately following the exercise. During this debriefing, controllers and evaluators provide an overview of their observed functional areas and discuss strengths and areas for improvement.

Participant Feedback Forms

Participant Feedback Forms provide players with the opportunity to comment candidly on exercise activities and exercise design. Participant Feedback Forms should be collected at the conclusion of the Hot Wash.

Evaluation

Exercise Evaluation Guides

EEGs assist evaluators in collecting relevant exercise observations. EEGs document exercise objectives and aligned core capabilities, capability targets, and critical tasks. Each EEG provides evaluators with information on what they should expect to see demonstrated in their functional area. The EEGs, coupled with Participant Feedback Forms and Hot Wash notes, are used to evaluate the exercise and compile the After-Action Report (AAR).

After-Action Report

The AAR summarizes key information related to evaluation. The AAR primarily focuses on the analysis of core capabilities, including capability performance, strengths, and areas for improvement. AARs also include basic exercise information, including the exercise name, type of exercise, dates, location, participating organizations, mission area(s), specific threat or hazard, a brief scenario description, and the name of the exercise sponsor and POC.

Improvement Planning

Improvement planning is the process by which the observations recorded in the AAR are resolved through development of concrete corrective actions, which are prioritized and tracked as a part of a continuous corrective action program.

After-Action Meeting

The After-Action Meeting (AAM) is a meeting held among decision- and policy-makers from the exercising organizations, as well as the Lead Evaluator and members of the Exercise Planning Team, to debrief the exercise and to review and refine the draft AAR and Improvement Plan (IP). The AAM should be an interactive session, providing attendees the opportunity to discuss and validate the observations and corrective actions in the draft AAR/IP.

Improvement Plan

The IP identifies specific corrective actions, assigns them to responsible parties, and establishes target dates for their completion. It is created by elected and appointed officials from the organizations participating in the exercise, and discussed and validated during the AAM.

PARTICIPANT INFORMATION AND GUIDANCE

Exercise Rules

The following general rules govern exercise play:

Real-world emergency actions take priority over exercise actions.

Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.

All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement **“This is an exercise.”**

Exercise players who place telephone calls or initiate radio communication with the SimCell must identify the organization or individual with whom they wish to speak.

Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

Before the Exercise

Review appropriate organizational plans, procedures, and exercise support documents.

Be at the appropriate site at least 30 minutes before the exercise starts. Wear the appropriate uniform and/or identification item(s).

Sign in when you arrive.

If you gain knowledge of the scenario before the exercise, notify a controller so that appropriate actions can be taken to ensure a valid evaluation.

During the Exercise

Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.

Controllers will give you only information they are specifically directed to disseminate. You are expected to obtain other necessary information through existing emergency information channels.

Do not engage in personal conversations with controllers, evaluators, observers, or media personnel. If you are asked an exercise-related question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.

If you do not understand the scope of the exercise, or if you are uncertain about an organization’s participation in an exercise, ask a controller.

Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise's trusted agents to balance realism with safety and to create an effective learning and evaluation environment.

All exercise communications will begin and end with the statement **“This is an exercise.”** This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.

When you communicate with the SimCell, identify the organization or individual with whom you wish to speak.

Speak when you take an action. This procedure will ensure that evaluators are aware of critical actions as they occur.

Maintain a log of your activities. Many times, this log may include documentation of activities that were missed by a controller or evaluator.

After the Exercise

Participate in the Hot Wash at your venue with controllers and evaluators.

Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.

Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

Simulation Guidelines

Because the exercise is of limited duration and scope, certain details will be simulated. The physical description of what would fully occur at the incident sites and surrounding areas will be relayed to players by simulators or controllers. A SimCell will simulate the roles and interactions of nonparticipating organizations or individuals.

