IV. ORGANIZATION AND MANAGEMENT

(Please indicate) State Agency: AR for FY 2014

Organization and management involves the procedures for the documentation of staff time at the State level devoted to the various WIC functions, the evaluation and selection of local agencies, the documentation of local agency staffing standards and data, as well as disaster planning.

A. State Staffing – 246.3(e), 246.4(a)(4) and (24): describe the information relating to State level staff requirements and utilization as it relates to WIC Program functions and how the State agency will provide a drug-free workplace.

B. Evaluation and Selection of Local Agencies - 246.4(a)(5)(i) and (7) and 246.5: describe the procedures and criteria utilized in the selection and authorization of local agencies.

C. Local Agency Staffing - 246.4(a)(4): describe the State staffing standards which apply to the selection of local agency staff and the means used by the State agency to track and analyze local level staffing data.

D. Disaster Planning - describe the disaster plans to be implemented in the event of a disaster.

IV. ORGANIZATION AND MANAGEMENT
A. State Staffing

1. State Level Staff

a. Record below the current total full-time equivalent staff (FTEs) available for each position listed or attach equivalent information in Appendix of this section:

Position	FTE WIC	FTE In-kind	Total FTE
Director	1	____	____
Nutritionist	5	____	____
Vendor Specialist	5	____	____
Program Specialist	3	____	____
Financial Specialist	4	____	____
Breastfeeding Coordinator	1	____	____
ADP Specialist	4	____	____
Intern	____	____	____
Other (specify):	4	____	

3 Administrative Assistants and one Breastfeeding Peer Counselor

b. The State agency has a WIC organizational chart showing all positions, titles, and staff names.

X Yes ☐ No

If yes, please attach the WIC organizational chart in Appendix I of this section.

c. If available, attach an overall organizational chart that identifies the WIC Program's relationship within the State Health Department or Indian Tribal Organization in Appendix II of this section.

d. The State agency has updated position descriptions for each of the above positions.

X Yes ☐ No

Please include position descriptions in Appendix of this section.

ADDITIONAL DETAIL: Organization & Management Appendix III

IV. ORGANIZATION AND MANAGEMENT
A. State Staffing

and/or Procedure Manual (citation)

2. Estimate below the average percent of State staff time devoted to fulfilling the following functions:

Function	Percent of Total Staff Time
Certification, including nutrition risk determination	10
Breastfeeding training/promotion and support	10
Nutrition education	10
Monitoring of local agencies	10
Fiscal reporting	10
Food delivery system management	10
Vendor management, including vendor training	10
Staff training and continuing education	10
ADP system development and maintenance	10
Civil rights	5
Coordination with and referrals to other assistance programs and social service agencies	5
Other (specify):	____

ADDITIONAL DETAIL: Organization & Management Appendix
and/or Procedure Manual (citation):

3. Drug-Free Workplace

a. The State agency has a plan that will enable them to achieve a drug-free workplace.

X Yes ☐ No

b. Attach a description of the State agency's plans to provide and maintain a drug-free workplace in Appendix of this section.

ADDITIONAL DETAIL: Organization & Management Appendix IV
and/or Procedure Manual (citation):

IV. ORGANIZATION AND MANAGEMENT
B. Evaluation and Selection of Local Agencies

☐ **DOES NOT APPLY (PROCEED TO NEXT SECTION)**

1. Local Agencies Authorized

_____ number of local agencies authorized to provide WIC services last year
_____ number of local agencies planned to provide WIC services this year

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

2. The State agency accepts applications from potential local agencies:

☐ annually ☐ biennially
☐ on an on-going basis ☐ other (specify)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

3. Existing local agencies must reapply and compete with new applicant agencies for authorization:

☐ annually ☐ biennially ☐ not applicable

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

4. Selection Criteria

a. The State agency uses the following criteria in selecting local agencies in new service areas and/or in reviewing applications from existing service areas:

New Service Areas	Existing Service Areas	
☐	☐	coordination with other health care providers
☐	☐	projected cost of operations/ability to operate with available funds
☐	☐	location/participant accessibility
☐	☐	financial integrity/solvency
☐	☐	relative need in the area
☐	☐	range and quality of services
☐	☐	history of performance in other programs
☐	☐	ability to serve projected caseload
☐	☐	non-smoking facility
☐	☐	Americans with Disabilities Act (ADA) compliance
☐	☐	other factors:
☐	☐	

IV. ORGANIZATION AND MANAGEMENT
B. Evaluation and Selection of Local Agencies

b. The State agency conducts studies (provide date of most recent study:) of the cost-effectiveness of local agency operations that examine:

- ☐ location and distribution of local agencies in proportion to participants/potential eligibles
- ☐ clinic procedures to optimize participant access/service (Patient Flow Analysis, etc.)
- ☐ staff-to-participant ratios and related staffing analyses
- ☐ comparative analyses of local agency/clinic costs
- ☐ other

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

5. The State agency enters into a formal written agreement or contract with each local agency.

☐ Yes (state duration): ☐ No

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

6. The State agency has established statewide fair hearing procedures for local agency appeals.

- ☐ Yes, attach local agency fair hearing procedures or specify the location in the Procedure Manual and reference below:
- ☐ No
- ☐ Not Applicable

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

7. The State agency maintains a listing of clinic sites that includes the following information. If available, please attach the listing in Appendix of this section:

- ☐ Location
- ☐ Type of site (e.g., hospital, health department, community action program)
- ☐ Service area
- ☐ Hours of operation
- ☐ Days of operation
- ☐ Health services provided on-site
- ☐ Social services provided on-site
- ☐ Participation
- ☐ Other (specify):

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

IV. ORGANIZATION AND MANAGEMENT
C. Local Agency Staffing

☐ **DOES NOT APPLY (PROCEED TO NEXT SECTION)**

1. Staffing Standards

a. The State agency prescribes local agency staffing standards that include:

- ☐ credentials
- ☐ staffing levels
  - ☐ staff-to-participant ratio standards
  - ☐ time spent on WIC functions
  - ☐ other (specify):
- ☐ functions of CPAs
- ☐ paraprofessional requirements
- ☐ separation of duties to ensure no conflicts of interest
- ☐ other (specify):
- ☐ not applicable

b. The State agency has a plan for ensuring that local agency credentials are in line with the Nutrition Services Standards.

☐ Yes ☐ No

c. The State agency maintains copies of local agency CPA position descriptions, classified in terms of Nutrition Services Standards, i.e., federal requirements, recommended criteria, best practices.

☐ Yes ☐ No

d. Local agencies follow staffing standards established by unions or local governmental authorities.

☐ Yes ☐ No

If yes, how many of the total local agencies are currently authorized by unions or local governmental authorities?

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

2. Local Level Staffing Data

a. The State agency gathers and analyzes data to determine staff-to-participant ratios (check all that apply):

- ☐ for each clinic/local agency
  - ☐ at regular intervals

- ☐ monthly
- ☐ quarterly
- ☐ annually
- ☐ other (specify):

☐ by function

- ☐ program management
- ☐ food delivery
- ☐ certification
- ☐ nutrition education
- ☐ breastfeeding promotion and support
- ☐ other (specify):

b. Results of analyses are reported back to local agencies.

- ☐ No
- ☐ Yes, in a single report comparing all local agencies
- ☐ Yes, in a local agency-specific report (no comparative data)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (cite):

3. Local Agency Breastfeeding Staffing Requirement

a. The local agency has designated a staff person to coordinate breastfeeding promotion and support activities.

☐ Yes ☐ No

b. The State agency maintains approved copies of local agency Breastfeeding Coordinator and Peer Counselor position descriptions as outlined in the FNS Loving Support Peer Counseling Model.

☐ Yes ☐ No

IV. ORGANIZATION AND MANAGEMENT
D. Disaster Plan

1. State agency has developed a WIC disaster plan

☐ Yes x☐ No

2. The WIC disaster plan is part of a broader Health Department or other State agency disaster plan

X Yes, what agency/ies: Arkansas Department of Health See Appendix V for this section
☐ No

3. The State agency shares the disaster plan with its local agencies and clinics?

☐ Yes ☐ No NA/see #2

4. The Disaster Plan addresses:

X Procedures to assess the extent of a disaster and report findings
☐ Access to program records
☐ Certification and food issuance sites and procedures
☐ Food package adjustments
☐ Food delivery systems
X Information System (IS) Recovery
X IS alternate procedures
☐ Emergency authorization of vendors
X Back up computer systems
☐ Back up filing systems
X Staffing arrangements
X Use of mobile equipment, clinics
☐ Other (describe) _____

5. The State agency requires local agencies/clinics to have individual disaster plans.

☐ Yes X No

If yes, such plans are reviewed for compliance and consistency with the State agency disaster plan.

☐ Yes X No

6. The State agency has a designated staff person to coordinate disaster planning.

☐ Yes X No

WIC DIRECTOR
ADH Associate Branch Chief
Susan Handford

NUTRITION
ADH Public Health Section Chief II
Cristy Sellers

- **Nutritionist Consultant** Natalie Brink
  - **Nutritionist** Ruth Ann Looney
- **Nutritionist Consultant** Mary Jane Cagle
- **Nutritionist Consultant** Melanie Hradesky
- **Nutritionist Consultant** Sandra Jones
  - **Lactation Consultant** Sandra Bankson
- **Health Program Specialist III** Teresa Gates

FINANCIAL MANAGEMENT
ADH Public Health Section Chief I
Rhonda Williams

- **Health Program Specialist II** Melody Logan
- **Health Program Specialist I** Kimberly Newsom
- **Budget Analyst** Lori Raines
- **Health Program Specialist I** Vacant

POLICY
ADH Public Health Section Chief I
Mitzi Fritschen

- **Health Program Specialist III - FMNP** Susan Pfeifer
- **Administrative Specialist III** Marika Ingram
- **Administrative Specialist II** JoAnn Jackson

MIS
ADH Public Health Section Chief II
Teresa McManus

- **Health Program Specialist III** Alison Whitten
- **Health Program Specialist I** Teresa Guerrero
- **Health Program Specialist I** Leslie Foreman

FOOD DELIVERY
ADH Public Health Section Chief II
Pamela Woodard George

- **Health Program Specialist III** Sheba Anderson
- **Health Program Specialist I** Albert Brown
- **Health Program Specialist I** Doris Allen
- **Administrative Analyst** Carol Riedy
- **Administrative Specialist II** Angelia Mack

Nutritionist Supervisor, Field Peer Counselors, & Lactation Consultants

Shaquita Arnold	Milie Goins
Shannon Autrey	Kim Helmbeck
Terrie Bell	Leisa Kennedy
Starla Carter	Sondra Rodocker
Trenise Elliott	Stephanie Underwood

Nutrition/WIC Branch
July 2013

8/9/2013

ARKANSAS DEPARTMENT OF HEALTH

Interim Director and State Health Officer
Nathaniel Smith, MD, MPH

Office of Governmental Affairs
Katheryn Hargis, MA, Policy Director
Robert Brech, JD, Legislative Counsel

Office of the General Counsel
Rick Hogan, JD, MPH, Chief General Counsel

State Epidemiologist
Dirk Haselow, MD, PhD

Deputy State Health Officer and Chief Science Officer
Joe Bates, MD, MS

Deputy Director for Public Health Programs
Stephanie C. Williams, RNP

Deputy Director for Administration
Ann Purvis, JD

Minority Health and Health Disparities
Michelle Smith, PhD, MPH, Director

Health Communications and Marketing
Ann Russell, MA, Director

Human Resources and Professional Development
Xavier Heard, Director

Finance
Robert Brech, JD, Chief Financial Officer

Facilities Support Services
James Joiner, PE, Building/Supply Manager

Information Technology Services
Michael Kincaid, Chief Information Officer

Internal Audit
Shane Benbrook, CPA, Internal Audit Manager

Center for Health Advancement
Namvar Zohoori, MD, PhD, MPH, Director
Maria Jones, MA, Assoc Dir for Mgmt & Operations

- Chronic Disease Branch — Vacant, Branch Chief
- Family Health Branch — David Grimes, MD, MPH, Branch Chief
- Nutrition/WIC Branch — Susan Handford, MS, RD, Branch Chief
- Office of Oral Health — Bryan Whitaker, DDS, Director
- Tobacco Prevention and Cessation Program — Gary Wheeler, MD, MPS, Medical Director; Arlene Rose, BA, Branch Chief

Center for Health Protection
Donnie Smith, M.ED, Director
Ron Stark, Assoc Dir for Mgmt & Operations
William Mason, MD, MPH, Assoc Dir for Science

- Health System Licensing and Regulation Branch — Renee Mallory, RN, Branch Chief
- Infectious Disease Branch — Gary Wheeler, MD, MPS, Branch Chief
- Injury Prevention and Control Branch — William Temple, JD, Branch Chief
- Pharmacy Services and Drug Control Branch — James Myatt, PD, Branch Chief
- Preparedness and Emergency Response Branch — William Mason, MD, MPH, Branch Chief

Center for Local Public Health
Randy Lee, BSN, MPH, Director
Rick Sanders, Assoc Dir for Mgmt & Operations
Jennifer Dillaha, MD, Assoc Dir for Science

- Environmental Health Branch — Terry Paul, RS, CPH, Branch Chief
- Hometown Health Support Services Branch — Andrea Ridgway, MS, RD, Branch Chief
- In-Home Services Branch — Marcie Gibson, JD, Branch Chief
- Local Public Health Offices Branch — Randy Lee, BSN, MPH, Branch Chief

Center for Public Health Practice
John Senner, PhD, Director
Ed Just, Assoc Dir for Mgmt & Operations
Gordon Reeve, PhD, Assoc Dir for Science

- Analytical Epidemiology Branch — Gordon Reeve, PhD, Branch Chief
- Applied Epidemiology Branch — Shirley Louie, MS, CIH, Branch Chief and Deputy State Epidemiologist
- Health Statistics Branch — Paul Johnson, MSPH, Branch Chief
- Office of Performance Improvement Management — Letitia de Graft-Johnson, DrPH, Director

Public Health Laboratory
Glen Baker, MD, Director
Ed Just, Assoc Dir for Mgmt & Operations

- Alcohol Testing Branch — Laura Bailey, MS, Branch Chief
- Clinical/Biological Sciences Branch — Eric Rosenbaum, MD, MPH, Technical Director
- Environmental/Chemistry Branch — Jeff Moran, PhD, Branch Chief

Approved by: _____ Effective Date: 05/06/13
Nathaniel Smith, MD, MPH, Interim Director and State Health Officer

ARKANSAS WIC STAFF
POSITION DESCRIPTIONS
07-13

Program Director

Susan Handford-Associate Branch Chief
The Associate Branch Chief works under the administrative direction of the Center for Health Advancement and is responsible for directing administrative functions of the WIC Program.

Management Information Section

Teresa McManus-ADH Public Health Section Chief II
Responsible for oversight of MIS, including maintaining current SPIRIT system and coordination with the Agency IT department and planning/implementing EBT system.

Alison Whitten-Health Program Specialist III
Responsible for EBT coordination with USDA, the State Agency, Arkansas WIC Program, contractors, SPIRIT partners and with retailers. Provides guidance to MIS super-user group for EBT training.

Teresa Guerrero and Leslie Foreman-Health Program Specialist I
Works under general direction and is responsible for coordinating statewide support and testing for MIS; updating and maintaining data within the MIS; provides support to the regional MIS liaison(s). Support EBT planning and steps to implementation.

Nutrition Section

Cristy Sellers-ADH Public Health Section II
State WIC Nutrition Coordinator-Directs all activities of the Nutrition Services operations of the State WIC Program.

Mary Jane Cagle/Natalie Brink/Melanie Hradesky-Nutritionist Consultant
Works under general direction and is responsible for providing nutrition consultation services to service providers and developing and presenting nutrition training programs.

RuthAnn Looney-Nutritionist
Works under administrative direction and is responsible for developing and implementing nutritional services programs.

Sandra Jones-Nutritionist Consultant
State WIC Breastfeeding Coordinator-Directs all breastfeeding promotion, support, training and education activities for State Office and LHU/WIC Clinic staff.

Teresa Gates-Health Program Specialist III
Responsible for management aspects of Breastfeeding Peer Counseling Program and Breastfeeding Peer Counselors.

Sandra Bankson-Lactation Consultant
Provides breastfeeding technical assistance to State Office training activities and field staff. Maintains statewide Breastfeeding Help Line.

Food Delivery/Vendor Section

Pamela Woodard George-ADH Public Health Section Chief II
Manages all vendor management functions including policy, WIC approved foods, check and CVB management, cost containment, and implementing and maintaining vendor agreements with approximately 419 stores through compliance activities, vendor education and financial oversight.

Sheba Anderson-Health Program Specialist III
Works under general direction and is responsible for information and data management,shelf price surveys, peer group management, requests for claims/invoices for vendors and participants, food instrument disposition report, geographic information systems (GIS), market and price trends, and EBT readiness.

Doris Allen-Health Program Specialist I
Works under general direction and is responsible for reviwing quarterly vendor monitoring reports, prepares documentation for compliance buys, prepares letters for vendor violations and sanctions, maintains violation and sanction totals, answers participant and vendor questions and complaints, prepares vendor training materials and trains staff on new vendor topics.

Albert Brown-Health Program Specialist I
Works under general direction and is responsible for banking issues, vendor payment problems, voided and redeemed check report and follow-up, vendor file management, vendor questions, and EBT readiness.

Carol Riedy-Administrative Analyst
Works under general direction and is responsible for management of formula stock statewide, orders special formula products for local health units (LHUs), maintains log of orders and produces reports, and assists staff with formula related inquiries, formula usage projections, damaged formula claims, review of inventory audit reports, and development of program policies and materials.

Angelia Mack-Administrative Specialist II
Works under direct supervision and is responsible for examining and verifying documents and maintaining files, vendor address and e-mail changes, mailings, WIC Flash (vendor updates) distribution.

Financial Management Section

Rhonda Williams-ADH Public Health Section Chief I
Manages the activities of the Finance Section. Assists in the creation of program budgets, monitoring funds, and forecasts expenditures. Supervise and coordinate staff resources.

Lori Raines-Budget Analyst
Researches, analyzes and evaluates operations, funding sources, programs and fiscal records to determine budgetary needs. Reports to FNS program expenditures, MIS cost syrvey, and Operational Adjustment expenditures. Approves and reviews time and WIC travel for accurate coding.

Melody Logan-Health Program Specialist II
Works under general direction and is responsible for the purchasing of equipment, supplies, materials, and services for the State and field offices.

Kimberly Newsom-Health Program Specialist I
Works under general direction and is responsible for general financial reporting, contracts, compliance for field staff postage and envelopes, expenditure monitoring, internal business controls, formula rebate billing; FMNP.

In Hiring Process-Health Program Specialist I
Works under general direction and is responsible for purchase requisitions and orders; state office inventory, monthly reports for program income and program participation; formula rebates invoicing; personnel coordinator.

Policy Section

Mitzi Fritschen-ADH Public Health Section Chief I
Provides program information and technical assistance to agency staff, management and other state and federal agencies. Manages development/revision of state policies, investigation of dual participation, LHU and participant complaints and civil rights complaints. Oversees coordination of Farmers' Market Program and Statewide Management Evaluation Process.

Susan Pfeifer-Health Program Specialist III
Responsible for coordinating the activities related to the Management Evaluation component of the program and serving as Team Leader for all Management Evaluation monitoring visits. Responsible for coordinating all activities of the Farmer's Market Nutrition Program.

Joann Jackson-Administrative Specialist II
Works under direct supervision and is responsible for examining and verifying documents and maintaining files. Office receptionist; maintaining and shipment of materials for field staff.

Marika Ingram-Administrative Specialist III
Works under direct supervision and is responsible time keeping, preparation of travel reimbursement documents, researching and verifying various records, maintaining state vehicles.

DRUG-FREE WORKPLACE/EMPLOYEE DRUG AND ALCOHOL PREVENTION

(In compliance with the Federal Drug Free Workplace Act of 1988; Arkansas Executive Order 89-2.)

I. Policy:

The Arkansas Department of Health seeks to ensure prevention of the use of illegal drugs or alcohol, and/or abuse of legal drugs, by employees and volunteers in the workplace.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in a state agency's workplace is prohibited. Any employees violating this policy will be subject to discipline up to and including termination.

The Arkansas Department of Health does not differentiate between drug users and drug suppliers or sellers. Any employee who gives, or in any way transfers, a controlled substance to another person or sells or manufactures a controlled substance while on the job or on the Agency's premises is subject to discipline up to and including termination.

All Department of Health (ADH) employees and volunteers are prohibited from using or possessing controlled substances or alcohol or working with the presence of alcohol or illegal drugs in the employee's body, or abusing legal drugs, while on duty. Abusing legal drugs includes using drugs prescribed for another person. Legal drugs are defined as medications prescribed by a licensed physician or medical facility for an employee, volunteer or another person. Employees who engage in drug or alcohol abuse face the risk of termination and the forfeiture of worker's compensation medical and indemnity benefits. Volunteers who engage in drug or alcohol abuse face the risk of termination of volunteer employment.

All employees and volunteers are subject to the provisions of this policy when engaged in the following activities:

- Conducting ADH business, whether on or off ADH property.
- On ADH property at any time, including parking lots, whether leased or owned by ADH.
- Driving or riding as a passenger in an ADH vehicle.
- Assigned to on-call status, required to remain available by telephone or pocket pager, in order to be called in to work.

This policy will be strictly applied according to its terms. No terms or conditions not appearing under this policy apply. For example, no Administrative Review is required to implement disciplinary action pursuant to this policy.

All data, information, and results related to employee drug and alcohol testing are confidential. Disclosure of information will only be to those individuals whose official business duties necessitate disclosure or as required by law.

Supervisors are responsible for the implementation of this policy. Human Resources is responsible for ensuring the Agency's compliance with the policy.

Disclaimer

Nothing in this policy will alter the employment-at-will relationship between the employees and ADH. Any Agency error that is trivial, formal, or merely academic and does not prejudice the substantive rights of an affected party will be deemed harmless error and will not be grounds for overturning the Agency decision.

The following three levels of drug testing will be used:

- Pre-Employment: All persons selected for new employment or a change in employment within ADH, including volunteers' employment, must submit to a drug test as a precondition of employment. All hiring decisions are contingent on the selectee passing the drug test. This applies to current ADH employees applying for different positions, as well as volunteers and external applicants. Note: Employees involved in administrative moves will not be subject to drug testing.

- Reasonable Cause: All employees, including volunteers, are subject to reasonable cause drug and alcohol screening.

- Random: The Agency reserves the right to randomly test all employees and volunteers as a condition of employment.

Each employee is required by law to inform the Agency within five days after he/she is convicted for violation of any federal or state criminal drug statute where such violation occurred on the Agency's premises. A conviction means a finding of guilt, including plea of nolo contender, or the imposition of a sentence by a judge or jury in any federal court, state court, or other court of competent jurisdiction.

The Arkansas Department of Health will notify the Federal Funding Agency of the conviction of any employee for drug use or abuse who is employed in a position using federal funds or a federal grant within ten days of receiving notice of the conviction from the employer or otherwise receiving actual notice of such conviction.

If an employee is convicted of violating any criminal drug statute while in the workplace, he/she will be subject to discipline up to and including termination. Alternatively, the Agency may require the employee to successfully complete a drug abuse program sponsored by an approved private or governmental institution.

Definitions

Positive Drug Test Result - A test result which indicates the presence of an illegal drug, or a legal drug prescribed for another person, a controlled substance, alcohol or abuse of a legal drug prescribed for the employee or volunteer; also, an indication that the sample has been tampered with in any way or that the selectee has attempted to falsify the test results, including the use of masking agents of chemicals.

