

CITY OF SCOTTSDALE

Emergency Management

Pandemic Influenza Strategic



Planning Guide for all City

Departments

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BACKGROUND

Historically, influenza pandemics have struck three times in the 20th century causing varying degrees of illness and death over annual influenza outbreaks. The 1918 Pandemic, which was the worse, caused catastrophic disruption to society as a whole with upwards of 50 million deaths worldwide and an untold number of illnesses.

According to the World Health Organization (WHO), “an influenza pandemic (or global pandemic) occurs when a new or novel influenza virus subtype appears, against which no one has any developed health immunity.” In the past, influenza viruses causing pandemics have spread worldwide within months. However, modern modes of travel are expected to accelerate the spread of disease. There may be as little as one to six months warning before outbreaks begin in the United States. Outbreaks are also expected to occur simultaneously, preventing shifts in resources that commonly occur in other natural disasters.

PURPOSE

The purpose of this influenza pandemic response plan is to mitigate the impact of an influenza pandemic on the residents of Scottsdale by providing City government and its sub-divisions guidance on preparedness and response considerations to an influenza pandemic event.

This plan was prepared through the joint efforts of the Scottsdale Fire and Police Department’s Emergency Management and Preparedness Sections in partnership with Federal, State, County, and other local entities that share efforts to develop and manage complementary plans in response to disease outbreaks, natural disasters and terrorist attacks.

PLANNING ASSUMPTIONS

- An influenza pandemic will emerge with some warning. There will be time to inform the public and mitigate panic through Public Information Messages and the public's ability to utilize established telecommunications channels.
- Maricopa County will receive strategies for pandemic detection, control and response from the Arizona Department of Health Services (ADHS).
- Since production of a vaccine currently requires months, effective quantity, distribution allocation and administration of one may not be available during the beginning of a pandemic.
- During a pandemic, vaccines and antiviral will be in short supply and will have to be distributed on a priority basis. In addition, the antibiotics used to support treatment of complications due to influenza may also be in short supply.
- Maricopa County Department of Public Health (MCDPH) and ADHS will broker vaccine, antiviral and medical supplies to citizens of the county.
- MCDPH's responsibility will include allocating, distributing and administering the flu vaccine.
- ADHS will maintain responsibility for the statewide management of and coordination of hospital assets. This will include hospital bed shortages and communications with hospitals.
- In quantities provided to MCDPH by ADHS, delivery of a vaccine, antiviral, antibiotics and supplies will be made to a designated County Receipt, Storage and Staging (RSS) facility by ADHS through the Strategic National Stockpile (SNS) program.
- Although there may be isolated pockets of influenza occurrence during a pandemic, the disease could affect all geographic areas within the state.
- Secondary bacterial infections following influenza illness may stress antibiotic supplies and lengthen overall illness duration.

Pandemic Plan Activation

A pandemic could be affirmed:

- Upon declaration of an emergency or warning from the City, State or Federal government.
- When an adverse impact on the health of City of Scottsdale workforce is expected.
- When an adverse impact on the health of City of Scottsdale citizens is expected.
- When an adverse impact on public services is expected (such as schools or transportation).

During a pandemic, the City's All-Hazard Incident Management Team (AHIMT) will be convened in order to implement influenza response protocols per Scottsdale's Emergency Operations Plan and this guide.

The Emergency Operations Center (EOC) may be activated upon approval of the City Manager.

Response Recommendations

In preparation or response to a pandemic, the AHIMT will consider the following recommendations. Those recommendations deemed to be in the best interest of protecting human health and life, continuation of government, and to prevent the spread of disease will be recommended to City government and its sub-divisions. Unless otherwise directed by the City Manager or City Council, it is the responsibility of each division to work in cooperation with the listed assisting departments to implement or modify these recommendations.

Important Note: All city entities with assigned responsibilities should coordinate with responding divisions and departments/services (Fire Department, Police Department, Emergency Management, etc.) for assistance and input.