APPENDIX A: EXERCISE SCHEDULE

Time	Personnel	Activity	Location
Thursday, April 30, 2015			
1200	All	Controllers provide player briefs	Santa Cruz County EOC
1205	All	Exercise starts	Santa Cruz County EOC
1500	All	Exercise ends	Santa Cruz County EOC
Immediately Following the Exercise	All	Hot Washes/turn in all Participant Feedback Forms	Santa Cruz County EOC

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations	
Federal	
Use of a Simulation Cell	
State, County and Surrounding Agencies	
Use of a Simulation Cell	
Santa Cruz County Office of Emergency Management	
Ray Sayre	
Shelly Jacobs	
Jose Arriola	
David Wessendorf	
Invited EOC supporting staff (Public Works, Finance, Logistics, etc)	
University of Arizona	
Brenda Granillo	
Sarah Koenen (student intern)	

APPENDIX C: SCENARIO

RESPONSE OPERATIONS

March 1, 2015

Discovering that human-to-human H3N2 virus transmission is suspected, CDC activated its EOC on January 2, 2015 to coordinate the response to this emerging and increasing public health threat across the United States. 43 states have record numbers of people affected with the H3N2 virus.

In your community, a child has died with complications from FLU like symptoms. More healthcare facilities throughout the region are experiencing large numbers of people seeking medical attention for the FLU. Doctor's offices, Urgent Care facilities, Community Clinics and pharmacies continue to provide the FLU Shot. The Healthcare community continues to encourage its citizens to get their FLU shot, if you think or you know you have the FLU, to stay home.

School systems throughout the Southern Region are experiencing absenteeism due to the FLU. Local businesses and the Healthcare community its-self are also experiencing absenteeism due to the Flu. Upper respiratory symptoms in children, seniors, and Functional need people and adults seem to be the leading concern. Any sick person with acute febrile respiratory illness is encouraged to seek medical care urgently for evaluation and antiviral treatment.

Local television news station reports a cluster of respiratory illness in middle schools in all Southern Arizona counties. Interviews with the school officials indicate the problem is increasing and involving teachers and staff. Some school officials say they are considering closing specific schools to prevent the spread of the FLU.

March 2, 2015

Local medical facilities that are seeing many people with Flu-like symptoms are having samples taken from their patients evaluated in a laboratory for confirmation. Reports indicate that 93% of the samples analyzed by area laboratories are seeing positive results for Influenza A and B. The remaining 7% are identified as an unknown strain.

The number of children, adults and seniors continues to increase at clinics; urgent care facilities; doctors' offices, and Emergency Departments. Surgery and dialysis centers are seeing patients arriving for procedures, experiencing mild FLU-like symptoms.

More and more businesses in each area of the region are experiencing absenteeism. This is putting a strain on many service oriented businesses. The number of personnel of service oriented businesses is reduced causing many of the callers to seek other businesses to meet their needs (plumbers, HVAC, electricians, cable, laundry, etc.). Longer wait times for service representatives in some cases compound the problem, particularly when water, sewage, leaking

gas, problems with heating units, etc., is involved.

Long-Term care and Assisted Living facilities have basically closed their doors to the public. Seniors are just as susceptible to getting sick with the FLU as children. Many of the facilities are reporting sick patients along with sick care-givers and staff. People needed to run each facility.

The news media continues reporting on the extent of the local and national effects of the illness, to include not only the number of those infected, but also how public services like water and power are becoming degraded. Food and other items on store shelves are becoming scarce. Public transportation services have also been significantly curtailed.

March 3, 2015

Affected communities are reporting challenges handling first- second- and third-order effects from dealing with the Influenza. Most hospitals in your community begin to become overwhelmed and lack the space, resources (e.g., ventilators), supplies, pharmaceuticals, and personnel to handle the number of patients. Laundry and food is also beginning to become an issue to be dealt with.

According to CDC projections, the impact of the Influenza will grow considerably...at least to



an Epidemic or more severe level in the coming months. The expected attack rate of 20-25% is anticipated. That rate is the percentage of people who are infected with the virus and those who are exposed to it. Those who catch the virus and recover will typically spend three to five weeks between being ill and recovering depending on the severity of their illness and their general pre-infection health.

CDC reports that a supply of the stockpiled H5N1 vaccine is available. Vaccine supplies will be allocated to states proportional to their total populations (2 doses with adjuvant per person) and will be shipped to public and private provider vaccination sites based on orders placed by the states. Participating providers will be asked to sign a Provider Agreement assuring they intend to meet state requirements for administering vaccine.

In addition to the direct public health impact, communities are reporting high rates of absenteeism in government, business, transportation, utilities, emergency response, and school systems, especially among individuals that interface directly with the public and healthcare workers. Many affected communities have shut down portions of critical and non-critical systems/activities do to the high number of impact of absenteeism, food distribution, limited emergency response, and sanitation issues.