Legal Drugs - Medications prescribed by a licensed physician or medical facility for an employee, volunteer or another person.

Negative Drug Test Result - A test result which does not indicate the presence of any drugs, legal or illegal, or alcohol.

Controlled Substance - Any drug listed in 21 U.S. Code, Section 812. Generally, these are drugs that have a high potential for abuse. Controlled substances include, but are not limited to, marijuana; stimulants like amphetamines, “crack,” and cocaine; depressants like barbiturates; analgesics like heroin and opium; and hallucinogens like Ecstasy and LSD. They also include “legal” drugs that are not prescribed by a licensed physician.

Conviction - A finding of guilt, including plea of nolo contender, or the imposition of a sentence by a judge or jury in any federal court, state court, or other court of competent jurisdiction.

Pre-Employment Drug Testing Process

All ADH job advertisements will include a statement advising applicants that they will be required to submit to drug and alcohol testing after a conditional offer of employment. All applicants selected for employment (includes applicants for temporary, emergency, extra-help and volunteer positions will be notified in writing on a Pre-Employment Drug Testing Process Applicant Notice (HR-1956) at the time of interview that an offer of employment is conditional upon passing a pre-employment drug test. The written notifications will inform applicants of the consequences of (1) failing to appear for testing, and/or (2) a test indicating positive for drugs and alcohol.

Upon conditional selection of an individual for employment, including volunteer employment, the hiring official must notify the selectee via telephone and letter that the selectee is conditionally selected for employment contingent of his/her successfully passing a pre-employment drug test, and must provide instructions for taking the test.

ADH will select the drug testing site and pay for the initial drug test.

Within 48 hours of the initial notification, the selectee must pick up a Chain of Custody Form, take the form to the testing location, and provide a sample for testing. **Keeping in mind that some testing locations are closed on weekends and holidays, the hiring official will not make the initial notification on the last workday before a weekend, holiday, or scheduled time off.**

If extenuating circumstances beyond the selectee's control prevent the selectee from providing a sample within 48 hours, the selectee must request an extension within 48 hours of the initial notification of selection. Scheduling or transportation problems experienced by the selectee are **NOT** extenuating circumstances. The decision of whether to grant the extension will be made by the hiring supervisor. The supervisor must notify the selectee of the decision verbally within one working day, followed by written notification.

The following will result in the selectee, whether internal or external applicant, being banned from applying for employment, including volunteer employment, with ADH for two years:

- If the drug test is not performed within 48 hours, unless an extension is granted.
- If the drug test is positive. A test is considered to be positive if the test results indicate that the sample has been tampered with in any way or that the selectee has attempted to falsify the test results, including the use of masking agents of chemicals.
- If the selectee fails to appear for drug testing without notifying the hiring official that he/she is declining the position.

This ban applies to all drug tests, not exclusively pre-employment drug tests.

Drug test results are forwarded directly to Human Resources/Employee Relations Section. HR/Employee Relations Section will notify the hiring supervisor whether the applicant is eligible or not eligible for hiring.

If the results of the drug test are negative for controlled substances, the hiring supervisor will notify the selectee of his or her final selection and ask the selectee to complete the necessary documents for employment.

If the results of the drug test are positive for controlled substances, the selectee will be notified in writing of the results and will not be considered further for the position. Internal applicants will be disciplined in accordance with this policy. External applicants will not be eligible for employment, including volunteer employment, with ADH until the following conditions have been met:

- The selectee has successfully completed a supervised drug rehabilitation program that has been approved by ADH.
- A two-year waiting period has expired.
- The selectee passes a new employee drug screening.
- The selectee agrees to random drug screening throughout his/her employment with ADH.

If the selectee disagrees with the findings of the drug test, the selectee may arrange to have a portion of the original sample retested at a laboratory certified by the National Institute of Drug Abuse. The selectee must arrange and pay for the second test. The second test must be performed within five working days after learning the results of the first test. If the second test is negative for the presence of drugs or alcohol, the hiring supervisor may either accept the second result or have a third test performed at the Agency's expense. The results of the third test will be considered conclusive.

No applicant will be placed on the payroll before successful completion of the pre-employment drug screening, except as approved by the Agency Director/designee. Placement of any applicant on the payroll by approval of the Agency Director/designee before the successful completion of the pre-employment drug screening will be conditional contingent on the applicant successfully completing the pre-employment drug screening.

Reasonable Cause Drug Testing Process

ADH may require a blood test, urinalysis, or other drug/alcohol screening for employees any time there is reasonable cause to suspect the employee is in violation of this policy. Reasonable cause to suspect a violation of this policy may be established by any of the following:

- Observed impairment of job performance

- Uncharacteristic or erratic behavior

- The employee's attendance changes, e.g., habitual absenteeism

- Direct observation by a manager, supervisor, or other ADH employee of drug or alcohol use or possession during working hours or while on ADH premises

- A workplace accident or an accident involving an ADH vehicle when the accident results in personal injury

- Physical symptoms indicative of drug or alcohol use, e.g., slurred speech, tremors, drowsiness, pupils dilated or constricted, irritability, hyperactivity, general motor impairment, disorientation, or the smell of alcohol on the breath

- Arrest or conviction for a drug or alcohol related offense or the identification of an employee as the subject of a criminal investigation into illegal drug possession, use, or trafficking

- Evidence the employee has tampered with a previous drug or alcohol test

- Evidence drugs have been tampered with or are missing from a unit or designated area to which the employee has access

- Any other facts or circumstances which would cause a reasonable person to believe that the employee is in possession of, or under the influence of drugs or alcohol

Upon establishing reasonable cause, the employee's (or volunteer's) supervisor will promptly detail in writing the circumstances that formed the basis of the determination that reasonable suspicion existed to warrant the testing. A written record will be made of the observation leading to a controlled substances reasonable suspicion test within 24 hours of the observed behavior. Original documentation will be kept for at least 1 year. A copy of the documentation will be given to the employee (or volunteer) upon request. The employee (or volunteer) must be ordered to report for drug and alcohol testing.

Random Drug Testing Process

The Arkansas Department of Health reserves the right that all employees, including volunteers, are subject to random drug testing as a condition of his/her employment. Employees, including volunteers, may be randomly selected at intervals determined by ADH. Once an employee is selected for testing, the employee must report for drug testing procedures.

Random/Reasonable Cause Testing Compliance

An employee, including volunteers, selected under random or reasonable cause for drug or alcohol testing **must report to the designated testing site within four hours of notification.** The employee or volunteer is subject to random or reasonable cause testing only on scheduled workdays. An employee or volunteer failing to submit to testing within four hours of notification will be terminated. If the employee or volunteer tampers with the sample or in any way falsifies test results, including the use of masking agents or chemicals, he/she will be terminated and will not be eligible for rehire as an employee or volunteer.

If the employee or volunteer is to be tested at a location other than the employee's work site, supervisors will be responsible for arranging transportation to the test site in cases of reasonable cause testing.

Failure to Provide Sample

Normal drug screening uses a urinalysis test. If the employee, volunteer or applicant is unable to provide a sample when he/she reports to the sampling site, the person to be tested may opt to provide a blood sample or hair sample. If blood or hair sample is provided, the cost of testing will be at the employee, volunteer, or applicant's own expense. Failure to provide a urine, blood, or hair sample will have the same consequences as testing positive for drugs or alcohol.

Employee/Volunteer/Applicant Disagrees with Test Results

If an employee, volunteer or applicant disagrees with the findings of the drug or alcohol test, he/she may arrange to have a portion of the original sample retested at a laboratory certified by the National Institute of Drug Abuse. The employee, volunteer or applicant will arrange and pay for the second test. The second test must be performed within five working days of learning the results of the first test. If the second test is negative for the presence of drugs or alcohol, the supervisor may either accept the second test result or have a third test performed at the Agency's expense. The results of the third test will be considered conclusive.

Disciplinary Actions for Violations

The supervisor of an employee or volunteer who tests positive for drugs or alcohol will be notified, and the employee or volunteer must abide by the following terms. Note: Other terms and conditions may apply under the Nurse Practice Act and/or any other state licensing board. (See Appendices in the Patient Care Services Volume for the Arkansas State Board of Nursing Scopes of Practice.)

First Offense

- Ten days suspension without pay.

- Sign and adhere to a Return to Work Agreement (HR-1958) to refrain from all illegal drug use. Failure to sign or fulfill the terms of this agreement is a second offense.

- Enroll in the State of Arkansas Employee Assistance Program (EAP), request substance abuse services, and fully participate in all offered services. Contact the EAP before returning to work from the ten-day suspension. Failure to complete any of the above is a second offense. Note: Volunteers may not be eligible to participate in the State of Arkansas Employee Assistance Program (EAP) and will therefore be required to enroll in a substance abuse program approved by the Arkansas Department of Health and fully participate in all offered services at the volunteer's expense.

- Participating in mandatory EAP or approved substance abuse program random interval drug screening for at least one year. Failure to take these drug tests at the time determined by EAP or the approved substance abuse program is a second offense. The employee will pay the cost of these drug tests.

- Obtaining EAP or approved substance abuse program certification that the employee or volunteer has successfully completed a substance abuse program designated by EAP. EAP notification of program non-compliance is a second offense.

Second Offense

- Second offense includes the failure to meet any condition imposed as a result of a first offense.

- Any employee or volunteer committing a second offense under this policy will be immediately terminated. A terminated employee forfeits eligibility for worker' compensation, as well as medical and indemnity benefits.

- Terminated employees and volunteers will be eligible for re-employment consideration only after all of the following conditions are met:

  - Successful completion of a supervised drug rehabilitation program approved by ADH;

  - A two-year waiting period has expired; and

  - Passes a new employee drug screening.

Employee Assistance Program

EAP is an established program capable of providing problem assessment, short-term counseling, referrals to other providers, follow-up services, and education and training.

If an employee or volunteer, in the course of employment, voluntarily enters EAP or an approved treatment program requesting services related to substance abuse, ADH has the option of not requiring follow-up testing. If follow-up testing is required, it must be conducted at least once a year for a two-year period after completion of the program. Advance notice of a follow-up test will not be given to the employee or volunteer to be tested.

ADH will not discharge, discipline, or discriminate against an employee or volunteer solely upon him/her voluntarily seeking treatment for a drug-related or alcohol-related problem, entering a drug or alcohol assistance program for drug-related or alcohol-related problems, or entering a drug or alcohol rehabilitation program, if the employee or volunteer has not previously tested positive for drug or alcohol use.

II. Procedures:

A. Pre-Employment Drug Testing, Including Transfers and Promotions

Responsibility	Action
Hiring Official	Completes Step 1 of Chain of Custody Form and calls selectee to pick up. Completes the Drug Test Authorization Fax Transmittal (HR-57) and faxes to HR/Employee Relations Section (501-661-2675).
Selectee	Within 48 hours of notification, picks up Chain of Custody Form, reports to testing site, and provides sample.
Official Testing Site	Completes remaining information on Chain of Custody Form, collects specimen, and forwards to laboratory for testing. Once test results are received from laboratory, makes results available to HR/Employee Relations Section.
HR/Employee Relations Section	Monitors test results. **For Negative Test Results:** Notifies the hiring supervisor by e-mail or fax that the selectee may be hired. Notification will not include actual test results.
Hiring Official	Notifies selectee of his final selection for the position. Includes the e-mail/fax notification in the hire packet. **For Positive Test Results:**
Official Testing Site	Has test reviewed by Medical Review Officer (MRO).

Responsibility	Action
Medical Review Officer	Contacts the applicant for additional information to rule out the possibility of false positive test results. Within five working days, makes a determination and sends final results to HR/Employee Relations Section.
HR/Employee Relations Section	Notifies hiring of final results. If results are determined to be negative, follows procedure under “For Negative Test Results.” If results are determined to be positive, notifies hiring official that selectee cannot be hired.
Hiring Official	Notifies selection by letter indicating that he/she had a positive drug test results and is not eligible for employment at ADH for a minimum of 24 months.
HR/Employee Relations Section	Notifies HR/Recruitment that applicant has tested positive for drugs and is not eligible for employment for a minimum of 24 months.

B. Random Drug Testing

Note: The Agency reserves the right to randomly drug test all employees as a condition of employment at intervals determined by the Agency.

Responsibility	Action
HR/Employee Relations Section	Provides a list of all ADH employees to the facility at intervals determined by the Agency.
Official Testing Site	Generates a list of names for random testing. Faxes a copy of this list to HR/Employee Relations Section. **For Off-Site Collection:** Notifies HR/Employee Relations Section of collection site.

Responsibility	Action
HR/Employee Relations Section	Notifies Center Director/designee of the name(s) of employees and volunteers, date, time, and location of site where testing will be conducted.
Center Director/Designee	Notifies immediate supervisor of employee and/or volunteer and provides them with instructions of where selected employee or volunteer is to report for on-site testing.
Immediate Supervisor	Notifies selected employee or volunteer with instructions of when and where to report.
Selected Employee	Reports at appropriate time and place for on-site testing.
Official Testing Site	Completes the Chain of Custody Form.
Center Designee or Supervisor	Authenticates employee or volunteer information on Chain of Custody Form completed by testing facility.
Official Testing Site	Collects specimen sample and sends to the Substance Abuse and Mental Health Services Administration certified laboratory for testing.
	For Off-Site Collection:
HR/Employee Relations Section	Notifies Center Director/designee of the name(s) of employees or volunteers selected for random drug testing.
Center Director/Designee	Notifies immediate supervisor of employee(s) selected for random drug testing.
Immediate Supervisor	Completes Step 1 of the Chain of Custody Form and gives to selected employee(s).
	Notifies selected employee(s) and/or volunteers they are to report for a collection specimen within four hours of notification.

Responsibility	Action
Selected Employee	Reports to collection site and provides specimen within four hours of notification.
Official Testing Site	Collects specimen and tests. **For Test Results:** Provides negative test results to HR/Employee Relations Section within 24-48 hours. For positive results, follows same procedures as described under Pre-Employment Testing.
HR/Employee Relations Section	Notifies supervisors and employees of all negative test results. Notifies Agency Director and Center Director/ designee of all positive test results.
Center Director/Designee	Insures that necessary disciplinary actions are taken for all employees who have a positive test results.

C. Reasonable Cause Testing

Responsibility	Action
Immediate or Next Level Supervisor	Upon observing suspect behavior on the part of an employee or volunteer or receiving such a report immediately: - Contacts another manager or supervisor to observe behavior, if practical. - Notifies Manager of HR/Employee Relations Section or Human Resources Director of observations or report. Carefully documents in detail observations, facts, and employee reports collected in the investigation. Note: All documentation **MUST BE** based on fact – what the supervisor sees, hears, or smells – and not on rumors or memory.

Responsibility	Action
HR/Employee Relations Manager or HR Director	Reviews and analyses all documentation collected by supervisor, participates in investigation, if requested by supervisor or Center Director, and makes recommendation as to whether there is reasonable cause to require a drug test. Notes: 1. Final determination is the responsibility of the supervisor and Center Director/ designee. 2. Any action taken both before and after discussion with HR/Employee Relations Manager or Human Resources Director must be detailed in written documentation.
HR/Employee Relations Section or HR Director	Contacts official testing site to request an on-site Breathalyzer Test.
Official Testing Site	Conducts an on-site Breathalyzer Test or notifies HR/Employee Relations Section that the employee or volunteer should be sent to a collection site.
HR/Employee Relations Section	Notifies supervisor of time on-site Breathalyzer Test will be performed or collection site to which employee or volunteer is to be taken.
Supervisor	Ensures that employee or volunteer is available for the Breathalyzer Test or transports employee or volunteer to the nearest collection site. Completes Step 1 of the Chain of Custody Form and takes to collection site.
Employee	Submits for a Breathalyzer Test or provides a blood specimen for testing at collection site.
Official Testing Site	Conducts Breathalyzer Test or collects blood specimen, tests specimen, and provides results to HR/Employee Relations Section. Note: A positive alcohol test result will be .05.

Responsibility	Action
HR/Employee Relations Section	Notifies supervisors and employees and volunteers of all negative test results. Notifies HR Director, Agency Director and Center Director/designee or all positive test results.
Center Director/Designee	Insures that necessary disciplinary actions are taken for all employees who have a positive test result.

EMPLOYEE ASSISTANCE PROGRAM

I. Policy:

The State Employee Assistance Program helps employees and their families deal with personal problems.

How the EAP Works

Employees access EAP through the website www.lifesynchEAP.com. An EAP professional will contact the employee to determine the type and level of service needed. Services include:

- Clarifying a problem.
- Handling a crisis.
- Accessing appropriate resources in the community.
- Identifying an experienced licensed professional conveniently located to the employee's home or office for a face-to-face EAP session.
- Pre-certification for mental health or substance abuse treatment through the employee's behavioral health benefit, when appropriate, for some plans.
- And other services.

Problems Handled by the EAP

Any problem or issue that is occupying an employee's time and attention and creating stress in his/her life can be addressed through StarEAP. Some common problems or issues people often bring are:

- Eldercare or child care concerns
- Parenting teenagers
- Credit or debt management
- Marital and divorce issues
- Work group conflicts
- Family member's alcoholism
- Grieving a death or loss
- Legal difficulties
- Depression or anxiety

An employee must comply with ADH policies and procedures on job performance and discipline at all times, even when participating in the StarEAP program.

Counseling is provided at no cost to the employee or family members eligible for this benefit. After accessing services through the EAP, employees may be referred to a behavioral health specialist for continuing mental health or substance abuse services. These services are covered under the employee's behavioral health plan and usually involve a co-payment from the employee for each visit or service.

Confidentiality

All EAP records are confidential.

Records are released only if there is:

- An unexplained, unusual or suspicious death
- An abused child
- A threat to one's life or that of another
- Written authorization from the employee

EAP records do not become a part of the employee's personnel file.

Participation and Referrals

An employee may be formally referred to the EAP by a supervisor. The employee retains the decision to go or not to go to the EAP after formal referral. Examples of situations which may require formal referral actions include, but are not limited to:

- Employee's work performance is poor or declining.
- Employee has high absenteeism rate.
- Employee's behavior is affecting the immediate work environment, impacting the productivity of other employees, or the employee has exhibited unwarranted aggression or behavior toward other employees.

An employee or member of an employee's family may use the EAP without a supervisor's referral.

Leave

Employees referred to the EAP by a supervisor are excused from work to attend up to three sessions on work time. The employee must notify the supervisor of the appointment times to ensure supervisory approval prior to attending the EAP sessions.

If an employee is referred or elects to use an outside provider, sick leave or compensatory time is used. Accrued annual leave may be used by the employee in cases where the employee has no sick or compensatory leave accrued in accordance with the annual leave policy and with supervisor approval.

Employees who volunteer to go to the EAP must use sick leave or compensatory time. Accrued annual leave may be used by the employee in cases where the employee has no sick or compensatory leave accrued in compliance with the annual leave policy and with supervisor approval.

Location

The Arkansas State Employee Assistance Program is administered by LifeSynch. To find a nearby provider, call1-866-378-1645, 24 hours a day, seven days a week.

II. Procedures:

A. For Supervisor Referral

Responsibility	Action
Supervisor	Observes problem in job performance or behaviors in work environment.
	Discusses problem with employee.
	Tells employee about EAP as a source for help with problem.
Employee	Decides to talk with counselor.
	Schedules visit with EAP counselor.
	Meets with counselor.
	Completes Employee Request for Leave (HR-1120) if more than three visits are scheduled.

B. For Self-Referral

Responsibility	Action
Employee/Family Member	Schedules EAP visit.
	If employee, completes Employee Request for Leave (HR-1120). Submits to supervisor for approval.
Supervisor	Reviews request and makes every effort to approve leave.

EMPLOYEE DISCIPLINARY POLICY
MINIMUM CONDUCT AND PERFORMANCE

I. Policy:

All employees are required to meet, at a minimum, satisfactory performance standards and abide by certain minimum standards of conduct. Failure to do so may result in disciplinary action. Supervisors will confer with Human Resources if questions arise concerning the appropriate action to initiate. Human Resources must approve all suspensions and terminations prior to such actions being initiated.

Discipline applied by supervisors should be aimed at correcting employee performance and conduct. Only supervisors who have completed supervisor training provided by or coordinated through the Employee Relations Section of Human Resources will be allowed to take disciplinary action against an employee. The failure of a supervisor to attend mandatory supervisor training will be immediately reported to the ADH Center Director by the Human Resources Director.

Nothing herein is intended to imply that any standard is all-inclusive. Periodically, directives concerning specific conduct issues may supplement these standards. (See ADH Probationary Period policy for employees who have occupied his/her current position for less than six months.)

This policy establishes the Arkansas Department of Health (ADH) policy regarding performance and employee conduct standards and is applicable to all ADH employees.

Notes:
1. When a conduct violation relates to the Health Insurance Portability and Accountability Act (HIPAA), the supervisor and the HIPAA Privacy Officer will confer regarding the type of discipline that may be applied.
2. When a violation relates to theft of any kind, including money, loss due to employee dishonesty, loss of Agency equipment such as cell phones, computers, laptops, USB drives, or any portable device that has ADH information loaded, refer to the Occurrence and Subsequent Loss Reporting policy in the Administration General Volume for additional reporting requirements and procedures.

Supervisors are responsible for the implementation of this policy. Supervisory personnel will be held accountable for failure to initiate disciplinary measures to correct below standard performance or unacceptable conduct OR exercising this action on a random or disparate basis. Human Resources is responsible for ensuring compliance with this policy.

Note**:** The Human Resources Director must approve in writing all terminations and suspensions.

Disclaimer

Nothing in this policy will alter the employment-at-will relationship between the employees and ADH. Any Agency error that is trivial, formal, or merely academic and does not prejudice the substantive rights of an affected party will be deemed harmless error and will not be grounds for overturning the Agency decision.

Definitions

Conduct - Interchangeable with performance and includes actions or lack of actions by employees related to work rules, policies, procedures, job performance, office mission, or safety.

Supervisor - Relative to this policy only, one who has successfully completed supervisor training and is responsible for overseeing and monitoring the conduct and performance of at least one employee.

Insubordination - Willful refusal to carry out the directive of the employee's supervisor verbally or through lack of action (failure to carry out the directive) unless there are mitigating circumstances.

Progressive Discipline - A continuous, sequential movement of disciplinary action to the next level for substantially similar offenses committed by an employee.

Types of Discipline

The following levels of discipline may be applied:

A. Written warning recorded in the employee's file.

B. Suspensions without pay or demotion. (For exempt employees under the Fair Labor Standards Act, a five-day minimum suspension is required.)

C. Termination.

D. Performance Probation.

Note: Demotion may be used as an alternative to suspension or termination or in combination with suspension. (Employees receiving both a demotion and a suspension will accrue a maximum of 8 points.)

Impact on Future Discipline

For purposes of progressive discipline, written warnings, suspensions and demotions will be counted for progressive discipline purposes for a period of 24 months after the action was documented.

Points Accumulation

Employees are also subject to discipline for the accumulation of disciplinary points.

The accrual of points will be determined as follows:

- Written Warning = 3 points
- Suspension = 6 points
- Demotion = 8 points
- Demotion + Suspension = 8 points

Points for each disciplinary action will be counted for one year after the disciplinary action was documented on a Notice of Disciplinary Action (HR-1173).

Any employee who accrues 13 or more disciplinary points within a 12-month period will be terminated.