Phase I

Consideration/Recommendation	Assisting Department
Send employees home if they are ill.	All Divisions with assistance from HR
Each city division/department is to test and validate its employee emergency notification and recall system.	All Divisions
Stockpile personal protective equipment (PPE) including respiratory protective masks, gloves, hand sanitizer, Kleenex, plastic trash bags and disinfectant products.	Financial Services <ul style="list-style-type: none"> • Fire Department • Police Department • Emergency Management
Utilize division/department callout plans to identify those functions and resources deemed essential in order to sustain base services.	All Divisions
Identify Family Assessment Team to research and, if feasible, implement family care plans for family members (child care, shelter, essential necessities, etc.) of employees who are capable of reporting to work.	Human Resources, Financial Services and Community Services
Develop an employee education program on prevention measures aiding in the reduction of spread.	Human Resources
Develop city policies and procedures implementing prevention measures to reduce spread of illness among employees.	Human Resources
Confirm and/or develop plans, with identified triggers, to alter response levels to 911 emergency calls involving the pandemic.	Communications <ul style="list-style-type: none"> • Police Department • Fire Department • Utilities (as appropriate)
Develop communication strategy for distributing influenza related information to the public. Suggested material includes symptoms of illness, prevention, treatment, when to stay home, contact numbers, etc. Suggested tools include public information and/or care brochures, web-links on the City's homepage, etc.	AHIMT, Public Information, Information Technology

Triggers:

- **Notice from local, state or federal medical official (World Health Organization (WHO), Center for Disease Control (CDC), etc.) of the identification of a new virus strain with possible pandemic implications**
- **Reports from other than the above sources that hint at abnormal flu activity and/or identification of a new virus strain**

Phase II

Consideration/Recommendation	Assisting Department
Assemble and task AHIMT to manage citywide preparedness and response measures (operational goals, planning, logistics, etc.).	Emergency Management
Identify essential personnel for first immunizations based on recommendation from public health officials.	All Divisions
Develop plan for alternative clinics for city employees and families.	Human Resources AHIMT
Coordinate with local area hospitals in planning surge/overflow/security scenarios.	Fire Department Police Department Emergency Management
Provide for non-specialized resource needs and consider cross-training City staff in those non-specialized needs.	All Divisions with assistance of Human Resources
Place multi-use bottles of hand sanitizer in common areas such as restrooms, break rooms, counter areas, etc.	All Divisions <ul style="list-style-type: none"> • Facilities • Financial Services • Human Resources
Consider distributing individual sanitizer bottles to each employee on division/department level.	All Divisions
Utilize division/department callout plans to identify those essential functions and resources necessary to fulfill departmental/service assignments and areas of responsibility.	All Divisions
Develop a plan to allow for telecommuting for non-essential personnel.	All Divisions <ul style="list-style-type: none"> • Information Technology • Human Resources
Coordinate/communicate with county and state public health / emergency management agencies dealing with epidemiology and pandemic response.	AHIMT
Continue to develop resources for mass casualty response that can be utilized in a pandemic.	AHIMT

Triggers:

- **Information from Public Health indicates a countywide emergency is imminent; Scottsdale school closures**
- **Increase in flu related 911 calls**
- **25% employee absentee rate reported in the workplace and/or reported by regional partners concerning their workplace**

Phase III

Consideration/Recommendation	Assisting Department
Coordinate public immunization in cooperation with MCDPH and Scottsdale Public Schools; includes predetermined sites, security and access/egress routes.	AHIMT <ul style="list-style-type: none"> • Human Resources • Police Department • Fire Department
Develop an in-house immunization program.	AHIMT <ul style="list-style-type: none"> • Human Resources • Fire Department • MCDPH
Research further developing the immunization plan to include family members living within the employee's household.	AHIMT <ul style="list-style-type: none"> • Human Resources • Fire Department • MCDPH
Ensure to develop and send communications to all users concerning when, where and if immunizations are available.	AHIMT, Public Information, Information Technology
Anticipate media exposure for Mayor and Council.	AHIMT, Public Information, Information Technology
Develop and implement a security plan for limited access to city buildings.	All Divisions <ul style="list-style-type: none"> • Police Department • Emergency Management
Research and implement social distancing practices across city services where feasible in order to limit avenues for the spread of the disease.	All Divisions
Review <i>Scottsdale Major Emergency Operations Plan, Annex O – Influenza Pandemic, Paragraph III</i> and implement essential tasks as defined. Further review <i>Scottsdale Major Emergency Operations Plan, Annex B – Callout Plan</i> for recommendations on otherwise sustaining city services.	All Divisions
Consider hiring temporary medical staff (RN, PA) to assist in triaging calls to the COM Public Safety Communication Center (Alarm Room).	Communication <ul style="list-style-type: none"> • Fire Department • Police
Identify and broadcast/advertise plan for Scottsdale Public Information Officers to respond to public questions and information; possibly set up a pandemic hotline advising of precautions, vaccination sites, shelters and general information on continuity of city services.	AHIMT, Public Information, Information Technology