Key Issues

46 states are at or near a Pandemic level...Arizona is not

One child has died from the H3N2 Virus in Arizona

The FLU Virus serum is not very effective for H3N2

People across the country continue to be encouraged to get FLU Shots

Absenteeism is beginning to be at a critical stage in Arizona

Medical facilities are seeing/admitting children/adults/seniors with confirmed Influenza symptoms

Education systems, local governments, healthcare communities, emergency response, critical infrastructure, large and small businesses are all assessing their ability to provide for the communities

Supplies of all kinds are becoming scarce, including pharmaceuticals

Santa Cruz County Key Events and Artificialities

- SCC EOC is activated
- Nogales POD is set to open at ~1300 at Nogales High School Gym-Classes have been suspended in the afternoon to allow for POD operations

Simulated Events

- Receiving, Staging, and Storage (RDS) site is established and equipped to receive antivirals from ADHS SNS
- The antiviral shipment will be “in route” prior to the start of the exercise
- The antivirals will be delivered from the SCC RDS site to the POD
- The antivirals are from the state requested SNS shipment; as such, they will arrive prepackaged to provide the required course of prophylaxis for each person
- The antiviral shipment will include pallets of antiviral medications only
- According to the SCC Antiviral Medication Distribution Plan, ADHS is responsible for the delivery of the antivirals to the SCC RDS site, and then SCC assumes control/ownership
- The antivirals will be delivered to the SCC PODs by law enforcement officers
- Most of the clinical and clerical supplies for the PODs will come from Mariposa Community Health Center (MCHC) in Nogales; some supplies will come from the SCC Health Department
- For the purposes of this exercise, it is assumed that the 4 supply shipments will be sent directly to the POD

Scenario Tools

Scenario tools are used to initiate and stimulate the exercise play and inject scenario events. These include a Master Scenario Events List (MSEL) that outlines benchmarks or actions anticipated during the exercise. Part of the MSEL may include scripted messages, known as injects, for introduction into exercise play. The MSEL has been developed to ensure continuous play during stated exercise hours. If a sufficient level of exercise intensity cannot be maintained as a result of actual play or injects, controllers may stimulate additional player responses to

achieve exercise objectives in coordination with the Exercise Director and senior controller.

APPENDIX C: MSEL

EXPECTED ACTIONS

TIME	SITE/ INJECT SOURCE	EXERCISE PLAY/ INJECT	EXPECTED ACTIONS	DATABASE TESTING ELEMENT	WEB EOC TRAINING
1200	EOC at SCC	Player narrative/briefing	All players participate	N/A	
START EX ~1205	EOC Simulated Nogales POD	EOC staff arrive at EOC Manager arrives at POD; facilities manager and security officer arrive; some volunteers begin arriving	1. EOC sets up, reviews IAP 1. notifies EOC of arrival - EOC tracks status 2. begin process of opening POD site as per protocols a. walk-through site with facility manager b. security officer secures facility (inside and out) c. volunteers check-in, given badges, assigned to positions d. JIT training conducted e. POD stations set up and client flow established (inside and out) according	N/A	

	Simulated Mariposa CHC	Manager and supply staff/drivers arrive at MCHC	to floor plan 1. notifies EOC of arrival - EOC tracks status 2. load supplies onto trucks as per supply lists/protocols		
01205	From: Nogales POD Manager To: SCC EOC	<p>“This is the Nogales POD Manager. I have arrived at the POD site. The facilities manager and security officer are here. We will be ready to open the POD at 1300 as expected as long as we receive the supplies.</p> <p>We also only have a hand full of volunteers show up: we will definitely need line staff support and Spanish speaking volunteers, could you put a request out ASAP”.</p>	<ol style="list-style-type: none"> EOC tracks status EOC logistics query for Spanish speaking volunteers 	Volunteers	
1205	From:	Supply trucks leave for	1. MCHC notifies EOC that		WEB EOC