No current or former ADH employee is eligible to apply, accept an interview, or be selected for another position if the person has accumulated six or more disciplinary points within twelve months preceding the closing date, the interview or selection or is currently serving a performance probation. **(Also, see Employee Probationary policy.)**

Temporary Removal from Duty Assignment Pending Investigation

Any employee whose alleged actions or behavior have the potential to be an immediate or direct threat to public health or safety or might threaten the safety of a child, client, or co-worker, or which might impede an investigation will be temporarily removed from his or her duty assignment pending a review of the allegations by the employee's Center Director/designee. This action will not be construed as an indication of wrongdoing by the removed employee, but is imposed to allow adequate time to conduct an investigation.

The Center Director/designee will determine the length of time during which the employee will be temporarily removed from duty and will arrange for the employee to temporarily assume other duties not involving direct contact with children or clients. A change of work location may also be made, if appropriate under the circumstances. If circumstances require that the employee is to be sent home, the employee will be placed on call, with pay, during normal work hours, and be immediately available to participate in the investigation upon approval by the Director of Human Resources.

Employee Meeting

The supervisor must meet with the employee prior to disciplinary action being taken. The supervisor will schedule a formal meeting with any employee facing possible disciplinary action and assure the employee knows the purpose of the interview.

The supervisor and employee will meet within five working days of the supervisor's determination that disciplinary action may be warranted. The supervisor will provide all known facts to the employee and allow the employee an opportunity to refute the information or identify any extenuating factors. During the meeting the employee may provide, in written form, additional information or names of persons who may have relevant information.

A determination of whether disciplinary action will be taken must be made no more than five working days following the meeting. The need for an extension of this time frame will be documented and must be approved by the Director of Human Resources. A written notice will be provided to the employee and will explain the cause for the delay and provide a date that the determination will be made.

If disciplinary action is warranted, the supervisor must follow guidelines outlined in this policy.

If disciplinary action is not warranted, the supervisor must immediately notify the employee.

Supervisors must attempt a telephone conference with employees unable or unwilling to meet with them. (Example: The employee has abandoned his/her job, is physically unable to travel, or has been prohibited from entering the workplace.) Unsuccessful attempts to discuss the proposed disciplinary action with the employee must be documented.

Factors to Consider in Determining Action To Be Taken

Once the supervisor concludes that disciplinable performance or conduct has occurred, he or she must determine whether to impose discipline, issue a Counseling Statement (PER-1131) in lieu of discipline, or place the employee on performance probation. (An employee can only be placed on performance probation if his/her overall job performance falls below satisfactory as evidenced through a current performance evaluation). If discipline is to be imposed, the supervisor must determine the appropriate level of discipline. In making these decisions, supervisors should consider each of the following factors that are relevant to the disciplinable conduct:

- Whether the employee knew or should have known that the conduct could result in discipline.

  Laws and written Agency, work unit, and Center policies, work practices, memos, and posted notices will be considered proof that an employee knew or should have known any matters discussed in the document and that discipline could result from disobeying any directives contained in the document or reasonably implied by its contents.

- Whether a reasonable employee in similar circumstances would realize the conduct would be inappropriate or improper.
- Whether the behavior was intentional in nature.
- Whether the employee has reasonable explanation for his or her behavior or presents other mitigating circumstances.
- The employee's work history.
- If applicable, whether the conduct disrupted work, created a hostile work environment, or interfered with services to customers.
- If applicable, whether the conduct resulted in an increased risk of legal liability by the Agency and the perceived seriousness of the risk.
- If applicable, whether the conduct endangered the safety of the employee, co-workers or customers, and the level of risk involved. Endangerment is presumed if the behavior violates a safety law or rule.

Note: The use of any of the above factors to justify the use of a counseling statement in lieu of formal disciplinary action will be documented on the Counseling Statement (PER-1131). The use of any of the above factors to justify severe disciplinary action will be documented on the Notice of Disciplinary Action (HR-1173).

After considering the above factors, the supervisor should document his or her findings and select the level of discipline that equates to the seriousness of the offense. The Disciplinary Investigation Checklist (HR-2813) will be completed if the supervisor is considering termination.

Note: If the offense violated a HIPAA policy or regulation, the supervisor will consult with the HIPAA Privacy Officer in determining the level of discipline to be applied by the supervisor.

When a Specific Level of Discipline is set by Policy

Some Agency policies may set a specific level of discipline for certain offenses. If so, the recommended level of discipline must be considered as the minimum discipline, unless mitigating circumstances can be documented.

Applying Discipline

The discipline should be applied immediately, consistently and impartially. The employee must be warned of the consequences of repeated offenses in writing. After an appropriate initial level of discipline has been selected, the principles of

progressive discipline should be followed for subsequent offenses, i.e., the next level of discipline should be applied for the next substantially similar offense and continue sequentially thereafter, unless aggravating or mitigating circumstances can be demonstrated for the subsequent offenses.

Employees must be notified of the disciplinary action using the Notice of Disciplinary Action (HR-1173). If the employee refuses to sign the HR-1173, another supervisor should act as witness and it should be documented in writing.

If the severity of the offense, the frequency of unrelated offenses, the employee's overall work record, and other relevant factors warrant termination, the employee will not be eligible for re-employment for a period of two years from the date of discharge. In cases of extreme violations of conduct, including gross misconduct, the employee will not be eligible for re-employment with ADH.

Performance Probation

Prior to a supervisor initiating disciplinary action to an employee for a performance issue, the supervisor must conduct a performance evaluation. An employee who has an overall score of 2.99 or below will be automatically placed on probationary status for 30 to 180 days (to be determined by the supervisor). An employee who has an overall score of 3.00 or above, may be issued a disciplinary action for the performance violation.

For probationary employees, a Counseling Statement (PER-1131) will be issued that: (a) outlines specific performance expected which will lead to improvement of overall performance; (b) cites a 30-180 day evaluation period that represents the probationary status period; (c) recommends training, if necessary, that will lead to improvement; and (d) outlines (when appropriate) actions that will be taken by the supervisor to assist the employee in performance improvement. Additional documentation in the form of clarifying memoranda and action plans may be included. During the probationary period, the supervisor must document periodic discussion of performance evaluation. The employee is to be informed of his/her progress or lack of improvement and given specific information or training on how to improve or continue improving performance.

A performance evaluation must be conducted at the end of the probationary period.

A. If the employee has met the standards for satisfactory performance at the end of the probationary period, the employee will be removed from probationary status.
B. If the employee's performance has not reached the level of Satisfactory, the probation period may be extended or the employee may be terminated or demoted.
C. One additional probationary period of 90 calendar days is allowed for employees who show marked improvement but who have not attained the satisfactory level at the end of the initial probationary period.

Maximum allowable time for probationary status due to unsatisfactory performance cannot exceed 180 calendar days. If, at the end of the 180-day probationary status the employee has achieved satisfactory performance, the employee will be removed from probationary status. If, at the end of the 180-day probationary status, the evaluation does not reflect satisfactory performance, the employee will be demoted or terminated as determined by the supervisor and with the approval of the Director of Human Resources.

Effective Date of Disciplinary Action

If the decision to discipline results in suspension without pay or termination, the effective date of such action will be the date the decision is made, and will not be backdated to the date the employee was removed from his or her duty assignment pending investigation.

Note: The Director of Human Resources must approve all suspensions and terminations prior to the action being implemented.

Offenses that Violate Minimum Conduct/Performance Standards

The following offenses violate minimum standards of conduct and/or performance and are contrary to the best interests of ADH, its customers, and employees. Depending on the severity of the offense, the frequency of unrelated offenses, the employee's overall work record, and other relevant factors, the Agency may elect to implement any level of disciplinary action up to and including immediate termination.

1. Possessing, storing, or selling alcohol or illegal drugs on ADH or customer property.
2. Reporting for duty while under the influence of alcohol or illegal drugs. (See ADH Policy Drug-Free Workplace/Employee Drug and Alcohol Prevention policy for procedures and appropriate disciplinary action.)
3. Possession, use or storing of weapons of any kind, such as firearms, knives, or explosives on ADH or customer property.
4. Theft or attempted theft of property of ADH, an employee, or customer.
5. Fraud or dishonesty of any kind or nature.
6. Falsification of information whether written or oral, including any misleading omissions of information or misleading statements provided the employee knew or should have known with the exercise of due diligence that the information was false.
7. Fighting, assaulting, or otherwise endangering any employee, customer, or member of the public while on duty or on ADH property.
8. The use of threatening or abusive language or actions, posting of offensive materials, any harassment, or discourteous, indecent, or immoral conduct.

9. The use of a camera, cell phone camera, videotape, photo-optical, photo-electric, or any other image recording device for secretly observing/ viewing, photographing, filming, or videotaping a person in any ADH restroom, private interviewing room or private office. (**Exceptions**: (a) video recording or monitoring conducted pursuant to a court order; (b) security monitoring operated by or at the direction of the owner or administrator of the office/facility; (c) security monitoring and observation associated with correctional facilities, regardless of the location of the monitoring equipment; (d) video recording or monitoring conducted by law enforcement officers within the official scope of their duties; and (e) photographing clients by ADH employees during an investigation.
10. Gambling on ADH property or while on duty.
11. Engaging in horseplay, or any form of disruptive conduct, during working hours or at any time while on ADH property.
12. Insubordination, refusal, or failure to follow ADH, Center, office, or work unit policies and/or procedures or perform an assignment given by the supervisor, including work assignments outside the employee's normal duties.
13. Leaving work prior to the end of the assigned duty period without the permission of the employee's supervisor.
14. Tardiness or failure to report for work as scheduled.
15. Unexcused absences, or employee's failure to personally notify his or her supervisor of absence due to illness within one hour of the scheduled starting time. (In the event the employee is unable to personally notify the supervisor, the call-in procedures for the employee’s work unit or supervisor’s instructions will be used.)
16. Absence from work without notification for more than two consecutive working days may be considered a resignation.
17. Failure to promptly report all work related personal injuries and accidents to your supervisor, or a ADH official, including damage to the property of ADH, an employee, customer, or member of the public, regardless of who is responsible for the damage.
18. Failure to observe traffic laws while operating, or to report traffic violations involving, ADH vehicles.
19. Misuse of, abuse to, damaging, tampering with, or losing the property of ADH, an employee, or customer.
20. Using ADH property without proper authorization, including permitting unauthorized personnel to operate or board an ADH vehicle.
21. Unauthorized disclosure of confidential or sensitive information.
22. Failure to comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the ADH HIPAA policies and procedures.
23. Unauthorized use of ADH records.
24. Failure to perform assigned duties in an efficient and productive manner. (If an employee falls below standard overall on a current performance evaluation, the employee should be placed on performance probation in lieu of written warning or suspension and reevaluated at the end of the period.)

25. Inattention to work assignments, including sleeping, dozing, or wasting time.
26. Disrupting or interfering with other employees' work; creating a hostile work environment.
27. The use of tobacco products in any of the following areas: (a) Agency motor vehicles; (b) buildings rented, leased, owned, or otherwise occupied by ADH; or (c) within 25 feet of any entrance to any building owned, leased, or otherwise occupied by ADH. For any ADH facility where a specific area has been designated for smoking, the use of tobacco products is permitted only in the designated smoking area.
28. Failure to report defective equipment or unsafe conditions of any equipment or facilities that may endanger an employee, customer, or member of the public.
29. Failure to comply with standard operating procedures and practices.
30. Violation of any law, rule, or standard relative to licensing, certification, or patient safety.
31. Bribery or accepting a bribe.
32. Working unauthorized overtime.
33. Failure to report for scheduled overtime duty.
34. Failure to cooperate in ADH investigations. Employees do not have the right to refuse to answer questions asked by their supervisor or other ADH investigators as part of an investigation of suspected conduct violations. An employee may refuse to answer a question only if the answer to that question may expose the employee to criminal prosecution. In determining whether the employee violated minimum conduct standards, the investigator, supervisor, or other decision-maker may consider the employee's refusal to answer. Employees may also be required to submit to polygraph examinations conducted in the course of such investigations.
35. Refusal to allow the examination or search of any ADH property in the employee's possession or control, or the refusal to allow the search of personal belongings on ADH property if there is reasonable cause to believe that the belongings may contain evidence related to a conduct violation.
36. Unauthorized sales or solicitations during working hours.
37. Distribution of any literature, including but not limited to posting of notices of events or sales, which is not job related, without prior authorization, during working hours.
38. Failure to return to work after the expiration of vacation or leave of absence.
39. Failure to notify your supervisor at least once each week as to the status of your condition while on sick leave of undetermined duration.
40. Burdening the Agency with repeated garnishment of wages.
41. Violations of any applicable ethical standards.
42. Abuse of supervisory authority.
43. Failure to exercise supervisory authority and responsibility.

44. Any outside employment or business activity that impairs the employee's ability to do his/her job effectively, fosters a negative public impression of the Agency, or creates a conflict of interest between the agency and the outside employment or business activity.
45. Making personal long distance calls charged to the Agency.
46. Engaging in prohibited political activities.
47. Conviction of, admission to, or pleading nolo contendere (no contest) to any criminal charge. The following factors must be considered in determining if discipline is appropriate and the appropriate level of discipline, if any:
    a. The seriousness of the offense
    b. If the offense occurred on ADH property or during work hours
    c. If the offense impairs public confidence in the Agency or causes concerns that the employee will not do his/her job honestly, effectively, or safely
48. Any form of harassment or discrimination that would be actionable under State or Federal civil rights laws or forbidden by specific ADH policies.
49. Misuse of designated handicap parking in ADH owned or leased parking areas.
50. Sharing ADH Information Systems passwords. Sharing passwords is prohibited. Password credentials are the primary security gateway for access to ADH's Network, Internet through ADH's Network, ADH's Email system, and ADH system applications.
51. Accessing the Internet from an ADH computer without logging on to the ADH Network or an ADH approved network.
52. Failure to safeguard the security of passwords, or through user negligence or purposeful action, causing the unauthorized use of passwords.
53. Installing or downloading software, music or videos that are copyrighted onto an ADH computer other than what is explicitly required in the conduct of ADH related business.
54. Exposing ADH's Network or applications to potential intrusion or disruption, or incurring system support costs, due to (1) usage of network services, email, or the Internet for other than ADH business related purposes, or due to (2) failure to follow duly issued instructions for the safeguarding and maintenance of state furnished computer equipment.
55. Violating terms of the ADH Systems Security Access Request (ADH-359) security agreement and confidentiality statement. Users' PCs, network activity, email, and Internet usage may be monitored to detect improper use or illicit activity. Users may hold to no expectation of privacy in the use of state-furnished computer equipment and services.
56. Failure to report allegations of misappropriation of funds to one's supervisor, to the Legal Services Office, the Deputy Director for Administration, or to ADH Internal Audit.

The above violations are examples of types of unacceptable conduct and performance issues. Unacceptable conduct and performance will result in discipline up to and including immediate termination. These violations are not all inclusive, however, and employees who engage in any type of conduct or performance which may be injurious to the Agency, or which interferes with the efficient operations, damages the reputation of ADH, or interferes with the Agency's ability to serve customers and the public, will be subject to disciplinary action up to and including immediate termination.

The previous list is intended to be representative of the types of activities that may result in disciplinary action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between the employee and ADH.

Appeal

The employee has the right to grieve a disciplinary action if he/she meets mediation/grievance eligibility requirements as defined in the ADH Mediation/Grievance policy. An employee wishing to grieve a disciplinary action has five working days from the date of initiation of the disciplinary action to submit a grievance request to the Employee Relations Section of Human Resources. Non-disciplinary Counseling Statements (PER-1131) are not grievable.

Conflicting Policies Superseded

This policy supersedes any existing policies or specific sections of existing policies that conflict with the terms of this policy.

Notes:
1. When a conduct violation relates to the Health Insurance Portability and Accountability Act (HIPAA), the supervisor and the HIPAA Privacy Officer will confer regarding the type of discipline that may be applied.
2. When a violation relates to theft of any kind, including money, loss due to employee dishonesty, loss of Agency equipment such as cell phones, computers, laptops, USB drives, or any portable device that has ADH information loaded, refer to the Occurrence and Subsequent Loss Reporting policy in the Administration General Volume for additional reporting requirements and procedures.

II. Procedure:

Responsibility	Action
Supervisor	All Pertinent Information Should be Gathered: When aware of possible conduct/performance violations, takes steps to gather any information not already known that are necessary to decide if discipline is required and what level of discipline is appropriate.

Responsibility	Action
Supervisor	When a conduct violation relates to HIPAA, contacts the HIPAA Privacy Officer for a determination of whether there has been a violation of HIPAA. Consults with the HIPAA Privacy Officer regarding appropriate sanctions to be taken by the supervisor against employees who fail to comply with the HIPAA privacy policies and procedures. Note: When a violation relates to theft of any kind, including money, loss due to employee dishonesty, loss of Agency equipment such as cell phones, computers, laptops, USB drives, or any portable device that has ADH information loaded, refer to the Occurrence and Subsequent Loss Reporting policy in the Administration General Volume for additional reporting requirements and procedures before proceeding.
Center Director/Supervisor	Determine if temporary removal from duty assignment pending investigation is needed. Determine the length of time during which the employee will be temporarily removed from duty and arrange for the employee to temporarily assume other duties not involving direct contact with children or clients. Note: A change of work location may also be made, if appropriate under the circumstances.
Supervisor	Temporarily removes any employee whose alleged actions or behavior have the potential to be an immediate or direct threat to public health or safety or might threaten the safety of a child, client, or co-worker, or which might impede an investigation will be temporarily removed from his or her duty assignment pending a review of the allegations by the employee's Center Director. If circumstances require that the employee is to be sent home, places the employee on call, with pay, during normal work hours, and to be immediately available to participate in the investigation after approval by the Director of Human Resources.
Supervisor and Employee	Meet within five working days of the supervisor's determination that disciplinary action may be warranted.

Responsibility	Action
Supervisor	Provides all known facts to the employee and allows the employee an opportunity to refute the information or identify any extenuating factors.
Employee	During the meeting, may provide, in written form, additional information or names of persons who may have relevant information.
Supervisor	Makes a determination of whether disciplinary action will be taken and the level of discipline to be taken no more than five working days following the meeting. Documents the need for an extension (not more than five working days) of this time frame. Provides a written notice to the employee, and explains the cause for the delay, and provides a date that the determination will be made. If disciplinary action is warranted, follows guidelines outlined in this policy. If disciplinary action is not warranted, immediately notifies the employee. Must attempt a telephone conference with employees unable or unwilling to meet with him/her. (Example: The employee has abandoned his/her job, is physically unable to travel, or has been prohibited from entering the workplace.) Documents unsuccessful attempts to discuss the proposed disciplinary action with the employee.

MEDIATION/GRIEVANCE

Policy/Procedures:

It is the policy of the Arkansas Department of Health that all employees are given the opportunity, through established steps and procedures, to resolve complaints or grievances which the employee believes adversely affects his/her employment or working conditions in a timely manner. Reasonable efforts will be made to settle grievances as quickly as possible. Any employee who presents a grievance in good faith and in a reasonable manner will be free from restraint, interference, discrimination or reprisal.

Employees should submit only grievances or complaints made in good faith, expressed in reasonable terms, containing causes for the grievance, corrective action desired and sufficient information upon which to base decisions.

Access to this procedure is at the employee's option and does not create any expectation of continued employment, but provides an avenue of review and resolution of internal situations.

This mediation/grievance procedure is established to provide employees with a prompt review, impartial consideration and an equitable disposition of their grievances.

Employee/Supervisor Communications

This policy is intended to encourage employees to discuss problems with their supervisors, thereby providing a basis to talk over matters of mutual interest, to explain, to reach agreement, to make adjustments if necessary, and to foster better understanding between employees and supervisors. The mediation component of this procedure is provided to promote collaborative problem solving. Such discussion will lead to better employee/ supervisor understanding of policies, procedures and practices. Direct contact on a one-to-one basis between supervisor and employee has always been a policy of this Agency and thus the grievance and mediation procedure is not intended to be, nor will it be allowed to become, a barrier to the supervisor/employee relationship.

The mediation process may be used for resolution of any work-related disputes that may not necessarily be defined as grievance issues.

Definitions

Employee - an individual who is a non-probationary, full-time employee of the Agency who occupies a regular salaried position and who works a minimum of 1,000 hours per year, provided, however that this policy will not apply to employees who hold administrative posts, appointed positions, and employees who are on initial new hire probationary status. Part-time, temporary, intermittent, extra-help, emergency hire and new hire probationary employees and ADH volunteers do not have access to this procedure.

Initial New Hire Probationary Status - the beginning six months of employment occupied by an employee new to the Agency.

Grievance - a complaint by an employee regarding an aspect of his or her employment including, but not limited to, annual leave, sick leave, compensatory time, non-selection for promotion, disciplinary actions including but not limited to termination, suspension, disciplinary demotion, written warnings, or any other work-related problem except compensation and conditions which are beyond the control of Agency management or are mandated by law.

Mediation - a process that allows parties to constructively manage conflicts through collaborative problem solving and joint decision making through use of a third party neutral (mediator).

Charged Party - the supervisor or manager who took the grievable action against the employee.

Other Complaints

Complaints regarding unlawful discrimination will be addressed through the Agency Equal Opportunity/Affirmative Action policy using the Complaint of Employment Discrimination (HR-2808).

Complaints based upon performance evaluation may be appealed using the separate performance evaluation appeals process but will not be reviewed by the State Grievance Review Committee. The State Employee Grievance Appeal Panel will not hear complaints concerning reduction-in-force.

Non-selection for promotion will be considered a grievable matter but will not be heard by the State Grievance Review Committee or State Employee Grievance Appeal Panel, unless discrimination is the basis of the complaint. Non-selection may be heard, internally, through mediation or the grievance procedure.

Determination of Grievable Matters

In the event the EEO/Grievance Officer and the employee disagree as to whether the matter under consideration is a grievable matter within the scope of these procedures, Executive Order Number 86-1 and/or Executive Order Number 93-01, the EEO/Grievance Officer will request a determination from the State Grievance Review Committee by filing information concerning the nature of the complaint with the Administrator of the Office of Personnel Management. The employee will file a position statement concerning the

nature of the complaint with the EEO/Grievance Officer to be submitted to the Administrator of the Office of Personnel Management. The supervisor will file a position statement concerning the nature of the complaint. These statements will be filed with and attached to the EEO/ Grievance Officer's request for the determination. Determination matters include whether the matter is grievable, whether the employee has access to the procedure, and/or whether the matter is grievable to the State Employee Grievance Appeal Panel, State Grievance Review Committee or is eligible for mediation.

The Administrator of the Office of Personnel Management will report to the Agency EEO/Grievance Officer and/or employee (where applicable), the Committee's decision concerning the determination. Neither the Administrator of the Office of Personnel Management nor any member of the State Grievance Review Committee will make any finding at this stage with regard to the merits of such complaint, other than whether the complaint consists of a matter which is grievable, whether the employee has access and/or the appropriate process for complaint.

Grievable matters include, but are not limited to:

A. Verbal abuse, physical abuse, or harassment (Complaints of unlawful harassment must be made on the HR-2808.)
B. Non-selection for competitive promotion
C. Demotion
D. Termination
E. Disciplinary actions, excluding non-disciplinary counseling statements
F. Suspension
G. Acts of reprisal based on participation in a grievance
H. Reduction of annual leave
I. Reduction of sick leave
J. Allegations of unlawful discrimination (Complaints of unlawful discrimination must be made on the HR-2808.)
K. Failure to award compensatory time to an employee
L. Non-selection for promotion

Non-grievable matters include:

A. Advice and/or counseling given by the EEO/Grievance Officer, Employee Relations Manager and advice by the attorneys in ADH Legal Services.

B. Matters set out by law or which are outside the scope of Agency management's authority or control.

C. Layoff disagreements - The State Employee Grievance Appeal panel and/or the State Grievance Review Committee will not hear complaints concerning reduction-in-force unless discrimination is the basis of the complaint.