Trigger:

- Declaration of a Public Health Emergency by the State, County and City of Scottsdale

CONCEPT OF OPERATIONS

City of Scottsdale Planning Guides

City government and its sub-divisions should review existing policies and procedures specific to emergency event management. Besides internal manuals, groups should review Scottsdale's Major Emergency Operations Plan; specifically, it's Basic Plan, Annex A – Direction and Control, Annex B – Callout Plan and Annex O – Influenza Pandemic.

Where divisions require support from others to maintain day-to-day operations, plans should be developed and coordinated with those divisions i.e., Human Resources, Information Technology, etc.

Further preparation should include, at a minimum, the following:

Exposure reduction for employees and citizens that may interact with employees

- Use of proper hand washing techniques
- Use of hand sanitizers
- Use of masks and other protective equipment
- Practice social distancing; maintain individual distances of six feet

Support for critical division/department services and/or functions

- Possible change in work schedule (confirm with Human Resources)
- Expansion of space between employees work locations
- Develop plans for facility support
- Remote access for employees
 - Positions that can work offsite (confirm with Information Technology)
 - Access from home computers (confirm with Information Technology)

Executive Directors, in coordination with Information Technology, Human Resources and the City Attorney's Office; shall develop internal plans for employees to work remotely to support essential city functions and operations, whereas appropriate.

Points of Dispensing/Vaccinations (PODs)

Maricopa County Department of Public Health could open PODs at local high schools for the dispensing of medication to the community. These PODs may also be the facility used for dispensing medication to employees and families. The security for POD sites will be coordinated by the Scottsdale Police Department.

Risk Communications and Public Information (PIO)

The City AHIMT, with assistance from Information Technology, will develop and implement plans for communications and information dissemination to employees and citizens. It is important information is vetted through this group in order to confirm the accuracy of information and consistency in reporting.

Priority Prophylaxis

Priority vaccination and/or antiviral/antibiotic prophylaxis will likely be provided based on the recommendation of the Arizona Department of Health Services and Maricopa County Department of Public Health. With respect to city employees, personnel most likely needed to maintain the human infrastructure of the community during a pandemic (First Responders) are likely to be in this priority group.

Based on current lists coming from ADHS and MCDPH, priority grouping is as follows:

1. Pregnant Women
2. Infants from birth to 6 months of age
3. Remaining youth community (6 months to 24 years of age)
4. Public Health Care providers (likely to include public safety)
5. All others

COUNTYWIDE EMERGENCY RESPONSE

Prior to the Governor declaring a State of Emergency, Maricopa County will be responsible for all activities that are to mitigate the impact of an influenza pandemic on Maricopa County residents. MCDPH will provide guidance, investigation response, limited vaccine and prophylaxis delivery, surveillance and coordination activities to the County entities in coordination with ADHS. Response will be dependent on resource availability, size and scope of the event.

MCDPH is also likely to discuss issues with community partners relating to excess absenteeism, school closures, business continuity planning in private business and recommendations on pharmacological and non-pharmacological interventions.

STATEWIDE EMERGENCY RESPONSE

In the event that the Governor declares a State of Emergency, the State's emergency management structure is put into place and Arizona's Department of Health Services will become the lead agency. The Arizona Department of Emergency Management will operate the State Emergency Operations Center (SEOC) and provide logistical support for ADHS.

REFERENCE

WORLD HEALTH ORGANIZATION (WHO) PHASES OF PANDEMIC ALERT

1	Inter-pandemic Period	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.
2		No new influenza virus subtypes Affected or extensive travel/trade have been detected in humans. However, A circulating animal influenza virus subtype poses a substantial risk of human disease.
3	Pandemic Alert Period	Human infection(s) with a new subtype, but no human-to-human spread, or links with affected country. At most rare instances of spread to a close contact.
4		Small cluster(s) limited human to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.
5		Larger cluster(s) but human-to- human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).
6	Pandemic Period	Pandemic phase: increased and sustained transmission in general population.