	MCHC TO: SCC EOC	PODs	trucks are in route - EOC tracks status 2. EOC notifies PODs of ETA of supplies- <i>Simulated action</i>		Tracking Resource Log
1210	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. We just noticed a trailer blocking one the doors we identified for receiving shipments. We don’t really have any other good place to designate as a receiving area, so we really need to get this thing moved.”	<ol style="list-style-type: none"> EOC formulates a solution as per plans and protocols (exercises MAA/MOU?) Query database for equipment support to move trailer if necessary 	Equipment	
1215	From: Supply truck driver To: SCC	“This is the supply truck driver trying to get to Nogales POD. The route is blocked by traffic near the POD site. Can you suggest an alternate route?”	<ol style="list-style-type: none"> EOC calls law enforcement for assistance with traffic control EOC provides driver with alternative route 		WEB EOC

	EOC		3. EOC updates Nogales POD about delay in delivery time		
1215	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD 2 Manager. We just completed our indoor safety inspection. We discovered some broken windows and a broken toilet. We should get at least 2 porta potties out here, and how do we document this?”	<ol style="list-style-type: none"> 1. EOC provides appropriate paperwork 2. Logistics query for equipment and service support for porta potties. 	Equipment	Web EOC ICS forms
1225	From: Supply truck driver To: SCC EOC	“This is the supply truck driver for the Nogales POD. You’re not going to believe this, but as soon as I got to alternate route I got a flat; I think I ran over a nail. Can you send assistance to help fix tire or maybe we need another truck to offload this shipment”	<ol style="list-style-type: none"> 1. EOC determines plan for assisting driver, exercising MAA/MOU as necessary (possibly dispatches roadside assistance) 2. Logistics/planning query for equipment (alternate truck to transfer shipment and delivery to 	Equipment	Web EOC ICS forms

			<p>POD)</p> <p>3. EOC informs Nogales POD of delay, Nogales POD will likely open later than planned, now at 1400 pm but people are lining up outside-need contingency plan</p>		
1235	<p>From: Nogales POD Manager</p> <p>To: SCC EOC</p>	<p>“This is the Nogales POD Manager given that we will likely open the POD at 1400 hrs. instead of 1300 hrs.</p> <p>Some of the clients waiting outside in line are getting overheated – we just don’t have enough shade and water for them.”</p>	<p>1. EOC tracks status, updates IAP as needed</p> <p>2. EOC formulates solution to deliver snacks and H2O to POD site</p> <p>3. EOC logistics/planning query service programs and contacts community partners (American Red Cross, FBO, etc.) for assistance</p>	Service Programs	WEB EOC resource tracking
1238	From: Border	“This is Chris, BP PIO, we have just received a bus	1. EOC formulates a solution as per plans	Service Programs Facilities	WEB EOC resource tracking

	Patrol PIO To: SCC EOC	load of unaccompanied minors; we need assistance in getting them vaccinated and a secure site to house them temporarily can you help with this?	and protocols 2. EOC updates IAP as needed 3. EOC logistics/planning query service programs and facilities		
1245	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. We are having some issues with crowd control outside the POD site. Our security personnel are requesting more assistance.”	1. EOC formulates solution as per plans and protocols 2. Query database for possible security support?	Service Programs Volunteers	
1255	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. What is the status with our volunteer staffing request? We’ve had a couple more	1. EOC updates on status 2. EOC formulates solution as per plans and protocols	Service Programs Volunteers	

	To: SCC EOC	volunteers arrive, but our pharmacist is complaining of flu-like symptoms. We really need another pharmacist to replace her.”	3. Query database for potential pharmacist?		
1310	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. A person waiting in line outside the POD has collapsed with flu-like symptoms. One of our nurses is attending him. I think we need an ambulance to take him to the hospital.”	<ol style="list-style-type: none"> 1. EOC informs POD manager not to bring the person inside the clinic, and to attempt to isolate him from everyone 2. EOC contacts EMS to dispatch an ambulance to POD and informs POD manager of ETA 3. EOC informs POD to prioritize medication administration to people who were in direct contact with the ill person, once POD opens 		WEB EOC resource tracking

			4. SCC Health Department epidemiologist to begin an investigation to trace contacts		
1320	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. A van from the seniors’ home has broken down in the parking lot and is blocking traffic. Also, the seniors’ home doesn’t have another van, and we don’t have anywhere to put the 17 people who are now stranded.”	<ol style="list-style-type: none"> 1. EOC arranges for van to be moved 2. Query for transportation services and arrange for transportation of stranded seniors; locate temporary facility to hold them if necessary 3. EOC arranges to be reimbursed by senior home 	Equipment Facilities	WEB EOC
1345	From: Community Action Board of SCC	“We have received 5 trucks full of donations as a result of the unaccompanied minor’s coinciding with this flu outbreak. We need a secure facility to house	<ol style="list-style-type: none"> 1. Not necessarily associated with current situation 2. EOC to find facility support-query database 	Facilities	