(Discrimination is on the basis of race, color, sex, age, national origin, religion or disability.)

D. Performance Evaluation scores and denial of pay increases. Such disputes may be appealed through the Performance Evaluation policy appeal process. The State Grievance Review Committee and/or the State Employee Grievance Appeal Panel will not hear complaints concerning performance evaluations unless discrimination is the basis of the complaint. (Discrimination is on the basis of race, color, sex, age, national origin, religion or disability.)

E. Denial of Job Series Promotions unless on the basis of discrimination.

All grievances, steps in the procedure and any appeal steps will be processed through the Agency EEO/Grievance Officer in the Employee Relations Section of Human Resources and should be handled in accordance with the following procedure:

Note: Participation in any portion of this procedure is voluntary. This includes the mediation component or the grievance procedure component. If mediation is the process selected by the employee to attempt resolution of the dispute, the employee will not have access to the grievance procedure component. If the employee elects to use the grievance procedure component, the employee will not have access to the mediation component. Regardless of the issue, the employee will not have access to the State Grievance Review Committee of the State Employee Grievance Appeal Panel if mediation is the chosen resolution process.

The grievance and/or mediation may be terminated at any stage, if an agreement between parties is reached. The grievance procedure may be terminated at any step by the grievant. The MEDIATION process may be terminated, at any point, by the grievant, supervisor and/or mediator if the sessions are not productive.

The employee and Agency may be represented by someone of his or her own choosing at each step of this procedure except the mediation procedure.

The Internal Grievance Procedure will be completed within 25 working days. The mediation procedure will be completed within 10 working days after the employee files a written grievance, unless all parties involved or the Employee Relations Section of Human Resources experiences scheduling delays and agree to an extension. The total number of days, including extensions and/or appeal to the Agency Director, the State Grievance Review Committee or the State Employee Grievance Appeal Panel, is not to exceed 35 working days.

Before filing a written grievance, or using the mediation process, an employee is encouraged to discuss with his or her immediate supervisor the employee's problem in order to reach satisfactory solution to the problem. (If the complaint is sexual harassment, the employee will not be required to meet with the supervisor alone, if the supervisor is accused of the harassment.)

In the event that the problem is not resolved by an informal meeting between the employee and the supervisor, the employee may file a formal grievance through the Employee Relations Section and will be assigned an EEO/Grievance Officer. The EEO/Grievance Officer will assist the employee in commencing the mediation process or formal grievance procedure at the appropriate step, as determined by the EEO/Grievance Officer. The EEO/Grievance Officer will provide technical assistance to all parties involved in the process. f, for some reason, that EEO/Grievance Officer cannot process the grievance, another EEO/Grievance Officer will be assigned.

The employee and the charged party may have any person having knowledge of matters relevant to the grievance present at any and all steps of the grievance or mediation procedure. Both parties ma also submit or request the submission of relevant written documents at any and all steps.

Under special circumstances, the EEO/Grievance Officer has the authority to modify, waive or otherwise change the grievance/mediation procedure in order to fulfill the intent of the procedure, provided such modification, waiver or change is agreed to by the employee and charged party involved in the grievance. The EEO/Grievance Officer will submit to the Agency Employee Relations Manager the written modification with the justification for and the details of any variation from the procedure.

The Department Director/designee may intervene at any step in the grievance or mediation procedure if the Director/designee decides that direct action is necessary to resolve the complaint.

If any person within the Department intentionally interferes with, hinders, blocks or otherwise impedes the processing of a grievance, such employee will be subject to disciplinary action. Further, if any employee or supervisor willingly fails to meet any of the deadlines set forth within this procedure in such an attempt to delay the resolution or disposition of a grievance, such employee or supervisor will be deemed to have forfeited any participation which such employee or supervisor might otherwise have under this procedure. Additionally, if an employee is determined to have filed a frivolous grievance or complaint, such employee will be subject to disciplinary action.

STEP 1

The EEO/Grievance Officer will:

1. Contact the employee and appropriate supervisor (charged party) within three working days of the filing of a grievance.
2. Explain the mediation process and grievance procedure to both parties.

The employee will:

1. Within two working days select the process (Mediation - Option 1 or Grievance – Option 2) to be used.

Option 1: MEDIATION

Mediation is at the employee's option and may be chosen instead of the formal grievance procedure. An employee who chooses the mediation process will not have access to the grievance procedure. Likewise, an employee who chooses the grievance procedure will to have access to the mediation process.

Mediation is a dispute resolution process that is non-adversarial in nature and seeks to find reconciliation between the disputing parties. It is a process that allows parties to constructively manage conflicts through collaborative problem solving and joint decision making, through use of a third party neutral (mediator). The mediation process does not declare winners or losers. The main focus is to seek a resolution that is informal, timely, and advantageous to both parties.

The mediator's role is to facilitate and help the parties themselves reach a mutually satisfactory resolution to the problem. However, the decision making rests with the parties, not the mediator. If no agreement can be made, either party or the mediator may stop the proceedings.

The mediator has no authority to make decisions or act as a judge or arbitrator. The mediator will not act as an advocate or attorney for either party.

If mediation is used, The EEO/Grievance Officer will contact the Office of Personnel Management, Hearing Coordinator, to secure a mediator. Once the mediator has been selected, the EEO/Grievance Officer will forward the Agreement to Mediation Resolution and Statement of Mediation Non-Resolution to the mediator prior to the mediation session. The mediator will contact the employee and appropriate level of management within two working days of notification to schedule the initial mediation session.

If the mediation process is successful, the mediator will formalize the agreement, in writing. The grievant, appropriate supervisor (charged party), Agency and employee representatives, if present, and the mediator will sign the agreement. Such agreement will be filed with the EEO/Grievance Officer within five working days of the conclusion of the mediation session.

If through mediation a resolution is not achieved within ten working days, the mediator will prepare a Statement of Mediation Non-Resolution. The statement will specify that resolution was not achieved and will be signed by the grievant, management and mediator. Such statement will be filed with the EEO/Grievance Officer within two working days of the conclusion of the mediation process. **At this point, the employee's access to internal resolution procedures is exhausted.**

Option 2: FORMAL GRIEVANCE HEARING

If the Formal Grievance Hearing procedure is the option selected, the EEO/Grievance Officer will forward a copy of the Employee Request for Mediation/Grievance (HR-2801) to the supervisor with the Guideline – Supervisor Grievance Response Memorandum attached. The supervisor will submit his/her response in writing to the EEO/Grievance Officer within three working day of receipt. The EEO/Grievance Officer will submit a copy of the response and a Grievance Response (HR-2802) to the employee. The employee must return the Grievance Response to the EEO/Grievance Officer within two working days of receipt of the supervisor's written response. If the employee does not wish to appeal the decision of the supervisor, the grievance is closed and a notice sent to all parties indicating closure. If the employee wishes to appeal to the next step, the process will continue to STEP 2 in this policy.

STEP 2

If the employee wishes to appeal to this step, the employee must submit the Grievance Response (HR-2802) indicating the wish to appeal to the EEO/Grievance Officer within two working days of the employee's receipt of the supervisor's (charged party) response. (The grievance will be closed if the employee fails to submit the Grievance Response within the two working day time frame.) The EEO/Grievance Officer will arrange a Grievance Hearing within three working days of receipt of the written request. The Grievance Hearing must be held within ten working days from the EEO/Grievance Officer receipt of the Grievance Response indicating the employee's wish to appeal. The EEO/Grievance Officer will coordinate the hearing process and the Hearing Officer will take testimony from relevant witnesses, the employee and the supervisor (Charged party) and accept exhibits. This hearing will be recorded. The Hearing Officer will submit his decision in writing to the employee, the EEO/Grievance Officer and the supervisor within five working days following the conclusion of the hearing.

STEP 3

If not satisfied with the results of STEP 2, the employee may request a Grievance Decision Review by the Department Director/designee. The employee must submit a Grievance Response (HR-2802) to the EEO/Grievance Officer within two working days of receipt of the Hearing Officer's decision indicating the wish to appeal the decision of the Hearing Officer. (The grievance will be closed if the employee fails to submit the Grievance Response within the two working day time frame.) The EEO/Grievance Officer will submit the matter to the Department Director for review.

Within five working days of the conclusion of the review, the Department Director/designee will submit his or her decision in writing to all parties involved, including the supervisor (charged party). At this point, the employee's access to internal resolution procedures is exhausted.

STEP 4

If the employee has used the grievance procedure component and is not satisfied with the decision of the Department Director, he or she may, within five working days of receipt of the Department Director's written decision, appeal the Director's decision to the State Grievance Review Committee or the State Employee Grievance Appeal Panel (as appropriate). The employee must submit a Grievance Response (HR-2802) to the EEO/Grievance Officer within three working days of receipt of the Department Director's decision indicating the wish to appeal the decision of the Director. (The grievance will be closed if the employee fails to submit the Grievance Response within the three working day time frame.) The EEO/ Grievance Officer will submit the matter to the State Grievance Review Committee or the State Employee Grievance Appeal Panel (as appropriate) for review.

Within five working days from the date of receipt of the grievant's response for appeal, the State Grievance Appeals and Hearing Coordinator of the Office of Personnel Management will set a hearing date with the State Grievance Review Committee or State Employee Grievance Appeal Panel, as appropriate. The Committee or Panel will conduct whatever review of the grievance it deems necessary. The Panel will hear unresolved grievances concerning allegations of unlawful discrimination, termination, suspension without pay, involuntary demotion and/or failure to award compensatory time. The Committee will hear all other unresolved grievances.

The Committee will conduct its review and make recommendations to the Department Director, the EEO/Grievance Officer, appealing party and employee's supervisor (charged party) and designated representatives within ten working days of the appeal.

The Panel will conduct a hearing and make its decision within five working days following the conclusion of the hearing. The written decision will be forwarded to the EEO/Grievance Officer, Department Director, appealing party, representatives of either or both parties and the employee's supervisor (charged party) within ten working days following the conclusion of the hearing. The decision will be binding on all parties.

STEP 5

If the review body is the State Grievance Review Committee, the Department Director/ designee will review the Committee's recommendations and will submit within three working days of receipt of the written State Grievance Review Committee recommendation his or her decision in writing to the EEO/Grievance Officer, all parties, representatives and supervisors involved. The Committee will be copied on this decision. The decision of the Department Director will be final and binding on all concerned regarding this matter and this procedure.

If the review body is the State Employee Grievance Appeal Panel, the Department Director will review the Panel's decision and effect implementation of the decision. If the Department Director does not agree with the Panel's decision, he or she may, within ten working days of receipt of the Panel's written decision, provide the Chief Fiscal Officer of the state and the aggrieved employee with written justification of the Agency's action and request a formal review of the Panel's decision by the Chief Fiscal Officer. The employee may also submit comments regarding the Agency Director's justification to the Chief Fiscal Officer. Such response to an Agency appeal will be submitted to the Chief Fiscal Officer of the State of Arkansas within ten calendar days of the date of the Agency appeal. (Appeals to the Chief Fiscal Officer should be processed by the Agency EEO/Grievance Officer). Within fifteen days of receipt of the Department Director's justification and written request for review, the Chief Fiscal Officer will issue a final administrative order affirming, reversing, or modifying the Panel's decision with such order binding on the Agency.

This, however, does not prohibit employees from availing themselves of remedies outside these procedures. Each employee retains the right to file a complaint with the Equal Employment Opportunity Commission or pursue other legal remedies.

Documentation

It will be the responsibility of the EEO/Grievance Officer to file a report of the grievance or complaint, the procedures followed and of its ultimate disposition, along with copies of all documentary evidence, with the Employee Relations Manager within ten working days following final disposition of the grievance. In addition, when an employee commences the formal grievance procedure or mediation at any step, it will be the responsibility of the EEO/Grievance Officer to immediately file a form with the Employee Relations Manager listing the name of the employee and of his or her immediate supervisor (charged party), the employing unit, a statement of the nature of the grievance and the chosen method of resolution and the date formal proceedings commenced.

All documentation relating to an employee grievance, which will be maintained in the Department Employee Relations Section, will be placed in a file separate from the employee's personnel file. No information relating to the grievance will become a part of any employee's permanent personnel record. However, such records will be maintained in hard copy for five years and permanently in such a manner as may be prescribed in applicable state and federal laws with regard to retention of such records.

Special Notations

Hearings at all steps of the grievance procedure component will be transcribed and become part of the case file record if appealed to the Agency Director, State Grievance Review Committee or the State Employee Grievance Appeal Panel. Meetings/hearings of the mediation component of this procedure will not be recorded.

At the conclusion of each step of the procedure, including mediation, written notification of decisions, agreements or recommendations will be provided to all parties involved, including the employee's immediate supervisor (when appropriate). If mediation is used, the only documentation will be a written Agreement of Resolution through Mediation or Statement of Non-Resolution through Mediation.

To initiate the grievance or mediation component of this procedure, the employee must submit the complaint or grievance in writing to the Agency EEO/Grievance Officer within five working days of the action.

SOLICITATION OF STATE EMPLOYEES

I. Policy:

Arkansas Department of Health owned, leased or operated land and buildings may be used for solicitation of an employee to purchase goods or services for his or her personal use only at times outside that employee's scheduled working hours and only with the approval of the Agency Director. Solicitation in Local Health Units will be coordinated with the Local Health Unit Administrator.

This policy is applicable to all ADH employees and to all land, buildings and equipment, which are owned, leased or operated by ADH.

Deputy Directors, Center Directors, managers and supervisors are responsible for implementing appropriate practices, with the Agency Director/designee's written approval, to ensure compliance with this policy.

Exceptions

Under certain conditions, the Agency Director may authorize informational sessions or sign-up opportunities during working hours. These include cafeteria benefit plans and officially sanctioned deferred compensation plans and group insurance products approved by the Arkansas State and Public School Employees Insurance Board.

The Agency Director may allow the offering of insurance to ADH employees upon notification of product approval by the Executive Director of the Employee Benefits Division of the Department of Finance and Administration.

Agency Director, Center Directors and their designated staff will ensure that appropriate operating procedures are implemented throughout ADH Centers in compliance with this policy.

II. Procedure:

Responsibility	Action
Employee	Submits written requests regarding solicitation of employees to supervisor.
Supervisor	Forwards all requests to Center Director/ designee.
Center Director/Designee	Forwards all requests regarding solicitation of employees to the Agency Director for approval.

"WHISTLE-BLOWER" ACT PROTECTION

(In accordance with Arkansas Code Annotated **§ 21-1-601 et. seq.**;
as amended by Act 601 of 2003 effective 07/16/2003)

Policy:

The Arkansas Department of Health (ADH) will not take adverse action against an ADH employee because the employee:

- Or a person authorized to act on behalf of the employee, communicates in good faith the existence of waste of public funds, property, or manpower, including federal funds, property, or manpower, administered or controlled by the Arkansas Department of Health or by a public employer or a violation or suspected violation of a law, rule, or regulation adopted under the law of this State or a political subdivision of the State to an appropriate authority. The communication will be made at a time and in a manner which gives the Arkansas Department of Health reasonable notice of need to correct the waste or violation.
- Participates or gives information in an investigation, hearing, court proceeding, legislative or other inquiry, or in any form of administrative review.
- Has objected to or refused to carry out a directive that the employee reasonably believes violates a law or a rule or regulation adopted under the authority of laws of the state.

The "Whistle-Blower" Act will not be construed to permit a disclosure which would diminish or impair the rights of any person or any public official to the continued protection of confidentiality of records or working papers where a statute or the common law provides for protection. The Arkansas Department of Health will use appropriate means to notify ADH employees of their protection and obligations under the Whistle-Blower Act.

Definitions

Adverse Action - To discharge, threaten, or otherwise discriminate or retaliate against an ADH employee in any manner that affects the employee's employment, including compensation, job location, rights, immunities, promotions, or privileges.

Appropriate Authority - A state agency or organization having jurisdiction over criminal law enforcement, regulatory violations, professional conduct or ethics, or waste; or a member, officer, agent, investigator, auditor, representative or supervisory employee of the body, agency or organization. The term includes, but is not limited to, the office of the Attorney General, the office of the Auditor of state, the Arkansas Ethics Commission, the Legislative Joint Audit Committee and the Division of Legislative Audit, and the offices of the various prosecuting attorneys having the power and duty to investigate criminal law enforcement, regulatory violations, professional conduct or ethics, or waste.

Communicate - A verbal or written report to an appropriate authority.

ADH Employee - A person who performs a full or part-time service for wages, salary, or other remuneration for the Arkansas Department of Health.

State Employer - Any of the following:

- An agency, department, board, commission, division, office, bureau, council, authority
- or other instrumentality of the State of Arkansas, including the offices of the various Arkansas elected constitutional officers and the Arkansas General Assembly and its agencies, bureaus, and divisions.

- A state-supported college, university, technical college, community college or other institution of higher education, or department, division, or agency of a state institution of higher education.

- The Arkansas Supreme Court, Court of Appeals, the Administrative Office of the Courts, the circuit and chancery courts, and prosecuting attorneys' offices.

Violation - An infraction or a breach, which is not of a merely technical or minimal nature, of a state statute or regulation, of a political subdivision ordinance or regulation or of a code of conduct or code of ethics designed to protect the interest of the public or a public employer.

Waste - A state agency's or institution of higher education's conduct or omissions which result in substantial abuse, misuse, destruction or loss of public funds, property, or manpower belonging to or derived from state or local political subdivision's resources.

Whistle-blower - A person who witnesses or has evidence of a waste or violation while employed with the Arkansas Department of Health and who communicates, in good faith, or testifies to, the waste or violation, verbally or in writing, to one of the employee's superiors, to an agent of the Arkansas Department of Health or to an appropriate authority, provided that the communication is made prior to any adverse action by the Arkansas Department of Health.

Damages - Damages for a job-related injury or loss caused by each violation of the "Whistle-Blower" act, including, but not limited to, fringe benefits, retirement service credit, compensation for lost wages, benefits, and any other remuneration, and reasonable court costs and attorneys' fees.

Good Faith Communication

An Arkansas Department of Health employee is expected to communicate in good faith if there is a reasonable basis in fact for the communication of the existence of waste or of a violation. Good faith is lacking when the ADH employee does not have personal knowledge of a factual basis for the communication or where the employee knew or reasonably should have known that the communication of the waste or of the violation is malicious, false or frivolous.

Civil Action

An Arkansas Department of Health employee who alleges a violation of "Whistle-Blower" protections may bring a civil action for appropriate injunctive relief or actual damages, or both, within 180 calendar days after the occurrence of the alleged violation. This may be brought in the chancery court for the county where the alleged violation occurred or for the county where the complainant resides, or in the chancery court of Pulaski County.

To prevail in an action brought under the authority of Arkansas Code Annotated **§ 21-1-601 et. seq.** as amended by Act 601 of 2003 effective 07/16/2003, the ADH employee will establish, by a preponderance of the evidence, that the employee has suffered an adverse action because the employee, or a person acting on his behalf, engaged or intended to engage in a protected activity.

The Arkansas Department of Health will have an affirmative defense to a civil action brought by an ADH employee if the adverse action taken against the employee was due to employee misconduct, poor job performance or a reduction in workforce unrelated to a communication made pursuant to the "Whistle-Blower" protections. The Arkansas Department of Health must prove the existence of the ADH employee's misconduct, poor job performance or a reduction in workforce is unrelated to the communication by a preponderance of the evidence.

Mediation/Dispute Resolution

An Arkansas Department of Health employee and the Arkansas Department of Health may voluntarily participate in a mediation under the Office of Personnel Management's Mediation program if both parties wish to resolve a dispute between the Agency and the employee that involves an adverse action taken against the ADH employee. Voluntary mediation will occur before a civil action, in which the ADH employee and the Arkansas Department of Health are parties, has been initiated in a court of law.

A court, in rendering judgment under Arkansas Code Annotated **§ 21-1-601 et. seq.** as amended by Act 601 of 2003 effective 07/16/2003, may order any or all of the following remedies:

- An injunction to restrain continued violation of the provisions of the "Whistle-Blower" Act;
- The reinstatement of the ADH employee to the same position held before the adverse action or to an equivalent position;
- The reinstatement of full fringe benefits and retirement service credit;
- The compensation for lost wages, benefits, and any other remuneration;
- The payment by the Arkansas Department of Health of reasonable court costs and attorney's fees.

A court may also order that reasonable attorney's fees and court costs be awarded to the Arkansas Department of Health if the court determines that an action brought by an ADH employee under this act is without basis in law or fact. An ADH employee will not be assessed attorney's fees if, after exercising reasonable and diligent efforts after filing the suit, the ADH employee files a voluntary non-suit concerning the Arkansas Department of Health within 60 calendar days after determining the Arkansas Department of Health would not be liable for damages.

VISITORS IN THE WORKPLACE

Policy:

It is the policy of the Arkansas Department of Health to provide for the safety and security of its employees and its facilities by providing a workplace for all employees that is professional, productive, free from distraction, and safe; safeguarding information, and decreasing the risk of harm to the visitor and the potential liability to the Department. Therefore, only authorized visitors are allowed in the workplace during work hours. All visitors in the workplace, including children, spouses, relatives, friends of employees and those individuals who have a personal or business relationship with the employee that is of a non-work-related nature, are restricted from frequent and/or prolonged visits to the workplace except when approved in advance by the work unit supervisor or work unit leader. In all cases, children of Department of Health employees are prohibited from accompanying employees engaged in fieldwork to work-sites at any time.

The Department of Health cannot accommodate unauthorized visitors, including but not limited to children, in the workplace. The frequent or prolonged presence of unauthorized visitors, including children, in the workplace during work hours is prohibited. Employees are responsible for arranging alternative day care for children or using annual leave, sick leave, or accrued compensatory time, as appropriate. Employees violating this policy may be subject to disciplinary action, up to and including termination. This policy is applicable to all ADH employees. Supervisors are responsible for implementation of this policy and Human Resources is responsible for ensuring compliance.

Definitions

Employee:	Any individual employed by the Department of Health in any classification.
Authorized Visitor:	Any non-employee who has official business with the Department of Health.
Unauthorized Visitor:	Any non-employee who does not have official business with the Department of Health. This includes children, spouses, relatives, friends of employees, and those individuals who have a personal or business relationship with the employee that is of a non-work-related matter.
Workplace:	Any ADH facility, work unit, Local Health Unit or vehicle owned, operated or leased by the Arkansas Department of Health.
Frequent:	More than two times a week.
Prolonged:	More than one hour in any one visit.

Markham Street Campus Visitors

All visitors to the Markham Street Campus must check in with the Security Desk and obtain a Visitor badge. Vendors and contractors will be issued Vendor badges. Employees of the Department of Human Services (DHS), the University of Arkansas for Medical Sciences (UAMS), the Governor's Office and Arkansas Department of Emergency Management (ADEM) with picture ID badges will be admitted without a Visitor badge. Security guards are required to contact the ADH staff member who has a visitor in order for the employee to accompany the visitor to his/her destination. Employees are responsible for the acts of heir visitors in the workplace. At no time is a visitor to be left alone or unsupervised in any area of the Department of Health.

Employees in the Markham Street Campus who notice visitors without any type of badge should immediately offer assistance and accompany the person to the Security Desk.

Visitor Badge

Vendor Badge

COMPENSATION FOR SECOND LANGUAGE

I. Policies:

Arkansas Department of Health employees occupying positions that require contact with Limited English Proficient (LEP) clients are eligible to apply for the compensation for second language salary override. Criteria listed in this policy must be met. Plus, funding for the salary override must be available. Qualified employees applying for the compensation for second language salary override are tested in both the Oral and Written Sections.