PERIOD: POST PANDEMIC

Return to the Inter-pandemic Period (Phase 1)

CALLOUT PLANNING QUESTIONNAIRE

[Excerpt from process used to create City Callout Plan, Fall 2009]

The City of Scottsdale Emergency Management Homeland Security Section has been tasked with the project of developing workforce reduction plans. That is, how could the City of Scottsdale continue to provide its essential services to the community if it was to experience a sudden, and potentially prolonged, downturn in the number of its employees reporting to work? This is a real threat as conservative efforts today related to H1N1 virus mapping suggest government and other essential service providers should prepare for as much as a 40% reduction in available staff. While the impetus for the plans today is the development of plans tied to the H1N1 virus, the results will create the cornerstone of the agency's workforce reduction plans in the face of most emergency situations. Your input, ingenuity, time and thoughtful responses are vital to successfully accomplishing this goal.

Please take time now to consider the following probes and document responses as to what recommendations and/or policies you would develop for your Division in handling. You are to craft responses specific to your designated work group(s) but you are challenged to constantly balance against meeting the frontline service demands of your Division and its customers. Also, as the actual number of employees out of work at any one time is a slippery slope on timing, you are to craft your responses from each of THREE benchmarks: **25%** workforce reduction, **40%** reduction and **60%** reduction. Lastly, as this document by no means captures all relevant probes, in order to develop as comprehensive a plan as feasible, you are asked to record and provide answers to other critical probes you identify on your own.

PLANNING ASSUMPTIONS

- **City of Scottsdale is a full service provider to the community regardless of hazard, man-made or naturally occurring, threatening or causing damage.**
- **City of Scottsdale Government Operations and citizens expect each Division to have plans to provide essential first-line life and safety services regardless of the impact to the organization.**
- **In an emergency situation, each COS Division will be further strained to provide supporting personnel to sustain other key COS Government Operations. This requirement will further challenge personnel plans to test resiliency.**
- **City of Scottsdale employees expect its employer to have plans to provide for their health and safety as well as the health and safety of their families.**

DIVISIONAL PLANNING CONSIDERATIONS

Division/Department:

Section:

Program/Service:

Mild Outbreak (resulting in 25% reduction of staff)

Essential function of the work group

Equipment and services necessary to maintain essential functions

Person and positions necessary to maintain essential functions

Others available in organization that can be leveraged to sustain essential functions

If no, how to handle (i.e., just-in-time training program, external resources)?

Plans for communicating situation with employees

Plans for limiting employee exposure at work

Remote working environment requirements for employees (alternate facilities, telecommuting, etc.)

Financial challenges present and steps to manage

Alternate work schedule of employees

Non-vital functions during a mild out break

Non-essential employees during a mild outbreak

Moderate Outbreak (resulting in 40% reduction of staff)

Essential function(s) of the work group

Equipment and services necessary to maintain essential functions

Person and positions necessary to maintain essential functions

Others available in organization that can be leveraged to sustain essential functions

If no, how to handle (i.e., is just-in-time training program, external resources)?

Plans for communicating situation with employees

Plans for limiting employee exposure at work

Remote working environment requirements for employees (alternate facilities, telecommuting, etc.)

Alternate work schedule of employees

Financial challenges present and steps to manage

Non-vital functions during a moderate outbreak

Non-essential employees during a moderate outbreak

Severe Outbreak (resulting in 60% reduction of staff)

Essential function(s) of the work group

Equipment and services necessary to maintain essential functions

Person and positions necessary to maintain essential functions

Others available in organization that can be leveraged to sustain essential functions

If no, how to handle (i.e., is just-in-time training program, external resources)?

Plans for communicating situation with employees

Plans for limiting employee exposure at work

Remote working environment requirements for employees (alternate facilities, telecommuting, etc.)