	To: SCC EOC	these donations.”			
1400	From: Nogales POD Manager To: SCC EOC	“This is Nogales POD manager, we have not just opened but we are not equipped for large numbers of individuals with functional needs, can you find alternate ADA compliant facility to accommodate?”	<ol style="list-style-type: none"> 1. EOC formulates a plan for functional needs planning and POD operations 2. Query database for ADA facility 	Facilities	
1420	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. We now have many upset clients coming through the POD because of the delay in opening; our mental health professional is overwhelmed. Is there any way we can get him more help?”	<ol style="list-style-type: none"> 1. EOC formulates a plan for Behavioral Health Services-locate more assistance 2. Query database for service program support 	Service Programs	
1445	From: Nogales	“This is the Nogales POD Manager. Our staff is	<ol style="list-style-type: none"> 1. EOC arranges for food and beverages 	Service Programs	

	<p>POD 2 Manager</p> <p>To: SCC EOC</p>	<p>requesting water and snacks, but we haven't received anything for them. We need it soon since we are starting to schedule breaks.”</p>	<p>for POD volunteers (possibly through community partners, VOADS)</p> <p>2. Query database for service programs to assist</p>		
<p>1500 END EX</p>	<p>From: Nogales POD 2 Manager</p> <p>To: SCC EOC</p>	<p>“This is the Nogales POD2 Manager. Sorry I'm late with my update. Thank you for resolving our staffing issues – we finally have enough people, including a pharmacist. We have enough supplies to extend operations until 1800 hrs.”</p>	<p>1. EOC tracks status, projects needs, updates IAP as needed</p>		
<p>Contingency</p>	<p>From: Nogales POD 2 Manager</p> <p>To:</p>	<p>“This is the Nogales POD 2 Manager. Since our pharmacist got sick, some of the staff has been expressing concern about needing proper personal protective equipment,</p>	<p>1. EOC consults with SCCHD Medical Director and Safety Officer to establish risk and need for masks</p> <p>2. If it is decided that</p>		

	SCC EOC	especially N-95 masks. Do we need them? And if so, can you deliver them?"	staff need N-95 masks, EOC locates and delivers masks and supplies personnel to fit test POD staff		
Contingency	From: Nogales POD Manager To: SCC EOC	“This is the Nogales POD Manager. Our computer program for tracking inventory levels and client flow rate isn’t working right, so I don’t have accurate numbers for you. We appear to have enough antivirals and supplies for now, but I can’t get a true projection.”	<ol style="list-style-type: none"> 1. EOC tracks status, projects needs, updates IAP as needed 2. EOC formulates solution to obtain accurate tracking numbers 		

Appendix B

Community Resiliency
Resource Profile (CRRP)
WebEOC Data Log

SANT EMA Director Log - ICS 214

Incident: SANT Border Mass

New Record

Record #: <u>25749</u>	POD reports volunteers and staff are on sits and they are OK until 1800. SANT EMA Director - rsayre@santacruzcountyz.gov at 14:15:58 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 14:15:58	
Last Update: 04/30/2015 14:17:02	
Attachments:	
Map Label:	

Address/Location:

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25747</u>	POD manager requests snacks and water for staff. County using credit card to fulfill the request. ARC notified of situation SANT EMA Director - rsayre@santacruzcountyz.gov at 14:10:53 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 14:10:53	
Last Update: 04/30/2015 14:16:02	
Attachments:	
Map Label:	

Address/Location:

This information is not for public disclosure and is

Incident: SCC Web EOC
Wednesday Training

Incident: SCC Web EOC
Wednesday Training

intended for authorized WebEOC users only.