Act 1461 of 2001 allows for up to a ten percent (10%) increase in pay to any employee whose specific job assignment requires the skill to communicate in a language other than English, including American Sign Language. In those instances where the granting of additional compensation would have the effect of exceeding the maximum annual rate for the grade assigned to the employee's classification, the additional compensation is not considered as exceeding the maximum allowable rate for the grade.

The second language **MUST** be used at least 25% of the time in the job to be eligible for use of this provision. An employee who is receiving additional compensation and moves into a position that does not require the skill to communicate in a language other than English, or whose position no longer requires the use of the skill, shall revert, on the effective date of the change, to the rate of pay the employee would otherwise receive.

Payment is determined by adding together the percentages achieved on both the Oral and Written Sections for a possible maximum of 10%.

ORAL Section

1. Advanced – 5%
2. Fluent – 3.75%
3. Intermediate – 2.5%
4. Beginning/Basic – 1.25%

WRITTEN Section

1. Advanced – 5%
2. Fluent – 3.75%
3. Intermediate – 2.5%
4. Beginning/Basic – 1.25%

For employees to provide written language services (translation) in the work units, they **MUST** score in the Intermediate level or above (which includes Fluent and Advanced) on the Written Section.

Employees are given a preliminary screening at no cost. If they score 65% or higher, the Department of Health will pay the cost for the language test. Those who fail the screening can take the language test if they choose to pay the cost themselves.

If an employee requests to be tested again, that request will be considered if it has been at least a year from the original test and based on funds available. Employees can be retested at any time if they choose to pay for the test themselves.

Salary override and testing reimbursement are based on funds available. Contact the Office of Minority Health and Health Disparities (OMHHD) for information on approved testing agencies. A reminder of this information can also be found on the Department of Health's OMHHD web page.

The testing agency needs a day or two notice in advance of the test. The oral test takes approximately 30 minutes and is done by phone on an individual basis. The written test takes 30 minutes and is done in a group. If more than one employee in a work unit will be tested, it is preferable to test them all at the same time. Test scheduling should be done in a manner to avoid disruption of work schedules.

The testing agency faxes the written test to a designated individual in the work unit. That individual faxes the completed tests back to the testing agency. Employees are allowed to bring appropriate translation dictionaries and use them during the test. It is helpful to have a clock or timer that can be seen during the test.

Occasionally, there may be funds available to improve and enhance employees' language skills. Employees may contact OMHHD for more information.

II. Procedures:

Responsibility	Action
Work Unit Supervisor	Submits a letter of request to the Regional Management Team/Center Director.
Regional Management Team/ Center Director	Verifies eligibility to receive override and authorizes the work unit supervisor to proceed with testing process.
Work Unit Supervisor	Contacts OMHHD for testing agency contact. When test scores are reported, submits Request for Personnel Action (HR-1161) requesting appropriate override based on employees' test scores.

Responsibility	Action
Work Unit Supervisor	If funding for override comes from a different source than where the current position is funded, submits an AASIS Coding Request Document (OF-131). Notifies the program where funding is allocated.
Regional Personnel/Budget Coordinator	**For the Center for Local Public Health**: Forwards forms to the Center for Local Public Health Personnel/Budget Coordinator.
Personnel/Budget Coordinator	Completes appropriate forms sent by work unit supervisor for signatures by the designated person. Forwards form(s) to Human Resources.

SPECIAL RATES OF PAY
Special Labor Market Rate for Hiring Senior Epidemiologists

Policies:

Special labor market rates may be used when hiring Senior Epidemiologists. These special rates apply **only** to those positions functioning as Epidemiologists. New hires start between $38,300 and $47,500, based on their qualifications according to the following chart:

Entry Rate	Requirements
$47,500	1. At least two years of relevant experience in the field of Epidemiology or a closely related field, as determined by the Epidemiology Review Team, **and** 2. MPH or equivalent, as determined by the Epidemiology Review Team, **and** 3. At least three appropriate graduate level courses (e.g., Epidemiology, Biostatistics), as determined by the Epidemiology Review Team.
$42,900	#1 above **and** either #2 **or** #3
$38,300	#1 above

The Epidemiology Review Team must approve special entry rates for all new hires. The Team consists of:

- the Epidemiology Work Unit Leader
- the Epidemiology Work Unit Administrative Leader
- a Chief Epidemiology Officer (Ph.D. level)
- the Health Information Services Service Unit Leader
- Statewide Services Administrative Leader, if applicable
- a Regional employee, if applicable

The higher labor market rate is for the sole purpose of recruiting and retaining qualified Epidemiologists. Employees hired at a higher rate than $38,300 forfeit the difference between the higher rate and $38,300 if the employee chooses to enter another position that does not function as an Epidemiologist. New hires at above $38,300 sign a Memorandum of Agreement (MOA) with this policy.

SPECIAL RATES OF PAY
Local Health Unit Administrators

Policies:

Any employee serving in the capacity of Local Health Unit Administrator may be eligible to receive 7.5% in extra pay as compensation for assuming extra responsibilities. This extra pay is effective as long as the employee functions as Local Health Unit Administrator. **Exception: Anyone above grade 20 who is appointed as Local Health Unit Administrator may not be eligible for the 7.5% salary override.**

A Local Health Unit Administrator at Level IV of his grade may be eligible for extra pay above Level IV.

JOB SERIES PROMOTIONS

I. Policy:

The Arkansas Department of Health promotes employees into promotion eligible positions within a job series based on performance and conduct when the employee has met the minimum qualifications for the higher level position, the performance evaluation funding is available, and the promotion is recommended by the supervisor and approved by the reviewing official. ADH is not obligated to promote any incumbent.

Where no employees meet the criteria for a job series promotion or where funds are not available for such promotions, a vacated position in a job series must be filled at the lowest level in that job series. Exceptions to hiring at this level must be approved by the Office of Personnel Management upon review of detailed documentation and justification.

An employee's rate of pay will be increased by **6%** for one grade and **8%** for two or more grades promotion above the salary for the previous classification grade. If the new salary is below the entry level for the new classification, the salary will be adjusted to pay level I of the grade. Salary adjustments resulting from promotions are added to the employee's base pay for retirement.

This policy establishes a mechanism for promoting employees within the Agency who occupy positions within OPM job series and applies to all ADH employees occupying positions within an OPM job series.

Human Resources, Center Directors, managers and supervisors are responsible for implementing this policy within the Department.

Definitions

Classified Position - a regular salary position in grade 1 through grade 26.

Employee Performance Evaluation - a documented review of the employee's job performance during a 12 month rating period.

Job Series - a cluster of hierarchical classes with similar job duties and functions grouped for professional promotion purposes.

Promotion Eligible Position - a specific position within a job series which allows incumbent employees to promote to the next higher level within the job series if minimum qualifications for the higher level are met, the performance evaluation funding is available, and the promotion is recommended by the supervisor and approved by the reviewing official.

Reviewing Official - The official designated to review and approve performance evaluations to ensure appropriate procedures are followed and provide information and maintain the integrity of the system.

Eligibility

An employee may be eligible for promotion to the next level in a job series if the following criteria are met:

1. The employee has successfully completed a minimum of six continuous months of employment in his/her current classification within the Agency.

2. The employee meets the minimum qualifications for the higher-level classification in a job series. Note: Requests for promotion must include documentation of the employee's eligibility for the new classification level including, but not limited to, performance, certifications and/or licenses and relevant job experience.

3. The employee's rater has completed a performance evaluation on the employee resulting in an overall performance rating of satisfactory or above in the current position.

4. The employee has not received an "unsatisfactory" or "needs improvements" rating in any performance criteria of his/her Performance Evaluation and there are no documented disciplinary actions (e.g., written warnings, or suspensions) during the current or last rating period, and is not on probation due to a disciplinary action or for unsatisfactory job performance during the rating period.

5. The supervisor has recommended the employee for promotion, submitted all supporting documentation, and the Reviewing Official has approved the recommendation.

6. The Reviewing Official has certified that funds are available and the availability of funds has been verified by the ADH Office of Finance.

Appeal Process

Employees may not grieve or appeal denial of promotion unless they believe that the denial is based upon unlawful discrimination.

II. Procedure:

Responsibility	Action
Supervisor	When the employee has met the criteria for a job series promotion, submits the Request to Promote (HR-*62*) and all documentation justifying the recommendation to the appropriate reviewing official.
Reviewing Official	Reviews, approves or disapproves the promotion and certifies the availability of funds, if applicable. Submits all documentation to Human Resources for processing in accordance with established guidelines and notifies hiring official of the approval.
Human Resources	Monitors and administers the promotion process in accordance with this policy, ensures appropriate file maintenance, and provides technical assistance, as necessary; reviews records to determine any unusual patterns; and maintains required employee certification or licensure documents for audit purposes.

Arkansas Comprehensive Emergency Management Plan (ARCEMP)

REVISED 2012

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STATE OF ARKANSAS
MIKE BEEBE
GOVERNOR

August 31, 2012

To: State and Local Authorities and the Citizens of Arkansas:

As Governor of the State of Arkansas, and in accordance with provisions of Arkansas Code Annotated 12-75-101 *et seq.*, I am responsible for the welfare and safety of citizens residing in the State. Toward this objective, I have directed the preparation and periodic review of the Arkansas Comprehensive Emergency Management Plan (ARCEMP).

This plan describes the ways in which resources of local, state, and federal governments may be most effectively used to ensure that the State is prepared for all hazards. It also explains the methods that responders will use in reacting efficiently to save lives and property and to alleviate suffering when disasters occur.

Responsibilities for specific emergency support functions are assigned to and accepted by appropriate state agencies through Memorandums of Agreement.

This plan and the changes to it are effective upon its publication on the Arkansas Department of Emergency Management's Web page (www.adem.arkansas.gov). The Director of the Arkansas Department of Emergency Management publishes this plan and will issue changes or corrections as required.

Sincerely,

Mike Beebe

MB:jb

STATE CAPITOL, SUITE 250 • LITTLE ROCK AR 72201
TELEPHONE (501) 682-2345 • FAX (501) 682-1382
INTERNET WEB SITE • www.governor.arkansas.gov

Record of Changes

Arkansas Comprehensive Emergency Management Plan

(ARCEMP)

Date of Change	Location and Nature of Change
8/9/2012	Biological Support Annex – ADH plan name changes
8/15/2012	Terrorism Incident Law Enforcement and Investigation Annex Added references to PPD 8
8/16/2012	Changed the Catastrophic Earthquake Annex to the Catastrophic Incident Annex. The Region VI/Arkansas Joint Earthquake Oplan covers catastrophic earthquake issues
9/6/2012	Additional Information added to ESF 6. VOAD list updated
9/6/2012	ESF 11 AHTD was changed to Arkansas State Highway and Transportation Department.
	Volunteer and Donations Annex. Adventist Community Services added as a support agency. Aid Matrix was changed to the National Donations Management Network; All Hands Volunteers was added as a support agency.
	Basic Plan – Clarified information regarding the Governor's ability to deploy the Arkansas National Guard.
	Mass Evacuation Annex – Added ESF 6 as a support agency, Updated the definition of service animals, and updated the types/names of shelters
	ESF 1 – Expanded on the first bullet point in policy Removed Port Owners and Rail Owners from Support Agency Table, Added Air Operations Plan to the Authorities and References Section.

Arkansas Comprehensive Emergency Management Plan

Introduction

Overview

This Basic Plan section of the Arkansas Comprehensive Emergency Management Plan (also referred to as the ARCEMP) is an overview of how the state conducts all-hazards incident response. It defines the responsibilities of local, state and federal governments and the resources brought to response by volunteer agencies and the private sector. It also provides broad guidance to state agencies and outlines the aid and assistance available to local and state governments in the event of an emergency.

The ARCEMP is intended to be flexible so that following the plan doesn't encumber the response, scalable so that response is appropriate to the magnitude of the event, and adaptable to address the changes that occur during an event.

This Basic Plan Section briefs on the coordination of roles and responsibilities across the state. It captures specific authorities and capabilities for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters.

The ARCEMP is always in effect and can be implemented as needed to improve response. This plan supersedes any previous Arkansas Emergency Operations Plan. Anyone reading any part of the ARCEMP should be familiar with this Basic Plan section.

Distribution

The ARCEMP is published to the ADEM website. The plan is written and maintained by ADEM for government decision makers, private sector business and nongovernmental stakeholders and emergency management practitioners. Readers are encouraged to recommend improvement or appropriate changes to this plan. Suggestions can be made through the ADEM website at www.adem.arkansas.gov.

Purpose

This plan is written to outline the state services provided under the fifteen Emergency Support Functions (ESFs). This includes the identification, mobilization, and coordination of available state owned, private industry and volunteer equipment, manpower, and technical expertise. The plan outlines the roles and responsibilities taken by these entities to provide essential emergency services in the event of an emergency or disaster.

More specifically, the purpose of the Arkansas Comprehensive Emergency Management Plan is to:

- Develop an all-hazards planning approach that will address all threats, emergencies or disasters that may impact Arkansas.
- Create the general planning structure for prevention, protection, response, recovery, and mitigation activities at the state level.
- Reduce vulnerability to loss of life and damage to property resulting from natural, technological, and man-made disasters.
- Describe the state's role in supporting local governments during an emergency or disaster.
- Describe the state and federal relationship during response and recovery operations.
- Describe the various types of disasters which are likely to occur - from local events to catastrophic disasters.
- Describe the actions that the State Emergency Support Functions will initiate in coordination with county and federal counterparts.
- Describe the mechanisms to deliver immediate assistance, including direction and control of intrastate, interstate and federal response and recovery assistance.
- Create a system that incorporates the tenets of the National Incident Management System (NIMS).
- Incorporate the core capabilities developed under Presidential Policy Directive 8: National Preparedness (PPD-8) and defined in the National Preparedness Goal.

Scope

The ARCEMP establishes guidelines to aid in the use of resources, processing of requests, and coordinating the management of each ESF's resources. The guidance comes from assisting agencies and private industry. It considers determinations of the priority of infrastructure and other repair, damage assessments, and appropriate emergency management coordination among state agencies, local jurisdictions, and neighboring states.

The ARCEMP provides structures, based upon NIMS, for implementing state-level policy and operational coordination for domestic incident response. It can be partially or fully implemented in the context of a threat, in anticipation of a significant event or in response to an incident. Selective implementation allows for a scaled response, delivery of the exact resources needed, and a level of coordination appropriate to each event.

In this document, an 'incident' or 'event' includes the threat, expectation, or occurrence of emergency or disaster regardless of its cause. Since the causes of events range from accidents and natural disasters to terrorist attacks, the ARCEMP addresses operations from an all-hazards perspective.

The ARCEMP is intended to accelerate and make more disciplined the State's capacity to rapidly assess and respond to incidents that require state assistance. In practice, many incidents require immediate activation of interagency coordination protocols to prevent the incident from becoming worse or to surge more aggressively to contain it. A state department or agency acting on independent authority may be the initial and the primary state responder, but incidents that require more systematic state response efforts are now actively coordinated through the appropriate mechanisms described in this document and in its supporting annexes.

Incident Management

Arkansas has adopted the *National Incident Management System (NIMS)* as the template for managing incidents.

Local jurisdictions overwhelmed by event(s) are obligated to coordinate with State, Federal and private sector support teams. Each layer of government must use its capabilities

effectively in support of the other layers. They must complement each other for their separate actions to result in achievement of a common goal. The NIMS Incident Command System (ICS) offers a proven structure to create an effective team from very diverse members.

It is important that the ARCEMP accurately reflects the capabilities of each level of government and that each entity performs according to the general roles outlined in the ARCEMP. Toward this end, each ESF is encouraged to present its capabilities as realistically as possible in its annex.

Each organization or level of government has an obligation to continuously improve its own core emergency management responsibilities.

Arkansas makes every effort to include public sector agencies, private sector businesses and nongovernmental organizations (NGOs) in all aspects of planning.

Local jurisdictions, states, the Federal Government and our private sector partners must each understand their respective roles and responsibilities. Below is a brief summary of emergency management roles.

Individuals and Families

Resilient communities begin with prepared individuals and families and the leadership and engagement of local government and the private sector. Individuals, families and caregivers to those with special needs should enhance their awareness of risk and threats, develop family emergency plans that include care for pets and companion animals and prepare emergency supply kits. Individuals can also volunteer in their communities.

Local Jurisdictions

Local police, fire, public health and medical providers, emergency management, public works, environmental response professionals and others in the local jurisdiction are often the first to detect or respond to a threat, hazard, or emergency. They also are often the last to leave an incident site or otherwise to cope with the persistent effects of an incident.

Local governments are closest to those impacted by natural disasters, and have always had the lead in response and recovery. The local Chief Elected Official (the County Judge,

Mayor, or City Manager) is responsible for ensuring the public safety and welfare. Senior officials and their emergency managers build the foundation for an effective response. They organize and integrate their capabilities and resources with neighboring jurisdictions, the State and the private sector. Private sector businesses are vital partners within local jurisdictions.

State

The state is a sovereign entity and the Governor has the primary responsibility for the safety and welfare of its residents. The Governor also has the authority to determine the manner in which state response will be funded.

The state has significant resources and a robust ability to respond to emergency or disaster. The role of state government in most events is to supplement local response capability before, during, and after incidents. During incident response, the state plays a key role by coordinating the resources and capabilities of entities outside the affected local jurisdiction. This potentially gives the affected area access to the resources of every state agency. Arkansas has access to the resources of other states in FEMA R6 (Texas, Arkansas, Louisiana, Oklahoma, and New Mexico) through the Interstate Emergency Response Support Plan (IERSP). Arkansas can request assistance from every state and possession of the U.S. through its membership in the Emergency Management Assistance Compact (EMAC). The Governor has the option to request assistance from the federal government if its assets are needed.

The Federal Government

The Federal Government maintains a wide array of capabilities and resources that can be made available upon request of the Governor. When an incident occurs that exceeds state or local resources, the Federal Government provides resources and capabilities to support the State response.

The Private Sector

The private sector includes for-profit businesses, trade associations and non-governmental organizations (NGOs), not-for-profit enterprises, faith-based organizations and other voluntary organizations. The private sector also includes individual citizens and families who can significantly impact the outcome of any event by being prepared for emergencies.

Private sector businesses play an essential role in protecting critical infrastructure and restoring normal operations after a disruption. This mitigates the impact of a disaster or emergency and accelerates the pace of recovery for local jurisdictions and the nation.

The private sector contributes to response efforts by partnering with government to assess threats, evaluate risks and mitigate identified hazards. The private sector plays a vital role in effective response by performing essential service missions within local jurisdictions.

Private sector entities are encouraged to develop plans to ensure the continuity of their operations as well as plans to participate in disaster response. They are urged to involve state and local planners so that government and private sector response actions come together effectively.

Incident Response

The Arkansas Comprehensive Emergency Management Plan is primarily function-based. The state has developed capabilities and identified resources that may be required based on hazard identification and risk assessment. The remainder of this Introduction explains the ARCEMP's organization, scope, response principles, and preparedness strategy.

Organization of the Arkansas Comprehensive Emergency Management Plan

The plan has been approved by the Governor of Arkansas who is the Promulgation Authority. That approval is conveyed by the Governor's Letter which is included in the ARCEMP.

The ARCEMP includes this Basic Plan, which describes the principles that guide the state's response, roles and responsibilities. It also includes supplemental documents that provide more detailed information to assist practitioners in implementing the ARCEMP.

Emergency Support Function (ESF) Annexes group state resources and capabilities into fifteen functional areas that are most frequently needed in a state response (e.g. Transportation, Firefighting, Mass Care). Each functional area, or ESF, is coordinated by a department or agency. The ESF Annexes discuss the knowledge, skills, and abilities of the various state departments and agencies. ESF Annexes describe state resource management functions before, during and after an incident.

Support Annexes describe less direct, but still essential, functions that augment state response and are common to most incidents (e.g., Financial Management, Volunteer and Donations Management, Private Sector Coordination). These annexes provide additional detail for the ARCEMP.

Incident Annexes address the unique aspects of response to particular incidents or types of incidents. For example: In most incidents, ADEM takes the lead in dissemination of public information. In a nuclear/radiological incident, the Arkansas Department of Health (ADH) leads that function because the health implications from such an event are unique to that type of incident and ADH has the necessary subject matter expertise to address those issues.

Organization by ESF provides the structure for coordinating the resources of many state agencies as they respond to an incident. Capabilities typically required in response are grouped into 'functions' and overseen by a coordinating entity with a seat in the SEOC. This streamlines support to local jurisdictions by increasing situational awareness within each function.

The Arkansas Comprehensive Emergency Management Plan will continue to be updated by ADEM as needed and will be reviewed annually.

Response Principles

The primary objective of response activities centers upon saving lives and protecting property. Incidents must be managed at the most local jurisdictional level possible and must be supported by additional jurisdictions as needed. It is not necessary that each level become overwhelmed, or fail, prior to surging resources from another level. Response at every level must 'lean forward' to have resources in place ahead of the disaster.

Most incidents begin and end locally and are wholly managed at the local level. Many incidents require additional resources or support from across the jurisdiction, and some require additional support from neighboring jurisdictions or the state. A few require Federal support. State response protocols recognize this and are structured to provide assistance on the appropriate scale. During large-scale events, all levels will take proactive measures to respond; anticipating resources that may be required.

Effective unified command is indispensable to incident response. It requires a clear understanding of the roles and responsibilities of each participating organization. In incidents involving multiple jurisdictions, a single jurisdiction with multiagency involvement, or multiple jurisdictions with multiagency involvement, unified command allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively. Each participating agency maintains its own authority, responsibility and accountability. The ARCEMP employs the NIMS structures and tools including unified command.

The unified command concept is distinct from the military chain of command. Military forces do not operate under the command of the Incident Commander or under the unified command structure.

Part of a Broader Strategy

The ARCEMP focuses on the preparedness activities that are directly related to an evolving incident or potential incident rather than the steady-state preparedness or readiness activities conducted in the absence of a specific threat or hazard. It does not try to include all of these larger efforts. The preparedness activities discussed in the ARCEMP are one part of the state's overall strategy.

Roles and Responsibilities

This section provides an overview of the core stakeholders responsible for emergency management at the local and state levels.

Local Jurisdictions

The responsibility for responding to emergencies and disasters, both natural and manmade, begins at the local level with citizens and public officials in the county, city or town affected by the event. Local government has the responsibility for providing mass care and for coordinating the various agencies and organizations that normally provide assistance to victims and emergency response personnel. Local leaders and emergency managers prepare to manage incidents locally.

Chief Elected or Appointed Official

The County Judge is responsible for ensuring public safety and the welfare of the people of the jurisdiction. Specifically, this official provides strategic guidance and resources during emergency preparedness, response and recovery efforts. Emergency management is a core obligation of local leaders. The chief elected official can declare that a state of emergency exists within the jurisdiction so that state disaster relief can be utilized. The chief elected official is also the person who will make a decision to evacuate an affected area should the situation require it.

Chief elected or appointed officials must have a clear understanding of their roles and responsibilities for successful emergency management and incident response. Any incident can have a mix of political, economic, social, environmental, public health and financial implications with potentially serious long-term effects.

Key responsibilities include:

- Establish strong working relationships locally with other jurisdictional leaders and with core private sector business and NGO leaders. The objective is for the jurisdiction's leadership to become acquainted with colleagues in advance of an incident.
- Encourage local leaders to focus on emergency management preparedness and mutual support.
- Keep a written record of manpower and equipment used to cope with a disaster.
- Support participation in mitigation efforts.

- Understand and support the laws and regulations that enable emergency management and incident response.
- Ensure that local emergency preparedness plans are maintained, are accurate and are complete.