Alternate work schedule of employees

Financial challenges present and steps to manage

Non-vital functions during a severe outbreak

Non-essential employees during a severe outbreak

AUTHORITY

Federal:

Public Law 81-920 and Federal Emergency Management Regulations 44 CFR 205.
Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law
93-288, as amended by Public Law 100-707
Homeland Security Presidential Directive 4
Homeland Security Presidential Directive 5
Homeland Security Presidential Directive 8
Homeland Security Presidential Directive 18
Homeland Security Presidential Directive 21
Homeland Security Act of 2002
Post-Katrina Emergency Management Reform Act of 2006
Pets Evacuation and Transportation Standards Act of 2006
Public Health Service Act, as amended
Americans with Disabilities Act of 1990

State of Arizona:

Title 26, Arizona Revised Statutes as amended
Title 35, Chapter 1 Arizona Revised Statutes
State of Arizona Emergency Response and Recovery Plan, as amended

Local

Maricopa County Emergency Operations Plan, as amended
Maricopa County Pandemic Plan as amended
City of Scottsdale Emergency Operations Plan

Departmental Continuity of Business Plan

DEFINITIONS

All-Hazard Incident Management Team – Organizational management team operating within the guidelines and structure of the NIMS Incident Command System whose responsibility is to lead City government primary response and mitigation tasks to the event.

Anticipated Emergency – Those conditions, which, because of their nature, may require mobilization of emergency forces if conditions increase in severity.

Biological Agent – A living organism or material derived from it which cause disease in, or harm to, humans, animals, plants or causes deterioration of material.

Centers for Disease Control and Prevention (CDC) – An operating division of the DHS responsible for health and medical preparedness during a bioterrorism incident.

Chemical Agent – A chemical substance that is intended to kill, seriously injure or incapacitate people through physiological effects.

County Constable – Elected official of Maricopa County Justice Courts. There are 23 elected Constables serving Maricopa County. Constables provide the public with an efficient timely service of process issued through the Justice Courts. These processes include Orders of Protection, Summons, Subpoenas and Writs of the Court such as evictions and property seizures.

Custody Officer – Officer responsible for ensuring the detainment of individuals at a particular Point of Dispensing site prior to their transportation to a Sheriff's Office jail facility.

Disaster – An occurrence of a natural catastrophe, technological accident or human-caused event resulting in severe property damage, deaths and/or multiple injuries.

DMAT – Disaster Medical Assistance Team, a volunteer group comprised of medical and non-medical individuals, usually from the same State or region of a State, who have formed a response team under the guidance of the National Disaster Medical System. The team plays a critical role in the medical response to a disaster by assisting communities whose local resources may be overwhelmed.

Distribution – The process of delivering assets from the Strategic National Stockpile from a staging warehouse to dispensing sites, treatments centers and other locations.

Dispensing/Vaccination Center (DVC) – A community location where the public receives preventive therapy, such as oral prophylactic medicines or immunizations.

Emergency – A situation arising with or without warning, causing or threatening death, injury or disruption to normal life for numbers of people in excess of those which can be dealt with by the public services operating under normal conditions, and which requires special mobilization and organization of those forces.

EAS – Emergency Alert System

Emergency Functions – Includes warning and communications services, relocation of persons from stricken areas, temporary restoration of utilities, transportation, welfare, engineering, search, rescue, health, law enforcement, fire fighting and other activities necessary and incidental thereto.

Emergency Operations Center (EOC) – A central facility from which officials can gather information, make decisions, and direct and coordinate response and recovery efforts.

Emergency Response Personnel – Personnel involved with an agency’s response to an emergency.

Employee – A person currently affiliated with the Office in a full-time, temporary, probationary or on-duty reserve status, or a posse member activated by the Sheriff.

Federal Emergency Management Agency (FEMA) – The lead Federal Government agency that is responsible for coordinating the Federal assistance required during the response phase of a disaster.

First Responders – Personnel responding to emergencies that are in direct contact with the scene (Law Enforcement, Fire Departments, Public Health and EMS).

Incident – An occurrence or event, either human-caused or through natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan – The plan developed at the field response level that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

Incident Commander – The designee who is in command of the incident at hand.

Incident Command System (ICS) – A nationally used, standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the field level component of NIMS. It is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident. The core group brought together to complete these objectives is referred to as the All-Hazard Incident Management Team.

Law Enforcement Action – Any action taken by a compensated or reserve deputy sheriff to prevent or halt a public offense, including the taking into custody of persons suspected of committing, or having committed, an offense.

Limited Emergency – An event which requires response of emergency forces over and above normal working functions, but which is manageable within local capability.

Line Security Officer – Officer who is assigned to a Point of Dispensing site that is responsible for ensuring vehicular and foot traffic move through the site in a rapid and orderly manner.