Record #: <u>25743</u>	Drill. POD Manager reports upset patrons. Are there mental health counselors available to support us? CCRP researching COAD and VOAD. Public Health Volunteer Coordinator looking to his database for this resource. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:57:39 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:54:28	
Last Update: 04/30/2015 14:00:10	
Attachments:	
Map Label:	Drill. POD manager reports AFN patrons and requests an alternate site for POD to support these needs. CCRP researching ADA facilities. EM notifying DEMA that a AFN push-pack may be needed and to prepare the push-pack for transport. If requested this request will come via the DEMA order desk. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:54:28 on 4/30/2015

Address/Location:

**Incident: SCC Web EOC
Wednesday Training**

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25741</u>	Drill. Community Action Board for SCC calls, they have several programs for donations management, and community support. Have received five full trucks with donations. Can you provide support for these trucks? NO. This was an unrequested resource. Salvation
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:47:03	
Last Update: 04/30/2015 13:54:31	

Attachments:		Army contacted as well as DEMA donations management.
Map Label:		DEMA Liaison requested to respond to SCC EOC. PIO directed to community message the community on donations. Policy group and finance asked to fill out a finance code for financial donations. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:47:03 on 4/30/2015

Address/Location:

				Incident: SCC Web EOC Wednesday Training	U
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This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25739</u>	Drill. POD manager reports that a van carrying elderly has broken down in the parking lot. They need alternate transportation. Resource identified in the CCRP. Nogales Rides contacted to provide this service.
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:44:18	
Last Update: 04/30/2015 13:47:10	
Attachments:	SSCSD #35 contacted for alert status on event for possible transportation services. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:44:18 on 4/30/2015
Map Label:	

Address/Location:

				Incident: SCC Web EOC Wednesday Training	U
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This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25737</u>	EMA requests Policy group formation for emergency funding authority and powers. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:43:28 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:43:28	
Last Update: 04/30/2015 13:44:22	
Attachments:	
Map Label:	

Address/Location:

**Incident: SCC Web EOC
Wednesday Training**

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This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25728</u>	Drill. POD manager reports one Pharmacist is feeling ill and has flu like SX. Reply back to POD manager, what type, when is he needed. Public Health directed to look for MRC volunteers to fill the need. Planning directed to ensure the IAP contains pharmacist support. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:41:26 on 4/30/2015 Drill. POD Manager reports crowd control issues at the POD. LE delegated to assess the situation and verify the actual status. PIO advised of situation. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:38:28 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:29:10	
Last Update: 04/30/2015 13:43:40	
Attachments:	
Map Label:	

Drill.....POD shipment delayed. POD manager reports that he will have to delay 1400. No shade or water for people already in line.

Fire EMS delegated review of the situation. Public works notified of water need. USBP requested to send rep to EOC. ARC notified of event situation and ERV support needed.

SANT EMA Director -
rsayre@santacruzcountyaz.gov
at 13:29:10 on 4/30/2015

Address/Location:

Incident: SCC Web EOC
Wednesday Training

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: 25731

Source:

Position: SANT EMA Director

Name: Ray Sayre

Phone: 520-375-8000

Submitted: 04/30/2015 13:37:11

Last Update: 04/30/2015 13:38:13

Attachments:

Map Label:

USBP Pio calls in and reports a busload of unaccompanied minors. They are asking if we can provide assistance. Answer is NO.
SANT EMA Director -
rsayre@santacruzcountyaz.gov
at 13:37:11 on 4/30/2015

Address/Location:

Incident: SCC Web EOC
Wednesday Training

This information is not for public disclosure and is intended for authorized

WebEOC users only.

Record #: <u>25726</u>	Drill.....Planning directed to get with LE to an alternate route plan. This is a non-repetitive event and does not need to be accounted for in the IAP. Truck driver reports a flat tire. LE given the task to get the tire fixed. Return call to the driver asking for specific tire location, size, inner or outer dual, amount of lugs, tire GVW capacity SANT EMA Director - rsayre@santacruzcountyz.gov at 13:20:56 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:20:56	
Last Update: 04/30/2015 13:29:10	
Attachments:	
Map Label:	

Address/Location:

Incident: SCC Web EOC
Wednesday Training

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: <u>25723</u>	POD manager reports that he has broken windows and no working toilet. He requests two port a potties to be transported to the site. This data is not in the CCRP. Delagated to SCC public works. Planning to include in IAP. Finance directed to brief County Manager that we are beginning to expend County funds for this event. SANT EMA Director - rsayre@santacruzcountyz.gov at 13:14:37 on 4/30/2015
Source:	
Position: SANT EMA Director	
Name: Ray Sayre	
Phone: 520-375-8000	
Submitted: 04/30/2015 13:14:37	
Last Update: 04/30/2015 13:20:31	
Attachments:	
Map Label:	