The chief elected official is the head of the local government which regulates building codes and land use matters.

Activation of the local EOC, coordination of multiple operations, requests for outside assistance and initiation of local emergency broadcasts all occur under the direction of the chief elected or appointed official. Local jurisdiction leaders also work closely with their members of Congress during emergencies and on an ongoing basis regarding local preparedness, capabilities and needs.

Emergency Manager

The local emergency manager has the day-to-day responsibility of overseeing emergency management programs and activities. He or she works with elected and appointed officials to ensure that the local jurisdiction's emergency response plans and activities respect the plans and capabilities of the stakeholders. This role typically encompasses all aspects of a jurisdiction's mitigation, preparedness, response, and recovery capabilities.

The emergency manager coordinates all components of the emergency management program for the local jurisdiction. The duties of the local emergency manager commonly include the following:

- Coordinate the planning process and work cooperatively with local agencies and private sector enterprises.
- Oversee assessments of damage resulting from an incident.
- Maintain awareness of the availability and readiness of local capabilities. Emergency managers will recognize the jurisdiction's shortfalls and direct efforts to eliminate them.
- Advise and inform local officials about emergency management activities, to include providing situational awareness during an incident.
- Develop and execute public awareness and education programs.

- Involve private sector businesses, NGOs, and relief organizations in planning, training and exercises.
- Serve as the jurisdiction's media liaison and/or public affairs spokesperson.

Department and Agency Heads

Department and agency heads collaborate with the emergency manager to develop the local emergency operations plan and to acquire key emergency management resources. Participation in the planning process ensures that specific capabilities (i.e., firefighting, law enforcement, emergency medical services and public works) are integrated into a useable plan to serve the local jurisdiction.

These department and agency heads develop internal policies and procedures that support the jurisdiction's response and recovery plans and needs. They participate in interagency training and exercising to evaluate and improve their capabilities.

Private Sector Businesses and NGOs

Each private sector entity that participates in emergency response is encouraged to appoint an Emergency Management Liaison Officer (EMLO) who will coordinate its emergency response activities with the SEOC and with its local jurisdiction.

Businesses

Businesses are encouraged to engage in continuity planning and to share those plans with local government. Preparation before an event will alleviate the impact of any situation that might occur.

Businesses - private sector for-profit enterprises - are critical to both response and recovery. Businesses have goods on site that can be used to sustain response activities. In recovery, functioning businesses bring tax dollars and economic stability to communities that might otherwise fail to rebound from a disaster.

Much of the nation's critical infrastructure – the systems that allow large numbers of people to live in close proximity to each other – is owned by businesses. Failure of these systems, regardless of the cause, is a disaster. The degree to which these businesses prepare for disaster impacts every citizen in the affected area. No jurisdiction can recover from disaster until these systems recover. Damage to infrastructure often impacts well beyond the immediate disaster area. Businesses control, and sometimes are, key resources. Key resources are essential to minimal operation of the economy and the government. A spring in an otherwise waterless area is a key resource. Military installations and Disney World are key resources for the households, businesses, and governments who depend on them for income.

Nongovernmental Organizations (NGOs) and Volunteer Agencies (VolAgs)

NGOs are urged to prepare for the roles they intend to play in emergency and disaster and to include the appropriate level of government in the process.

NGOs are not for-profit and not government. The group is predominantly made up of volunteer agencies. VolAgs ordinarily prepare to respond to disaster rather than to survive the direct impact of an event. VolAgs focus their efforts on individuals and families. The VolAgs support response efforts at all levels, particularly the functions of ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services. They provide sheltering, emergency food supplies, counseling services and other vital support services to disaster survivors. Some provide specialized services to individuals with disabilities and some provide mental health services to help survivors overcome the trauma associated with a life-changing or life-threatening event.

NGOs are independent and committed to specific interests and values. These interests and values are reflected in the resources they provide. NGOs augment efforts at all levels of response.

The state coordinates its response with that of the Arkansas Voluntary Organizations Active in Disasters (ARVOAD). ARVOAD is a group of charitable organizations - both faith based and secular – who provide relief to citizens affected by disaster. ARVOAD maintains situational awareness of its members' disaster response activities through regular and frequent conference calls to which they invite representatives of emergency management. ARVOAD also

has a seat in the SEOC. The members of ARVOAD and other NGOs make invaluable contributions to disaster response.

State

Disaster assistance provided by the state is a supplement to, and not a substitute for, relief that can be provided by local governments.

Governor. The Governor is responsible for meeting and mitigating, to the maximum extent possible, dangers to the people and property of the state presented or threatened by disasters. The Governor may issue executive orders, proclamations, and regulations – which have the force of law - and amend or rescind them.

Current legislation in force names five distinct funds within the Office of the Governor. The statute also stipulates the size and use of each one; including specifically that one fund - the Governor's Disaster Fund - may be increased from time to time at the discretion of the Governor.

The Governor is Commander-in-Chief of all forces available for emergency duty. To the greatest extent practicable, the Governor delegates operational control by executive order or regulation prior to disaster emergency, but can also do so during the event. Additionally, the Governor may exercise the following powers.

- Suspend the provisions of any regulatory statutes prescribing the procedures for conduct of state business, or the orders, rules, or regulations of any state agency, if strict compliance with the provisions of any statute, order, rule, or regulation would in any way prevent, hinder, or delay necessary action in coping with the emergency;
- Utilize all available resources of the state government and of each political subdivision of the state as reasonably necessary to cope with the disaster emergency;
- Transfer the direction, personnel, or functions of state departments and agencies or units of state departments and agencies for the purpose of performing or facilitating emergency management;
- Subject to any applicable requirements for compensation under § 12-75-124, commandeer or utilize any private property if he or she finds this necessary to cope with the disaster emergency;

- Direct and compel the evacuation of all or part of the population from any stricken or threatened area within the state if the Governor deems this action necessary for the preservation of life or other disaster mitigation, response, or recovery;
- Prescribe routes, modes of transportation, and destinations in connection with evacuation;
- Control ingress and egress to and from a disaster area, the movement of persons within the area, and the occupancy of premises therein;
- Suspend or limit the sale, dispensing, or transportation of alcoholic beverages, firearms, explosives, and combustibles; and
- Make provision for the availability and use of temporary emergency housing.

Arkansas Department of Emergency Management (ADEM). ADEM is responsible for coordinating the state and federal response to major emergency or disaster. This includes supporting local governments when they reach or anticipate exhaustion of their capabilities. ADEM will:

- Lead the state's disaster/emergency response planning and coordination.
- Advise the Governor, government officials and local governments as to the nature, magnitude and possible effects of the disasters and emergencies likely to affect Arkansas.
- Dispatch an Area Coordinator to each incident to evaluate the situation, coordinate state activities with local governments and advise the SEOC first hand of the situation.
- Provide advice and assistance on emergency operations plans, public information, training programs, funding, exercises and proper administration of local programs to state agencies, local governments, and private sector.
- Coordinate the response functions of state government.
- Function as liaison with federal and private agencies.
- Maintain all capabilities necessary to operate the SEOC.
- Coordinate planning and response operations with adjoining states.
- Maintain the ARCEMP as required by law and to the standards set by the Emergency Management Accreditation Program (EMAP).

- Train and exercise SEOC staff on software and operating procedures as needed.
- Staff the SEOC in North Little Rock twenty-four hours a day.
- Maintain the primary National Alert Warning System (NAWAS) warning point at the SEOC and receive warning information.
- Coordinate efforts to keep the population informed of developing situations, recommend appropriate protective actions, control rumors and speculation, and to release general information for the safety and welfare of the state.
- Direct damage assessment and recovery programs. ADEM will compile preliminary damage estimates and complete a damage assessment report.
- Assist the Governor in requests for Presidential disaster or emergency declarations.
- Assist the federal government in the delivery of its assistance programs.
- Establish and operate Disaster Application Centers as needed.
- Administer state assistance programs.
- Coordinate and promote emergency response training throughout the state. The agency also advises local governments in the development of exercise and training programs.

State departments and agencies. The Arkansas departments, agencies, commissions, and offices having roles in emergency response also participate in preparedness and recovery.

As provided in Arkansas Code Annotated § 12-75-116, each state agency has appointed an Emergency Management Liaison Officer (EMLO). The EMLO is ADEM's point of contact at that agency.

In addition, certain agencies have taken responsibility for coordination of an Emergency Support Function. Each of these has a point of contact (ESF POC) who may or may not be the EMLO to ADEM. Many agencies appoint the same person to both positions. The difference is that the area of expertise for the ESF POC is specifically ESF issues. The area of expertise for the EMLO is typically anything to do with the agency.

Administration and Logistics. The Director, Arkansas Department of Emergency Management, in coordination with the Director, Department of Finance and Administration (DFA), will facilitate resource support for statewide emergency operations. At both state and local levels, actions will be taken to establish orderly files or directives and forms so that during

a disaster this information will be readily available. All state property and supplies will be adequately accounted for and protected.

Any purchases that must be made for disaster will be made through DFA and in accordance with the policies listed in ESF #7 – Resource Support.

Current Memoranda of Understanding and similar agreements that address administration and logistics issues will be filed and readily available at all times.

State authorities will keep a record of manpower and equipment used to cope with a disaster. ADEM will use this record and the records of local jurisdictions to determine state and local contributions in requesting Presidential disaster declaration.

Federal

When an incident occurs that exceeds local or state resources – or when an incident is managed by Federal departments or agencies acting under their own authorities – the Federal Government uses the National Response Framework to involve all necessary department and agency capabilities, organize the response and ensure coordination with response partners.

Response Actions

Four key response actions typically occur in support of an emergency response:

Gain and Maintain Situational Awareness

Situational awareness requires continuous monitoring of relevant sources of information regarding actual incidents and developing hazards.

State Actions. The State will address the inherent challenges in establishing successful information-sharing networks by:

- Maintaining intelligence fusion centers that bring together into one central location law enforcement, intelligence, and other agencies to evaluate available information and intelligence.
- Collaborating to encourage intelligence and information sharing and including regional, multi-state and Federal systems. The State will utilize standards for information sharing that foster the ability of these systems to exchange data.
- Reporting incident information using established mechanisms. Terrorist threats and actual incidents with a potential or actual terrorist link will immediately be reported to the FBI Little Rock Joint Terrorism Task Force.

Assess the Situation, Activate Resources and Capabilities

When an incident or potential incident occurs, responders assess the situation, identify and prioritize requirements and activate available resources and capabilities to save lives, protect property and meet basic human needs.

When planning for heightened threats or in anticipation of large-scale incidents, key activities include pre-identifying needs and pre-positioning resources. Based on asset availability, resources can be pre-positioned and response teams and other support resources may be placed on alert or deployed to a staging area. Federal resources arriving at a Federal mobilization center or staging area remain there until requested by local incident command through state authorities, when they are integrated into the incident response effort.

State Actions. In the event of an incident requiring a coordinated response, the State will:

- Identify staff for deployment to the State Emergency Operations Center (SEOC). The SEOC has standard procedures and call-down lists and will notify department and agency points of contact.
- Work with emergency managers to take the necessary steps to provide for continuity of operations.
- Coordinate specialized response teams such as: search and rescue teams, crime scene investigators, public works teams, hazardous materials response teams, public health specialists or veterinarians.

Coordinate Response Actions

Specific tasks include:

- Managing of state emergency functions. Such management includes mobilizing the National Guard, pre-positioning assets and supporting its local jurisdictions.
- Implementing plans to ensure the effective management of the flow of volunteers and goods into the affected area.
- Coordinating initial actions which may include: immediate law enforcement, fire and emergency medical services; emergency flood fighting; evacuations; transportation system detours; and emergency information for the public.
- Coordinating requests for additional support.
- Identifying and integrating resources and capabilities.
- Coordinating communications. Incident Command may elect to establish a Joint Information Center (JIC).

State Actions. The State will provide the vast majority of the external assistance to local jurisdictions. When an incident grows beyond the response capability of a local jurisdiction and its available mutual aid, the local jurisdiction contacts the state. Upon receiving a request for assistance from a local government which has declared a disaster, the state begins to exercise its options to fill the request. Resources may come from state agencies, from local jurisdictions that have developed a particular capability, from volunteer and other private entities, from FEMA R6

states through the IERSP, from all other U.S. states and territories through EMAC, and from the federal government through its various agencies and international contacts.

In addition to these actions, the Governor may elect to activate the Arkansas National Guard. The Governor commands the state military forces (National Guard, when in State Active Duty or Title 32 status) and can deploy these assets in response to an incident. National Guard forces employed under State Active Duty or Title 32 status are providing support to the Governor of the State and are not part of Federal military response efforts. The Arkansas National Guard only deploys at the request or with the permission of the Governor.

When the National Guard is deployed in State Active Duty status, the Governor retains command and control of forces inside the State. State Active Duty is based on State statute and policy, and the State is responsible for all costs relating to the deployment. State active-duty missions are carried out by the Adjutant General (TAG) pursuant to a delegation of authority from the Governor as Commander-in-Chief.

Title 32 Full-Time National Guard Duty refers to Federal training or other duty, other than inactive duty, performed by a member of the National Guard. Title 32 is not subject to *posse comitatus* restrictions which prohibit federal military personnel and units of the National Guard under federal authority from acting in a law enforcement capacity within the United States. Title 32 allows the Governor, with the approval of the President or the Secretary of Defense, to order a Guard member to duty to:

- Perform training and other operational activities.
- Undertake activities for the military protection of the territory or domestic population of the United States, or of the infrastructure or other assets of the United States determined to be critical to national security, from a threat or aggression against the United States.
- Conduct homeland defense activities that the Secretary of Defense determines to be necessary and appropriate for participation by the National Guard units or members.

Under Title 32, the National Guard is under state control at federal expense in the service of the federal government. Under Title 32, Governors answered the President's request to deploy National Guard forces to the nation's airports in the immediate aftermath of the September 11, 2001 terrorist attacks.

In rare circumstances, the President may federalize National Guard forces for domestic duties under Title 10. The President's authority with regard to mobilizing and deploying federal military Reserve components (e.g., the Army, Air Force, Navy, Marine Corps and Coast Guard Title 10 Reserves) applies equally to the nation's *shared* military component – the National Guard. In these cases, the forces are no longer under the command of the Governor. Instead, the Department of Defense assumes full responsibility for all aspects of the deployment, including command and control over National Guard forces.

When performed within the United States, Title 10 duty is subject to numerous legal restrictions, including the Posse Comitatus Act (18 USC 1385) which prohibits federal military personnel from acting in a domestic law enforcement capacity unless expressly authorized by the Constitution or a separate Act of Congress. When employed at home or abroad in Title 10 status, for all legal purposes, the forces become indistinguishable elements of the federal military force. In Title 10 status National Guard soldiers were mobilized and deployed to augment federal law enforcement agencies at the northern and southern borders of the contiguous U.S. in late spring and summer of 2002. It took more than six (6) months for the Department of Defense and the U.S. Border Patrol to work out a memorandum of understanding for Title 10 National Guard augmentation at our borders. Time consuming intra-agency and inter-agency negotiations and delays in approving Title 10 military responses are the norm.

State-to-State Assistance. If additional resources are required, the State may request assistance from other States by using the Emergency Management Assistance Compact (EMAC). Administered by the National Emergency Management Association, EMAC is a congressionally ratified organization that provides form and structure to the interstate mutual aid and assistance process.

In 2010, the five states in FEMA R6- Texas, Arkansas, Louisiana, Oklahoma, and New Mexico – entered into the Interstate Emergency Response Support Plan (IERSP). The member states will provide, through unified command, an immediate response and support capability to FEMA R6 states in a disaster or catastrophic event. The Plan will expedite the provision of assistance among the States in FEMA R6 and provide better visibility and acquisition of State resources within the region. Requests for and provision of assistance under the IERSP will follow EMAC guidelines.

Requesting Federal Assistance. When an incident overwhelms State resources and available mutual aid resources, the Governor may request Federal assistance. In such cases, the affected jurisdiction(s), the State and the Federal Government will collaborate to provide the necessary assistance.

Robert T. Stafford Disaster Relief and Emergency Assistance Act. When it is clear that State capabilities will be exceeded or exhausted, the Governor can request assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Stafford Act authorizes the President to provide assistance to State and local governments, certain private nonprofit organizations and individuals. Stafford Act assistance is aimed at supporting response, recovery and mitigation efforts following Presidential emergency or disaster declarations.

A Presidential *major disaster declaration* puts into motion long-term Federal recovery programs, some of which are matched by State programs, and designed to help disaster victims, businesses and public entities. An *emergency declaration* is more limited in scope and without the long-term Federal recovery programs of a major disaster declaration. Generally, Federal assistance and funding are provided to meet a specific emergency need or to help prevent a major disaster from occurring.

Requesting a Presidential Declaration. When State and local resources are insufficient, the Governor may ask the President to declare a Federal disaster or emergency. Only the Governor can initiate a request for a Presidential emergency or major disaster declaration. Prior to and during catastrophic events, especially for those which occur without notice, the Federal Government may take proactive measures to mobilize and deploy assets in anticipation of a request from a State.

Demobilize

Demobilization is the orderly, safe and efficient return of an incident resource to its original location and status. Demobilization should begin as soon as possible to facilitate accountability of the resources and be fully coordinated with other incident management and response structures.

State Actions. At the State level, demobilization planning and activities include:

- Steps to ensure personnel safety.

- Provisions to address and validate the safe return of resources to their original locations.
- Processes for tracking resources and ensuring applicable reimbursement.
- Accountability for compliance with mutual aid provisions.

Once immediate lifesaving activities are complete, the focus shifts to assisting individuals, families and businesses in meeting basic needs and returning to self-sufficiency. Recovery is the development, coordination and execution of service- and site-restoration plans for affected jurisdictions, and the resumption of government operations and services through individual, private sector, nongovernmental and public assistance programs.

Short-term recovery is immediate and overlaps with response. It includes such actions as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes and providing food and shelter for those displaced by the disaster. Although called “short term,” some of these activities may last for weeks.

Incident Management

This section explains how the State is organized to achieve its incident response objectives.

In March 2004, DHS released the NIMS, which provides a consistent nationwide template to enable all levels of government, the private sector and nongovernmental organizations (NGOs) to work together during an incident. Incident management includes those activities conducted to 1) prevent and disrupt terrorist attacks; 2) protect our people, our critical infrastructure, and key resources; and 3) respond to and recover from incidents that do occur.

State Response: Structures and Staffing

State Emergency Operations Center (SEOC). The SEOC in North Little Rock is the physical location where state coordination occurs.

The SEOC is activated as necessary to support local EOCs. It is the central location from which State activities are coordinated. Decision makers and personnel supporting core functions report to the SEOC as indicated by the characteristics of each event. The primary function of the SEOC is to ensure that on scene responders have the resources (i.e., personnel, tools and equipment) they need.

During a disaster or emergency the SEOC informs the Governor and acts as liaison between local and Federal personnel.

In order to coordinate the release of emergency information and other public affairs functions, the State may establish a Joint Information Center (JIC), a physical location from which external affairs professionals from all the organizations involved in an incident work together.

Requesting and Managing Federal Assistance. When the state requests federal assistance, FEMA will initially send a liaison to the SEOC. The second level of FEMA's response may be deployment of an Incident Management Assistance Team (IMAT). They will provide a forward Federal presence to improve response to serious incidents requiring Federal assistance.

State Coordinating Officer (SCO). The SCO plays a critical role in managing the state response and recovery operations following Stafford Act declarations. The Governor appoints the SCO, and lines of authority flow from the Governor to the SCO, following the state's policies and laws. For events in which a Stafford Act declaration is expected, such as an approaching hurricane, the Secretary of Homeland Security or the FEMA Administrator may designate one or more Federal officials to coordinate with the SCO to determine resources and actions that will likely be required, and begin deployment of assets. The specific roles and responsibilities of the SCO include:

- Serve as the primary representative of the Governor to the Regional Response Coordination Center (RRCC) and in the JFO.
- Work with the Federal Coordinating Officer (FCO) to determine what the state requires, and set priorities for employment of federal resources provided to the state.
- Ensure coordination of all resources obtained from outside the state. .
- Provide a link between the federal government and local government.
- Serve in the Unified Coordination Group in the JFO.

Governor's Authorized Representative. The Governor has empowered a Governor's Authorized Representative to:

- Execute all necessary documents for disaster assistance on behalf of the State, including certification of applications for public assistance and EMAC documents.
- Represent the Governor in the Unified Coordination Group, when required.
- Coordinate and supervise the state disaster assistance program to include serving as its grant administrator.
- Identify, in coordination with the SCO, the critical items of specific information required to support timely, logical decisions.

Emergency Support Functions (ESF). The SEOC coordinates incident response support from across state government by calling up, as needed, one or more of the 15 ESFs. During a response, ESFs are a critical mechanism to coordinate functional capabilities and resources provided by state departments and agencies, along with certain private sector and nonprofit organizations. They represent an effective way to bundle and funnel resources and capabilities to responders. These functions are coordinated by a single agency but may rely on several agencies that provide resources for each functional area. The mission of the ESF is to provide the greatest

possible access to capabilities of state government regardless of which agency has those capabilities.

The ESFs serve as the primary operational-level mechanism to provide assistance in functional areas such as transportation, communications, public works and engineering, firefighting, mass care, housing, human services, public health and medical services, search and rescue, agriculture and energy.

Each ESF is composed of coordinating, primary, and support agencies. The coordinating agency is the entity with management oversight for that particular ESF. The coordinator has ongoing responsibilities throughout the preparedness, response, and recovery phases of incident management. Primary agencies are named on the basis of authorities, resources and capabilities for a particular function within an ESF. In the ARCEMP the same agency is often both coordinating and primary. Support agencies have specific resources and capabilities in a given functional area enabling support of a primary agency.

Joint Field Office (JFO). The JFO is the primary incident management field structure. The JFO is a temporary facility that provides a central location for the coordination of Federal, State, and local governments and private sector businesses and NGOs with primary responsibility for response and short-term recovery. The JFO structure is organized, staffed, and managed in a manner consistent with *NIMS* principles and is led by the Unified Coordination Group. The JFO does not manage on-scene operations. It focuses on providing support to on-scene efforts and to operations that extend beyond the incident site.

Personnel from Federal and State departments and agencies, other jurisdictional entities and private sector businesses and NGOs may be requested to staff various levels of the JFO, depending on the requirements of the incident. The physical location of such a coordination entity depends on the situation.

Authorities and References

State

Arkansas Code Annotated 12-75-101 et al. including amendments by Act 408 of 1977, Act 891 of 1981, Act 629 of 1985, Act 687 of 1985, Act 1049 of 1993, Act 116 of 1995, etc.

Act 232, Interstate Civil Defense and Disaster Compact

Emergency Management Assistance Compact

Local

County court orders

Local city ordinances

Regional

Interstate Emergency Response Support Plan (IERSP)

Federal

Federal Civil Defense Act of 1950, Public Law 81-920, as amended

Disaster Relief Act of 1970, Public Law 91-606, as amended

The Robert T. Stafford Act aka Disaster Relief Act of 1974, Public Law 93-288, as amended

44 Code of Federal Regulations

44CFR 206.224

P.L. 95-224 Federal Grant and Cooperative Agreement Act of 1977.OMB Circular A-87 Cost Principles for State and Local Governments.

OMB Circular A-102 Uniform Administrative Requirements for grants and Cooperative agreements with State and Local Government

National Preparedness Goal, Department of Homeland Security, September 2011.

Homeland Security Presidential Directives as appropriate.

Presidential Policy Directives as appropriate.

The Congressional Charter of the American National Red Cross – United States Congress Act of January 5, 1905, as amended.

Post-Katrina Emergency Reform Act.