Local Emergency – The existence of conditions of disaster or of extreme peril to the safety of persons or property within the territorial limits of Maricopa County, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the county as determined by the Board of Supervisors and which requires the combined efforts of other political subdivisions.

Major Disaster – Any natural, chemical, biological, nuclear, or technological catastrophe which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts of state government, local government and disaster relief organizations in alleviating damage, loss and hardship.

MMRS – Metropolitan Medical Response System; a medical response system to bridge the gap between “First Responders” and “DMAT” (Disaster Medical Assistance Team) deployment. The MMRS Team consists of medical personnel from Glendale Fire Department, Mesa Fire Department and Phoenix Fire Department.

MOA – Memorandum of Agreement

MOU – Memorandum of Understanding

Multi-Agency or Inter-Agency Coordination – The participation of agencies and disciplines involved at any level of the NIMS organization, working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Mutual Aid – An a inter-government agreement to voluntarily aid and assistance in the event of a disaster, by the interchange of services and facilities, including, but not limited to fire, police, medical and health, communication, transportation and facilities, to cope with the problems of rescue, relief, evacuation, rehabilitation and reconstruction arising in the event of a disaster. Mutual aid is designed to ensure adequate resources, facilities and other supports are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

National Response Plan (NRP) – The National Response Plan is the Federal Government’s plan of action for assisting affected States and local jurisdictions in the event of a major disaster or emergency.

Operational Area – An intermediate level of the State emergency services organization, consisting of a county and all political subdivisions within the county area. The OA is a special-purpose organization created to prepare for and coordinate the response to emergencies within a county area. Each county is designated as an OA. An OA may be used by the county and the political subdivisions comprising the OA for the coordination of emergency activities, as well as to serve as a link in the system of communications and coordination between the State’s emergency operating centers and the operating centers of the political subdivisions comprising the operational area. The Operational Area augments, but does not replace, any member jurisdiction.

Peace Officer Capacity – Working as a peace officer performing law enforcement functions. Only sworn and reserve officers may work in this capacity.

Point of Dispensing (POD) Site – A location identified as either one of the ten (10) Maricopa County Community Colleges or one of the seventy-nine (79) Maricopa County High Schools, in which occupants of Maricopa County respond to receive medications for themselves and family members, in the event the Cities Readiness Initiative becomes operational.

PHEM – Public Health Emergency Management

Q.A.P. – Qualified Armed Posse Member

RSS – State of Arizona Receiving, Storage and Staging site.

Regional Operations Center (ROC) – The temporary operations facility for the coordination of Federal response and recovery activities, located at the FEMA Regional Office and led by the FEMA Regional Director, until the Disaster Field Office becomes operational.

Reserve Deputy – A volunteer having the same arrest powers as a fully compensated deputy sheriff.

Response – The efforts to minimize the risks created in an emergency by protecting people, the environment and property with the end goal being, return the scene to normal pre-emergency conditions.

Security Officer – Officer assigned to safeguard the supply of medications at a Point of Dispensing site.

Standard Operating Procedure (SOP) – Generally a checklist or set of instructions, having the force of a directive, which lends themselves to a definite or standardized procedure without loss of effectiveness.

State of Emergency – The duly proclaimed existence of disaster conditions or of extreme peril to the safety of persons and property within the State caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy or conditions causing a “state of war emergency.” This pertains to conditions that are, or are likely to be, beyond the control of the services, personnel, equipment and facilities of any single county, city and county, or city and require the combined forces of a mutual-aid region or regions to combat.

SMI – Stockpile Managed Inventory

Strategic Information and Operations Center (SIOC) – An operations center located at the headquarters of the FBI, with the responsibility of coordinating intelligence information.

Strategic National Stockpile (SNS) – A large cache of pharmaceuticals, vaccines, medical supplies and equipment provided to augment local assets in response to a man made or natural disaster. It is the

Nation's most important resource for provisioning critical medical material to re-supply and sustain emergency medical operations related to major disasters.

Technical Advisory Response Unit (TARU) – The SNS Program's unit comprised of skilled individuals who arrive with the first shipment of the SNS to assist State and local officials.

Terrorism – The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

Treatment Center (TC) – A location in a community where the sick receive treatment.

Unified Command System – All Commands working together to accomplish the job at hand.

U.S.P.S. – United States Postal Service

Volunteer – A person who provides services of their own free will for any program within the Sheriff's Office without receiving compensation.