Address/Location:

Incident: SCC Web EOC

Wednesday Training

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: 25721

Source:

Position: SANT EMA Director

Name: Ray Sayre

Phone: 520-375-8000

Submitted: 04/30/2015 13:13:45

Last Update: 04/30/2015 13:14:40

Attachments:

Map Label:

LE Ops reports that truck is out of the way. Officer is standing by for point control so the situation will not happen again.
SANT EMA Director -
rsayre@santacruzcountyaz.gov
at 13:13:45 on 4/30/2015

Address/Location:

Incident: SCC Web EOC
Wednesday Training

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #: 25719

Source:

Position: SANT EMA Director

Name: Ray Sayre

Phone: 520-375-8000

Submitted: 04/30/2015 13:11:47

Last Update: 04/30/2015 13:13:52

Attachments:

Map Label:

POD manager to EOC. Tractor trailer is blocking POD transport trailer. Delegated to LE in OPS. LE says they have an officer enroute and will report back on the situation.
SANT EMA Director -
rsayre@santacruzcountyaz.gov
at 13:11:47 on 4/30/2015

Address/Location:

Incident: SCC Web EOC
Wednesday Training

This information is not for public disclosure and is

intended for authorized WebEOC users only.

Record #:	<u>25717</u>	Mariposa clinic reports trucks are enroute to he POD MR. Jones XXXX phone. What are the number of trucks and how large. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:10:09 on 4/30/2015
Source:		
Position:	SANT EMA Director	
Name:	Ray Sayre	
Phone:	520-375-8000	
Submitted:	04/30/2015 13:10:09	
Last Update:	04/30/2015 13:11:49	
Attachments:		
Map Label:		

Address/Location:

**Incident: SCC Web EOC
Wednesday Training**

This information is not for public disclosure and is intended for authorized WebEOC users only.

Record #:	<u>25715</u>	CCRP database to future modify to include language proficiency levels and type of language. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:09:32 on 4/30/2015
Source:		
Position:	SANT EMA Director	
Name:	Ray Sayre	
Phone:	520-375-8000	
Submitted:	04/30/2015 13:09:32	
Last Update:	04/30/2015 13:10:22	
Attachments:		
Map Label:		

Address/Location:

**Incident: SCC Web EOC
Wednesday Training**

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Record #:	<u>25713</u>	Drill. Planning directed by EOC Mgr to begin development of IAP
Source:		

Position:	SANT EMA Director	to include operational periods for the POD and needed volunteers for each Operational Period. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:06:31 on 4/30/2015
Name:	Ray Sayre	
Phone:	520-375-8000	
Submitted:	04/30/2015 13:06:31	
Last Update:	04/30/2015 13:07:52	
Attachments:		
Map Label:		

Address/Location:

Incident: SCC Web EOC
Wednesday Training

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Record #:	<u>25711</u>	Drill. Requesting CCRP for 10 volunteers; 5 of which must be bi-lingual. This data is not in the CCRP. Request forded to SCC Volunteer Coordinator for action. SANT EMA Director - rsayre@santacruzcountyaz.gov at 13:04:34 on 4/30/2015
Source:		
Position:	SANT EMA Director	
Name:	Ray Sayre	
Phone:	520-375-8000	
Submitted:	04/30/2015 13:04:34	
Last Update:	04/30/2015 13:06:28	
Attachments:		
Map Label:		

Address/Location:

**Priority
Medium**

Incident: SCC Web EOC
Wednesday Training

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Record #:	<u>25709</u>	DRILL....POD active. POD manager requesting resources of volunteers. Phone # is 000000. SCC volunteer coordinator ready to request volunteers. Additional specific
Source:	POD Mgr	
Position:	SANT EMA Director	
Name:	Ray Sayre	
Phone:	520-375-8000	

Submitted: 04/30/2015 12:59:34	information needed from POD manager. SANT EMA Director - rsayre@santacruzcountyaz.gov at 12:59:34 on 4/30/2015
Last Update: 04/30/2015 13:04:22	
Attachments:	
Map Label:	

Address/Location:

**Priority
Immediate**

**Incident: SCC Web EOC
Wednesday Training**

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