Other

World Health Organization (WHO)

Hazard Analysis for Arkansas

Risk Assessment

The risk assessment for the State of Arkansas Hazard Mitigation Plan provides the factual basis for developing a mitigation strategy for the state. This section profiles the natural, man-made, and technological hazards that impact the state, determines which jurisdictions and populations are most vulnerable to each hazard, and estimates potential losses of state facilities for each hazard.

The hazards identified include Tornado, Flooding (Riverine, Flash, and Dam Failure), Severe Winter Weather, Earthquakes, Thunderstorm (including Straight-Line Winds, Lightning, and Hail Hazards), Wildfires, Landslides, Expansive Soils, Drought, Hazardous Materials Event (transported and fixed site), Nuclear Event, Terrorism, and Biological Event.

Tornado

The path width of a single tornado is generally less than 0.6 mile, although some damage path widths are in excess of one mile. The path length of a single tornado can range from a few hundred yards to over 200 miles. The average tornado in North America moves from southwest to northeast, but tornadoes have been known to move in any direction. The average forward speed of a tornado is 30 mph, but may vary from nearly stationary to greater than 70 mph. The lifespan of a tornado is rarely longer than 30 minutes.

From 1999 through 2010, tornadoes in Arkansas killed 41 people, injured 676, and caused approximately $647 million in damage. Notable tornado outbreaks of the recent period include a February 5, 2008 strike in which an EF-4 tornado tore a 123-mile-long path through seven counties in north-central Arkansas, killing 14, injuring at least 175, and damaging or destroying 880 homes and 100 businesses. This path set an Arkansas record for length and is one of the longest verified tracks in U.S. history. The towns of Clinton (Van Buren County) and Atkins (Pope County) were among those suffering severe damage, while a second, shorter tornado devastated the town of Gassville (Baxter County). In January 1999, Arkansas recorded

the most tornadoes on any individual January day in any state (56 on January 21, 1999); the most tornadoes in the month of January; and the largest single outbreak ever to strike the state. Other recent large outbreaks occurred on December 18, 2002, May 16, 2003, and November 27, 2005. While hurricanes usually bring only heavy rain to the state, on September 24, 2005, the remnants of Hurricane Rita spawned 17 tornadoes that moved from southeast to northwest—a most unusual state of affairs. The most deadly recent outbreak was that of March 1, 1997, which resulted in 25 Arkansas fatalities. While the average Arkansas tornado is on the ground less than a mile, tornadoes in this outbreak reached path lengths of 75 and 67 miles, with others of over 20 miles. The deadliest outbreak in Arkansas history, however, occurred on March 21, 1952, when 111 people lost their lives. Bald Knob (White County) and Judsonia (White County) were the hardest hit, suffering over 50 fatalities. Cotton Plant (Woodruff County) also lost 29 people in one of 17 tornadoes that day, 12 of which were deadly.

The state's fatality rates are also far higher than expected for a state with relatively low population density. From 1950 to 2006, the state ranked 14th in both number of tornadoes (1,407) and tornadoes per 1,000 square miles (26.6); it ranked second in the number of fatalities per 100,000 people (13.9), behind the State of Mississippi (19.2). Counts from the Storm Prediction Center may not tell the entire Arkansas tornado story. Many researchers consider this tornado count far lower than the actual number due to Arkansas's rural nature (low population densities) and conditions that make seeing and counting tornadoes difficult (hills, trees, and low cloud decks). If the number of tornadoes counted in more populated areas of the state were extrapolated across the entire area, Arkansas would likely be depicted on maps along with the more well-known Tornado Alley states. However, this method would not take into account local variations in topography that might account for increased or decreased tornado numbers. Interestingly, some of the same conditions that make counting difficult may also explain Arkansas's relatively high fatality counts—geography or obstructions might prevent one seeing, and thus seeking shelter from a tornado. Socioeconomic status may also play a role (especially in the past). Lower incomes result in more manufactured homes or less sturdy housing stock, and lower overall educational level can affect understanding of climate cues or warnings. There are also fewer sturdy shelters, such as basements, in Arkansas. These indicators have steadily been improving in the state over the 56 year period for which tornadoes are assessed here, but they are still counted by researchers as factors that increase vulnerability.

While April suffers the most tornadoes on average (291), late fall and winter tornadoes are not at all uncommon in Arkansas. The state also suffers many night tornadoes, in part due to early sunsets during the winter; this factor could also contribute to the state's fatality rate. Tornadoes in Arkansas occur primarily between the hours of 5:00 and 6:00 p.m.

Tornado intensity has traditionally been measured according to the Fujita Scale (F-scale), which was based on damage to structures. It ranges from F0 (weak) to F5 (extreme). This method is not a good measure of intensity because a strong tornado may not hit a structure or the variability in structure strength can produce wide variances in damage. This was the only measure used until the recent development of the Enhanced Fujita Scale. As is the case across the country, the average Arkansas tornado since 1950 is very weak (F1.25); there has been only one recorded F5 tornado in the state, on April 10, 1929. Of the 336 fatalities in the state that occurred between 1950 and 2006, 211 took place in F4 tornadoes; of which there were only forty; only two fatalities took place in F0 and F1 tornadoes combined (962 total).

Death tolls since the advent of Weather Service tornado warnings in 1952 have been plummeting nationwide. In Arkansas, rates have declined but remain too high. Each recent tornado, however, has brought about large expenditures for community sirens, and more recently, Arkansas Department of Emergency Management (ADEM) monetary incentives to build tornado-proof safe rooms in homes. ADEM has also been critical in supplying and stressing to the public the need for warning-activated National Oceanic and Atmospheric Administration (NOAA) weather radios, while also vastly increasing weather radio coverage to rural areas using new transmitters.

Severe Winter Weather

Severe winter weather can include extreme cold, heavy snowfall, ice storms, winter storms, and/or strong winds. Areas where such weather is uncommon, such as Arkansas, are typically disrupted more severely by severe winter weather than are regions that experience this weather more frequently. In addition, winter storms may spawn other hazards such as flooding, severe thunderstorms, tornadoes, and extreme winds that may hamper recovery efforts.

Heavy snow is over four inches in twelve hours or over six inches in 24 hours or less. In states such as Arkansas, where lesser accumulations can cause significant impacts, lower thresholds may be used. A blizzard means that the following conditions prevail for a period of three hours or longer: 1) Sustained wind or frequent gusts to 35 miles an hour or greater; and 2) Considerable falling and/or blowing snow (i.e., reducing visibility to less than 1/4 mile). Sleet is defined as pellets of ice composed of frozen or mostly frozen raindrops or refrozen partially melted snowflakes. These pellets of ice usually bounce after hitting the ground or other hard surfaces. Heavy sleet is a relatively rare event defined as the accumulation of ice pellets covering the ground to a depth of 0.5 inch or more.

Freezing rain or freezing drizzle occurs when rain or drizzle freezes on surfaces such as the ground, trees, power lines, vehicles, streets, highways, etc. An ice storm is used to describe occasions when damaging accumulations of ice are expected during freezing rain situations. A combination of severe winter weather types occurring over a wide area is usually called a winter storm. Winter-storm formation requires below freezing temperatures, moisture, and lift, to raise the moist air to form the clouds and cause precipitation.

The occurrence of severe winter weather has a substantial impact on communities, utilities, transportation systems, and agriculture, and often results in loss of life due to accidents or hypothermia. Between 1988 and 1991, a total of 372 deaths, an average of 93 each year, were attributed to severe winter storms nationally. The superstorm of 1993, considered among the worst non-tropical weather events in the United States, killed at least 79 people, injured more than 600, and caused more than $2 billion in property damage across parts of 20 states. Although Arkansas was not strongly affected by this winter storm, 14 deaths (most due to exposure) and $100 million dollars in damage (collapsed roofs, downed power lines) occurred in Alabama. Blizzard conditions with heavy snow, combined with rapidly falling temperatures and very high winds, were reported.

Severe winter weather poses several types of hazards including snowstorms, ice storms, storms with strong winds and extreme cold. Heavy snow from a snowstorm can immobilize a region and paralyze a city, stranding commuters, stopping the flow of supplies, and disrupting emergency and medical services. Accumulations of snow can collapse buildings and knock down trees and power lines. In rural areas, homes and farms may be isolated for days and unprotected livestock may be lost. The cost of snow removal, repairing damages and loss of business can

have large economic impacts on cities and towns. Limited damage data from the NWS over the past 20 years indicate that the average severe winter weather event costs over $13 million dollars. Over 80% of this damage is done by winter storms.

Heavy accumulations of ice from ice storms or heavy snow can bring down trees, electrical wires, telephone poles and lines and communication towers. Communications and power can be disrupted for days while utility companies work to repair the damage. Power and communications disruptions are common consequences of ice storms and heavy snow in Arkansas. The monetary costs of power and communications losses to businesses are significant but difficult to estimate.

Heavy accumulations of ice or snow also commonly result in building collapses or structural damage to buildings. The damage may be caused directly by the excessive weight of the ice/snow accumulation, or by ice-laden trees or branches falling on structures. Homes, businesses, as well as weaker nonresidential structures, commonly sustain structural damage. Poultry houses in Arkansas are particularly at risk. Additional agricultural revenues are lost because of the time it takes to rebuild the poultry houses.

Accumulations of ice and snow may also cause extreme hazards to motorists. Motorists in Arkansas are generally unaccustomed to driving on slick roads resulting in an increase in traffic accidents, some of which may result in fatalities. Travel is hampered by ice or heavy snow because the state lacks sufficient snow removal equipment and road treatments (sand, salt) because of the infrequent occurrence of severe winter weather events. The cost of the numerous traffic accidents, as well as the costs related to business and school closings that occur due to hazardous travel conditions are difficult to estimate.

Extreme cold often accompanies or succeeds severe winter weather. Prolonged exposure to the cold can cause frostbite or hypothermia and become life threatening. Infants and elderly people are most at risk. What constitutes extreme cold and its effects varies across different areas of the United States. In areas unaccustomed to winter weather, near freezing temperatures are considered "extreme cold." Pipes may freeze and rupture in homes that are poorly insulated or without heat. A record cold in Arkansas in December of 1989 broke water pipes and damaged water-pumping equipment resulting in a boil water order in parts of the state. There were issues with the propane gas supplies, and electrical and natural gas systems that were pushed to their limits to meet the record demands.

Winter storms are sometimes accompanied by strong winds creating blizzard conditions with blinding wind-driven snow, severe drifting and dangerous wind chill. Strong winds with these intense storms and cold fronts can knock down trees, utility poles and power lines. These conditions, however, are rare in Arkansas.

Flooding (Riverine, Flash, and Dam Failure)

Flooding is defined as the accumulation of water within a water body and the overflow of excess water onto the adjacent floodplain, causing land that is normally dry to be inundated. A riverine flood is a flood caused by precipitation, runoff or snowmelt over a relatively large watershed causing flooding over wide areas and cresting in over 8 hours. A flash flood is a flood caused by heavy precipitation or snowmelt over a limited watershed (typically less than 50 square miles), crests in eight hours or less, and generally occurs in hilly terrain. Flash floods pose more significant safety risks than other riverine floods because of the rapid onset, the high water velocity, the potential for channel scour, and the debris load.

The failure of a dam may also result in a flood event. A dam impounds water in the upstream area, referred to as the reservoir. Two factors influence the potential severity of full or partial dam failure: (1) The amount of water impounded, and (2) The density, type, and value of development downstream.

The National Climactic Data Center (NCDC) severe storms database includes a complete database of flood events in Arkansas since 1993. The state experienced 841 flood events (23 riverine floods and 818 flash floods) over an 11-year period from January 1993 to December 2003. From January 2004 through March 2010, the state experienced an additional 1,223 flood events. Over this entire period from 1993 through 2010, Arkansas has suffered an average of over 120 flood events annually, including approximately nine major riverine flood events and an average of 101 flash flood events per year. In the past 11 years, every county in Arkansas has experienced a flash flood event. On average, 44 of the state's 75 counties are affected annually. Therefore, the probability of future flooding events is rated as "Highly Likely" that Arkansas will experience a flooding event**.**

According to data from the Arkansas Natural Resources Commission Dam Safety Program, no failure of a permitted dam has occurred in Arkansas. Permitted dams are those that

exceed 25 feet in height and impound at least 50 acre-feet of water. Smaller, non-permitted dams have failed or been overtopped on occasion in Arkansas. These non-permitted dams are generally low hazard dams that lack engineering design but have not caused significant damage in the past. Based on this limited data, failure of permitted dams is not likely to be more frequent than once every 50 years. Failure of smaller non-permitted dams appears not to be more frequent than once every few years.

Every county in the State can be affected by flooding. Floods are extremely dangerous because they cause damage through inundation and soaking as well as the incredible force of moving water. High volumes of water can move heavy objects and undermine roads and bridges. Floods often occur without local precipitation as a result of precipitation upstream.

Flooding is an on-going certainty with a very high probability of occurrence in the future. However the current flood risk as calculated by NOAA is “Average” with some areas actually below average due to drought conditions. Flooding can also facilitate other hazards such as landslides, or cause other hazards such as hazardous material events.

Earthquake

An earthquake is the shaking or vibration of the earth caused by the sudden release of energy, usually as a result of rupture and movement of rocks along a fault.

If the energy of the seismic waves is strong enough, people and structures along the earth’s surface will be affected. The New Madrid Seismic Zone (NMSZ), an area of high seismic activity within the central United States (including northeastern Arkansas), is the most important example of intraplate seismicity in North America. When earthquake zones develop within a rigid tectonic plate the result is intraplate seismicity. Intraplate earthquakes arise from a localized system associated with structural complexities from earlier geological conditions or from variations in the strength of the lithosphere (crust and upper mantle of the earth).

It is generally accepted that earthquakes can be expected in the future as frequently as they have occurred in the recent past. The USGS and the Center for Earthquake Research and Information of the University of Memphis now estimate that the probability of a repeat of the 1811 - 1812 earthquakes (magnitude 7.5 to 8.0) in the NMSZ over the next 50 years is 7 to 10%. The probability that a magnitude 6.0 or larger earthquake will occur in the next 50 years is 25 to

40%. The New Madrid Fault is a very active area of seismic events. Every month, Arkansas can expect to have some type of seismic event, although usually low intensity.

Earthquakes in the approximate range of magnitude 7.5 to 8.0 are capable of causing widespread damage over a large region. Magnitude 6.0 earthquakes can cause serious damage in areas close to the earthquake's location. If the energy of the seismic waves is strong enough, people and structures along the earth's surface will be affected.

Wildfire

A wildfire is an uncontrolled fire spreading through vegetative fuels, exposing and possibly consuming structures. They often begin unnoticed and spread quickly and are usually signaled by dense smoke that fills the area for miles around. Grasses, brush, and trees fuel wildfires. A wildland fire is a wildfire in an area in which development is essentially nonexistent, except for roads, railroads, power lines and similar facilities. A Wildland-Urban Interface Fire is a wildfire in a geographical area where structures and other human development meet or intermingle with wild lands or vegetative fuels. Areas with a large amount of wooded, brush and grassy areas are at highest risk of wildfires. Additionally, areas that have experienced prolonged droughts, or are excessively dry, are also at risk of wildfires. Wildfire behavior is based on three primary factors: fuel, topography, and weather. Almost 44% of fires and nearly 58% of acres burned over the period from 1992 through 2003 were maliciously set. In 2004 there were 1654 reported fires with a total of 22,612 acres burned. In 2005 there were 2674 reported fires with a total of 34,907 acres burned. In 2006 there were 2964 reported fires with a total of 42,042 acres burned.

The probability of future fire events in Arkansas is "Highly Likely". It is a virtual certainty that the state will experience a number of fires every year. However, the outlook for 2010 is relatively encouraging based on the current weather information provided by NOAA and the National Weather Service. As of October 6, 2009, the Arkansas Forestry Commission rates the danger as low across the entire state. This is due to the fact that soil moisture is high and does not contribute significantly to fire intensity. This assessment is updated as needed.

Short-term loss caused by a wildland fire can include the destruction of timber, wildlife habitat, scenic vistas, and watersheds. Vulnerability to flooding increases due to the destruction

of watersheds. The removal of vegetation may also increase vulnerability to landslides. Long-term effects include smaller timber harvests, reduced access to affected recreational areas, and destruction of cultural and economic resources and community infrastructure.

Landslide

"Landslide" is a term that encompasses many phenomena-involving lateral and down slope movement of earth materials such as, rock, soil, and/or artificial fill. The term covers a broad category of events, including mudflows, mudslides, debris flows, rock falls, rockslides, debris slides, earth flows, and soil creep. Landslides can occur as sudden, short-lived events or as a slow moving slide mass (such as a particular landslide in California which has moved three feet per year since 1956). All landslides are triggered by similar causes. These can be weaknesses in the rock and soil, earthquake activity, the occurrence of heavy rainfall or snowmelt, or construction activity changing some critical aspect of the geological environment. Landslides may also be involved in or triggered by other natural hazards. Landslides and flooding are closely related because both involve precipitation, runoff, and ground saturation. Landslides are classified by the type of movement that occurs and the type of material involved (Figure 4.2.6-1). The types of movement are slides, flows, lateral spreads, falls and topples. The types of material involved in landslides include bedrock and soil.

Vulnerability: Landslides have occurred in nearly every county in Arkansas. They have destroyed or damaged roads, railroads, bridges, mining facilities, parks and recreational areas, residential and commercial buildings, sewers, dams, reservoirs, forests, fisheries, and farms. Damage caused directly by landslides is largely undocumented or often reported incorrectly. The devastating effects of landslides often are attributed to the triggering event such as a flood, earthquake, or storm.

Probability: The probability of landslides is very difficult to calculate because most landslides are related to other hazards. Based on the historical records, there is a high probability that landslides will occur in the high risk areas along the eastern border and along the Ozark-Ouachita mountainous region in the central western area of the state. Generally, there is a low probability of landslides for the rest of the state; however isolated areas especially with human development may be susceptible to this hazard.

Expansive Soil

Background: Expansive soil (or swelling soil) is soil or soft rock that increases in volume when the moisture content of the soil increases and decreases in volume when moisture content decreases. The clay mineral montmorillonite is nearly always the cause of the volume change. Water molecules are pulled or adsorbed into gaps between the clay plates. As more water is adsorbed, the plates are forced further apart, leading to an expansion of the soil's volume or an increase in soil pressure. The force of expansion is capable of exerting pressures of over 20,000 pounds per square foot.

Vulnerability: Although not well known to the general public, expansive soils are responsible for major economic losses. Various studies estimate that expansive soils result in somewhere between $2 and $11 billion in annual losses in the United States, significantly more than other natural hazards. Other studies have suggested that approximately 10% of the new homes constructed annually in the United States are subjected to significant damage during their useful lives by expansive soils, and an additional 60% of homes sustain minor damage.

Expansive soils cause differential movement and horizontal pressure on structures resulting in cracked driveways, cracked sidewalks and basement floors, heaving of roads and highway structures, and disruption of pipelines and sewer lines. Damage to homes can range from hairline plaster cracks and sticking doors to condemnation or complete destruction. Expansive soils occurring on slopes can also result in slow but damaging down slope movement of material (creep) or even landslides.

Probability: Unlike other natural hazards discussed in this plan, expansive soil is a long-term condition that often causes incremental damage to a structure over a period of many years. Although little noticed, soil expansion and contraction in the State is a high frequency /high probability event as it occurs daily and therefore causes damage to structures on a daily basis. This incremental damage, however, rarely leads to significant damage in Arkansas. The probability of this event occurring in the southern and eastern portion of the state is higher than the central, northern or western region. Also, as the state experiences more issues with water levels along the Mississippi River and the Sparta Aquifer in the southeastern corner, this issue of expansive soil may begin to occur more frequently.

Straight-Line Wind

Background: Straight-line wind is any wind that is not associated with rotation. This term is used mainly to differentiate severe storm winds from tornadic winds. Straight-line winds originate as a downdraft of rain-cooled air, which reaches the ground and spreads out rapidly, producing a potentially damaging gust of wind up to 100 mph. In recent years, there have been several occasions in Arkansas on which winds greater than 100 mph have been measured. Winds of 58 mph (50 knots) or more are considered severe. The horizontal component of near-surface wind phenomena is the most significant aspect of the hazard.

Trees, power lines, power poles, and radio towers can be blown down. Homes and other buildings can be damaged and/or destroyed. Tractor-trailers are often blown over. High profile structures like grain elevators and silos can be blown over. Often there is secondary or collateral damage such as people killed due to carbon monoxide poisoning from improperly using generators or evacuations due to hazmat container damage.

The probability of strong storms - and the straight-line winds that occur during these storms - impacting the state is a virtual certainty based on past data. The National Oceanographic and Atmospheric Association's (NOAA) National Severe Storms Laboratory (NSSL) initiated a project to estimate the likelihood of severe weather hazards in the United States. Part of the project calculated the average number of days per year with one or more >58 mph wind events within 25 miles of a given point. Most of Arkansas lies within the 6 to 7 wind days per year interval, with the northeast part of the state in the 4 to 6 wind days per year interval.

Drought

Drought is a normal, recurrent feature of climate. In the most general sense, drought originates from a deficiency of precipitation over an extended period of time, resulting in a water shortage for some activity, group, or environmental sector. Drought is a temporary aberration; it differs from aridity, which is restricted to low rainfall regions and is a permanent feature of climate.

When drought begins, the agricultural sector is usually the first to be affected because of its heavy dependence on stored soil water. For example, the rice crop wasn't affected much by the drought in 2005, but farmers and cattlemen were worried about the on-going effects for 2006. As precipitation deficiencies continued, people dependent on other sources of water began to feel the effects of the shortage. Those who relied on surface water (i.e., reservoirs and lakes) and subsurface water (i.e., ground water), for example, were, as usual, the last to be affected. Drought also increases the risks and dangers related to fire.

Eastern and central Arkansas have experienced severe to extreme drought conditions less than 5% of the time. Western, north-central, and south central Arkansas have experienced severe to extreme drought conditions between 5% and 10% of the time. Arkansas experienced severe to extreme drought conditions 23 times over a 265-year period between 1730 and 1995, approximately one drought every 11.5 years. For example, as of April 2007, the southern portion of the state had experienced moderate and severe drought, however the rest of the state had returned to a normal level after the relatively severe conditions in 2006.

Severe Storm

Thunderstorms sometimes referred to as “thunder events” are recorded and observed as soon as a peal of thunder is heard by an observer at a NWS first-order weather station. A thunder event is composed of lightning and rainfall, and can intensify into a severe thunderstorm with damaging or deadly hail, high winds, tornadoes, and flash flooding. Thunderstorms spawn as many as 1,000 tornadoes each year.

Lightning occurs in conjunction with severe storms. Lightning is a discharge of atmospheric electricity, accompanied by a vivid flash of light, from a thunderstorm, frequently from one cloud to another, sometimes from a cloud to the earth. The sound produced by the electricity passing rapidly through the atmosphere causes thunder.

Hail is frozen water droplets formed inside a thunderstorm cloud. They are formed during the strong updrafts of warm air and downdrafts of cold air, when the water droplets are carried well above the freezing level to temperatures below 32 degrees Fahrenheit. Then the frozen droplet begins to fall, carried by cold downdrafts, and may begin to thaw as it moves into warmer air toward the bottom of the thunderstorm.

Thunderstorms and lightning are underrated killer events experienced in every region of Arkansas where people and property are exposed to damage, injury and loss of life. Everywhere they occur, thunderstorms are responsible for significant structural damage to buildings, forest and wildfires, downed power lines and trees and flash flooding. During the past decade, more than 15,000 lightning-induced fires resulted in widespread property damage and the loss of two million acres of forest. Each year lightning causes an average of 93 deaths and 300 injuries in the United States. Lightning also causes several million dollars in damage to homes, businesses, churches and barns each year. Lightning is a problem for all communities in Arkansas. Electrical fires, electricity loss and damage to equipment are a few of the main hazards associated with lightning strikes.

NOAA reports that severe storms were responsible for 23 fatalities in 1993, and associated lightning strikes caused 43 deaths. For the same year, damage from thunderstorm winds amounted to $348.7 million, while lightning caused $32.5 million in damage. Severe thunderstorms were involved in 327 Federal Disaster Declarations from 1975 to 1995.

Hail causes $1 billion in damage to crops and property each year in the U.S. Anyone out of doors during a thunderstorm is exposed and at risk of injury from lightning. More people are killed by lightning strikes while participating in some form of recreation than any other activity. The peak periods for hailstorms, late spring and early summer, coincide with the Southwest's most critical agricultural seasons for wheat, corn, rice, soy beans and tobacco. Arkansas also has significant exposure to hailstorms, and virtually all buildings and crops in the state are at risk.

Arkansas severe storm statistics (1950-2009) are as follows:

- 9,909 severe storm events total
- An average of 168 severe storm events per year
- 21 total deaths from severe storms
- 215 total injuries from severe storms
- Over 50 million in recorded property damage

Severe storm events are common throughout the State of Arkansas. The probability of at least one severe storm event per year in each county in Arkansas is "Highly Likely".

Hazardous Materials Event

The United States produces, transports, stores, uses, and disposes of millions of tons of hazardous materials every day. Under normal conditions, these substances are controlled and pose no threat to human life and the environment. But when a release occurs, they can produce disastrous results. A hazardous materials incident can range from a chemical spill on our highways to groundwater contamination by naturally occurring Methane gas. Releases of these hazardous products often occur during their daily shipment and use on Arkansas highways, railroads, pipelines and other transportation methods. Hazardous materials are chemical substances, which if released or misused can pose a threat to the environment or health. These chemicals are found throughout Arkansas. Hazardous materials can come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials.

A hazardous materials accident can occur virtually anywhere within Arkansas; however hazardous substances are most often released as a result of transportation accidents or because of chemical accidents in plants. Communities located near chemical manufacturing plants are particularly at risk. However, hazardous materials are transported throughout Arkansas via roadways, railways, pipelines, waterways, and air daily, so virtually any area is considered vulnerable to an accident. However, the overlapping of one or more of these modes of transportation within an area increases the risk of a HAZMAT event occurring. About 258 occur annually in Arkansas, or twice the national average, based on statistics collected through the year 2009. Since 1991, Arkansas averaged around 3.2 HAZMAT events per county per year. Based on the many reported occurrences and the continuing presence of these various hazardous materials, there is a high probability of future HAZMAT related accidents at fixed sites throughout the State of Arkansas.

Hazardous materials in various forms can cause death, serious injury, long-lasting health effects, and damage to buildings, homes, and other property. As many as 500,000 products pose physical or health hazards and can be defined as “hazardous chemicals.” The vulnerability and impacts of a hazardous materials event in Arkansas can differ drastically due to the location of release, surrounding populations, mode of release and other significant scenarios. Highway transported HAZMAT events occur the most frequently; however, in many cases these are smaller events that do not cause a lot of damage or pose a great risk to surrounding populations. Rail events on the other hand have a much lower occurrence rate, but when these events do occur, their results are usually more severe and impact a much broader population.

Natural disasters, particularly earthquakes, can cause HAZMAT releases at fixed sites and can hamper response efforts. Rain, high winds and fires can worsen conditions surrounding HAZMAT events, making it more difficult to contain releases and to mitigate the short- and long-term effects. Fires involving certain types of HAZMAT may generate more toxic gas or smoke than would otherwise normally be observed in a "normal" fire.

Methamphetamine Lab

A typical meth lab is a collection of chemical bottles, hoses and pressurized cylinders. The cylinders can take many forms, from modified propane tanks to fire extinguishers, scuba tanks, and soda dispensers. The tanks contain anhydrous ammonia or hydrochloric acid – both highly poisonous and corrosive. Labs are frequently abandoned, and the potentially explosive and very toxic chemicals are left behind. Chemicals may also be burned or dumped in woods or along roads.

Probability: Arkansas State Police were involved in only six methamphetamine labs seizures statewide in 1994. The number jumped to 24 in 1995, 95 the next year, then rocketed to 242 in 1997. In 1998, the number shot to 434 labs and the numbers continued to climb. DEA numbers suggest that over the past few years the number of meth lab incidents, such as law enforcement seizures, has diminished -- from 714 in Arkansas in 2004 to 240 in 2007. However, in 2006, 32.7% of the federal drug sentences originating in Arkansas were for methamphetamine, more than any other drug in the state. This is the latest information for 2010.

The Federal Drug Enforcement Administration's top methamphetamine enforcement agent identified Arkansas as one of the top three methamphetamine-producing states in the nation, based on per-capita figures. Based on the high number of past occurrences and the continuing prevalence of this highly addictive substance, there is a very high probability that these types of events will occur in the future.

Vulnerability: Meth Labs present extreme dangers to residents of Arkansas from explosions and exposure to hazardous chemicals. Breathing the fumes and handling substances can cause injury and even death. Drug labs are considered hazardous waste sites and should only be entered by trained and equipped professionals. Meth can cause long-term health effects including cancer, brain damage, birth defects and miscarriages. It also can cause memory loss,

heart problems, aggression and violence. Meth causes health problems not just for the users, but also for others who are unintentionally exposed to the chemical. People who enter a drug lab after the police, but before it has been properly cleaned and ventilated, may feel headaches, nausea, dizziness and fatigue. These symptoms usually go away after several hours. People who enter a lab during or immediately after a drug bust may experience shortness of breath, cough, chest pain, dizziness, lack of coordination, burns, and even death.

Highway Transportation Hazmat

Background: Arkansas has a high volume of hazardous materials transported on its highways and interstates each day. Two major interstates run through Arkansas. Interstate 30 and Interstate 40 intersect in Arkansas' largest city and State capital, Little Rock. The main corridor of Interstate 40 runs east and west across Arkansas. Interstate 40 connects the east and west coasts of the U.S. Interstate 30 connects Little Rock, AR and Dallas, TX. Both Interstates are used heavily for hazardous materials transportation.

Probability: Based on past occurrences of highway incidents in Arkansas involving hazardous materials, it is highly likely that future events will continue to occur within the State.

Vulnerability: Wastes are designated as hazardous, by law and/or regulation because they exhibit dangerous characteristics: they are ignitable, corrosive, reactive or toxic.

Railway Event

The volume of HAZMAT moving by rail in the US has more than doubled since 1980, with approximately 1.7 million carloads now moving each year. In 2001, though, only 32 rail accidents resulted in a release of hazardous materials. An astounding 99.996 percent of rail HAZMAT shipments reached their final destination without a release caused by an accident. Overall HAZMAT accident rates have fallen 87 percent since 1980 and 30 percent since 1990. Railroads carry about 1.7 million carloads of hazardous materials annually.

There is significant mileage of rail throughout the State and an increasing amount of traffic. The industry is continually taking steps to improve the safety of the entire system, but a

small number of incidents are likely to occur annually. The probability is high that a major railway event will occur in the next ten years.

Railports are where the rail systems meet trucking, water and pipeline transportation.

Hazardous materials may be transported by several modes. When materials are offloaded from one mode onto another, it takes place at an intermodal yard. Containers of materials of all types are transferred from one mode to another. This transfer of modes increases the chances of a hazardous materials event occurring.

Two types of HAZMAT releases from railroad events are of the most concern: 1) Collisions and derailments that result in large spills or discharges, or air releases during fires; and, 2) Releases from leaks in fittings, seals, or relief valves, and improper closure or defective equipment. These releases account for approximately 70 percent of all railroad-related incidents each year.

Pipeline Hazard

Background: There are over 40,000 miles of hazardous liquid and natural gas pipelines in Arkansas. That figure compares with a national average of 51,765 miles per State. These pipelines include large-diameter lines carrying energy products to population centers, as well as small-diameter lines that may deliver natural gas to businesses and households into suburban neighborhoods

Probability: There are a large number of pipelines crisscrossing the State carrying a variety of substances. The nation's pipelines have a remarkable safety record. Part of the reason for that success is the attention focused by the pipelines on issues of safety, maintenance and damage prevention. There is a high probability that small pipeline events will occur, however the chances of a large scale disaster occurring are relatively small.

Vulnerability: Pipelines are considered by many to be the safest method for transporting energy products. Nevertheless, they can and sometimes do rupture, posing serious risks.

Pipelines carrying gas, oil and other liquids provide the heat for our homes and power for the economy throughout our State and nation. Over 65% of the counties (49 counties) in Arkansas have a considerable threat level from a Pipeline incident.

Air and Water Transported Hazmat

Water transported HAZMAT events are an extremely low priority to the State in comparison to other HAZMAT related hazards. Air transported HAZMAT events are the lowest priority to the State of Arkansas in comparison to other HAZMAT related hazards. The reason for this is that historically, Arkansas has virtually no major air or water transported HAZMAT events on record. No accounts have been found of significant loss of life or property. A HAZMAT event by air or water does not pose a risk of vulnerability or impact on the State of Arkansas at this time. If necessary in the future, a section on air or water transported HAZMAT events will be added.

Nuclear Event

A nuclear reactor is a device in which nuclear chain reactions are initiated, controlled, and sustained at a steady rate. Nuclear reactors are used for many purposes, but the most significant current uses are for the generation of electrical power. Nuclear reactors are considered problematic by some for their safety and health risks. Conversely, some consider nuclear power to be a safe and pollution-free method of generating electricity.

During the late 60's, construction began on the Southwest Experimental Fast Oxide Reactor (SEFOR) and Arkansas Nuclear One (ANO). The SEFOR facility ceased operation during the 70's leaving ANO as the only active nuclear reactor within the State of Arkansas. Arkansas Nuclear One is a two unit pressurized water reactor nuclear power plant.

There is a low probability of an event occurring at Arkansas Nuclear One. This is based on the low rate of nuclear site events that have occurred over time. The firm regulations upheld by the NRC, Entergy and staff at ANO, as well as the Nuclear Regulatory Commissions approach to risk analysis for nuclear reactors and their findings at ANO, ensure its safe operation.

The potential danger from an accident at a nuclear power plant is exposure to radiation. This exposure could come from the release of radioactive material from the plant into the environment, usually characterized by a plume (cloud-like) formation. The area the radioactive release may affect is determined by the amount released from the plant, wind direction and speed

and weather conditions (i.e., rain, snow, etc.) which would quickly drive the radioactive material to the ground, hence causing increased deposition of radionuclides.

Although the SEFOR site is not operational, a sizeable danger still remains that an event might occur. The continued deterioration of the encapsulation system remains the most likely scenario. Once moisture penetrates the encapsulated materials, the potential for a violent explosion increases greatly.

Since closure, the SEFOR facility has deteriorated significantly and now poses a serious risk to surrounding populations. The biggest concern at SEFOR is the possibility of an explosion due to sodium residue. The residue is a result of the sodium metal that was used as the reactor's coolant. Sodium, when combined with water, produces hydrogen which is highly combustible. As the facility and its current encapsulation system deteriorate, the potential for moisture to seep in leads to the possibility of a massive explosion. Such an explosion would likely disperse significant amounts of asbestos, radioactive materials, and trace amounts of mercury and other hazardous chemicals throughout the area. A credible threat exists due to sabotage by trespassers.

In 2009, it was announced that the University of Arkansas would get $1.9 million from the U.S. Department of Energy for a "characterization study" to determine what would be required for cleaning up the site. EnergySolutions, an international nuclear services company based in Salt Lake City, was contracted and has completed the study and the first stages of planning for a complete cleanup. The plan was completed on schedule in 2010. The university has applied repeatedly for the estimated $20 million from the federal government needed for a complete clean up.

Terrorism

Background: Terrorism is defined in the Code of Federal Regulations as "the unlawful use of force and 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." It is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion or ransom. Terrorists often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their causes. In the United States, most

terrorist incidents have involved small extremist groups who use terrorism to achieve a designated objective.

Probability: There is no sure way to predict future terrorism events. Since Arkansas is primarily rural, terrorists could very well gather materials, make plans and carry out those plans undetected. There are several locations in Arkansas that could be very attractive targets to a terrorist.

Vulnerability: Arkansas is considered vulnerable, as are other areas, because the chief objective of the terrorist is to spread fear and create economic damage. The result of a terrorist attack could be mass casualties and long-term contamination. It could wreak havoc to both the state and national economies. A terrorist attack could come in many forms including explosives, infectious diseases, organisms that create toxins, chemical releases or radiological releases.

Weapons of Mass Destruction (WMD)

Background: Weapons of mass destruction are defined as (1) Any destructive device as defined in 18 U.S.C., Section 2332a, that includes any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, missile having an explosive or incendiary charge of more than one quarter ounce, mine or device similar to the above; (2) Poison gas; (3) Any weapon involving a disease organism; or (4) Any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

Probability: Like terrorism, there is no sure way to predict future WMD events. They may be the same event. The probability of a major terrorist/WMD event in the state of Arkansas is very low, however planning must be done as part of the larger national Homeland Security initiatives.

Vulnerability: Signs and symptoms of radiation exposure depend on the amount of radiation received and the length of exposure. Victims exposed to deadly or extremely high doses of radiation in a short period of time – seconds to minutes – will display burned, reddened skin, nausea, vomiting, diarrhea, hair loss, convulsions and unconsciousness. Exposure to non-deadly doses may produce similar symptoms, but take longer to show up. Exposure to low doses of radiation will take 15 – 20 years for the medical effects such as vision loss and cancer to appear. Radiation also affects people differently depending on their age, gender and overall

health. Other health effects include: brain swelling blood chemistry changes internal organ and tissue damage. Bacteria and viruses cause diseases such as anthrax, smallpox and cholera. Signs and symptoms are different for each agent and each agent will affect people differently. Symptoms may be flu like or they may present as anything contrary to normal bodily functioning.

Most chemical agents, depending on their type, concentration and length of exposure, can be deadly. Some attack the central nervous system like nerve gas and incapacitating agents. Some, such as blood and choking agents, attack the respiratory system. Blistering agents and riot control agents affect the skin, eyes and mucous membranes by direct contact.

Biological

Background: Biological hazards have always been a real and present danger for human civilizations. A large number of diseases have occurred throughout history with devastating effects on populations, economies and cultures. In modern times, this threat has magnified due to the interconnectedness of humanity through improved transportation.

Probability: The Avian Flu is currently spreading in Asia, Africa and even into parts of Europe and is a national priority. While the probability of an epidemic is relatively low, the magnitude of the potential impact cannot be ignored. The probability of a major pandemic occurring is much less likely that the standard dispersion during an average season. However, if the Avian Flu mutates into a human-to-human transmissible virus, a major pandemic is very likely. There is significant concern about potential anthrax attacks in the future. There is a high probability that Arkansas will experience future cases of West Nile Virus in people, birds and mosquitoes. The CDC has announced that the deliberate release of smallpox as an epidemic disease is now regarded as a possibility. The likelihood of a smallpox epidemic in Arkansas is low. In today's highly mobile environment and global agricultural economy, there is a risk of an introduction of Foot and Mouth Disease into the United States. There is a relatively low probability of a case of Bovine Spongiform Encephalopathy (BSE or Mad Cow Disease) affecting the herds of Arkansas.

Vulnerability: Of the various factors related to biological hazards the ones of most concern to the State are Avian Flu (H5N1), Influenza, Anthrax, West Nile Virus, Small Pox,

Foot and Mouth Disease, and Mad Cow Disease. Due to the recent outbreaks of the Avian Flu, the national priority on this issue, and the extremely high economic value of the poultry industry for the state, the Avian Flu is the highest priority. Arkansas considers animal related disease to be a very high priority due to the health and economic issues relating to the cattle and poultry industry. In addition to this list of specific hazards, the mitigation strategies identified for these highest priority bio-hazards will assist in dealing with any specific disease related to bio-terrorism.

On August 10, 2010, the World Health Organization (WHO) released a statement that the H1N1 virus (aka Swine Flu) has largely run its course and the world is now in the post-pandemic period. Localized outbreaks of various magnitudes are likely to continue. The H1N1 virus is expected to take on the behavior of a seasonal influenza virus and continue to circulate for some years to come.

According to WHO Director-General Dr Margaret Chan, during this pandemic, the world was aided by pure good luck. The virus did not mutate during the pandemic to a more lethal form. Widespread resistance to oseltamivir did not develop.

A small proportion of people infected during the pandemic, including young and healthy people, developed a severe form of primary viral pneumonia that is not typically seen during seasonal epidemics and is especially difficult and demanding to treat. It is not known whether this pattern will change during the post-pandemic period.

As of August 9, 2011, the World Health Organization has published the statistics regarding the confirmed human cases of H5N1 Virus. The number of cases (564) is increasing year by year as well as the number of associated deaths (330). This situation is not under control as the virus continues to affect poultry flocks around the world. Recent reports from countries as diverse as Cambodia and Egypt point to the continuing spread of this disease. There have still been no reported cases of H5N1 in the USA.

Glossary

Access control point (ACP) - road or highway control points manned primarily to deny the entry of unauthorized vehicles and personnel into a controlled area. It is an enforcement function, usually under the supervision of law enforcement officers, employing trained personnel, vehicles, barricades, and other devices to establish a perimeter around a hazardous area.

Annex (functional) - Parts of the Arkansas Comprehensive Emergency Management Plan (ARCEMP) that begin to provide specific information and direction; should focus on operations, what the function is and who is responsible for carrying it out, emphasize responsibilities, tasks, procedures, and operational actions that pertain to the function being covered, including activities to be performed by anyone with a responsibility under the function. Should clearly define and describe the policies, procedures, roles, and responsibilities inherent in the various functions before, during, and after any emergency period.

Appendix, Hazard-specific (of Annex) - addresses each hazard that threatens the jurisdiction. Unique characteristics of various hazards will not be adequately covered in the functional annexes; to properly treat such unique factors is the purpose or role of the hazard-specific appendixes to the functional annexes.

CERCLA - The Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (Superfund) regarding hazardous substance releases into the environment and the cleanup of inactive hazardous waste disposal sites; establishes authority to tax chemical and petroleum industries to finance a $1.6 billion response trust fund (the Superfund or Fund), and provides broad Federal authority to respond directly to releases or threatened releases of hazardous substances and pollutants or contaminants that may endanger public health or welfare of the environment. EPA is primarily responsible for implementing Superfund. Under CERCLA, EPA may take legal action to force those responsible for hazardous substance releases to clean them up or to reimburse EPA for costs or cleanup. (*Reauthorized via SARA 'Codified as: 42 USC 9601 et seq.*')

Civil Air Patrol - Volunteer pilots who offer their time and aircraft for emergency use in search and rescue, messenger service, light transport flights, air borne communications, and reconnaissance support.

Command Post - A centralized base of operations established near the site of a hazardous materials incident.

Comprehensive Cooperative Agreement (CCA) - For each state, a single budgetary vehicle for applying for and receiving financial assistance for several discrete FEMA-administered

programs. Negotiated separately for each State via FEMA Regional offices. Mechanism for distribution of Title III training grants.

Comprehensive Emergency Management (CEM) - An integrated approach to the management of emergency programs and activities for all four emergency phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disasters (natural, manmade, and attack), and for all levels of government (local, State, and Federal) and the private sector.

Congregate Care Facilities (CCF) - Public or private buildings in the host areas planned for use to lodge and care for evacuees. Generally, assigned space is approximately 40 square feet per person.

Continuity of Government - Plans and procedures for ensuring the survival and operational capabilities of governmental processes and lines of succession. This includes the protection and maintenance of agency and departmental vital records.

Damage Assessment - The conduct of on the scene surveys following any disaster to determine the amount of loss or damage caused by the incident. Extent of damage is assessed in all types of disasters such as flash flood, tornado, winter storm, hurricane, nuclear power incident, and chemical explosion.

Disaster - An occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural or man-made accidental, military or paramilitary cause.

Department of Emergency Management - The Arkansas State Agency tasked with protecting the general public from the effects of natural or manmade disasters.

Decontamination - the process of decreasing the amount of chemical agent on any person, object, or area by absorbing, neutralizing, destroying, ventilating, or removing chemical agents.

Direction and control exercise - an activity in which emergency preparedness officials respond to a simulated incident. It mobilizes emergency management and communications organizations and officials. Field response organizations are not normally involved.

Emergency Alert System (EAS) - a cooperative agreement between commercial radio and television stations to allow local or state officials to use their facilities to broadcast emergency information to the general public in the event of a life-threatening situation.

Emergency Broadcast System (EBS) - A voluntary network of broadcast stations and interconnecting facilities, which have been authorized by the Federal Communications Commission to disseminate information during an emergency, as provided by the Emergency Broadcast System Plan. EBS is made up of AM, FM and TV Broadcast stations and non-governmental electronic communications operating in a voluntary

organized manner during natural/manmade emergencies or disaster at national, state or local levels. This system keeps the public informed.

Emergency Management - Organized analysis, planning, decision-making, assignment, and coordination of available resources to the mitigation of, preparedness for, response to, or recovery from major community-wide emergencies. Refer to local and state emergency legislation.

Emergency Management Assistance (EMA) - FEMA program of financial contributions to assist the States and their political subdivision to develop a capability for civil defense by assisting them on a 50-50 funds-matching reimbursement basis.

Emergency Management Coordinator (EMC) - The Emergency Response person responsible to the Direction and Control group for coordinating the response activities of the combined government, industry, and public forces at work in the disaster.

Emergency Medical Services (EMS) - Local medical response teams, usually rescue squads or local ambulance services which provide medical services during a disaster.

Emergency Medical Technician (EMT) - Person nationally or state-certified as trained to provide a specific level of emergency medical care, usually at the actual scene of an emergency which led to the injuries being treated, prior to transport to a hospital.

Emergency Operations Center (EOC) - The protected site from which civil government officials (municipal, county, State, and Federal) exercise centralized direction and control in an emergency. Operating from an EOC is a basic emergency management concept. For effective emergency response, all activities must be centrally directed and coordinated. The person-in-charge of the disaster directs the response from this locations, and all community officials assigned primary emergency response tasks coordinate their actions from this center. The EOC should have adequate work space, be supplied with maps, status boards, etc., which are visible to all EOC staff, and have communications capability so that the EOC staff may communicate with their departments and field forces. The EOC also serves as a Resource Center and coordination point for additional field assistance. It provides executive directives and liaison to state and federal government, and considers and mandates protective actions. The EOC may be partially activated with key staff persons meeting periodically, or it may be fully activated, thus operating on a continuous 24 hour basis, depending on the situation.

Emergency Operations Exercise - Emergency operations training for Emergency Operation Center (EOC) personnel, including civil government officials, under conditions of a simulated emergency.

Emergency Operations Plan (EOP) - An all-hazards documents, which briefly, clearly, and concisely specifies actions to be taken or instructions to be given in the event of natural disasters, technological accidents, or nuclear attack. The plan identifies authorities,

relationships, and the coordinated actions to be taken based on predetermined assumptions, objectives, and existing capabilities.

Emergency Public Information - Information disseminated primarily in anticipation of an emergency, or at the actual time of an emergency; in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders. Includes rumor-control processes. During an emergency it is essential that the community have the capability to disseminate, in a timely manner, official emergency public information. An effective public information program is instrumental in saving lives and limiting the loss of property. A Pubic Information Official (PIO) must be appointed to provide a single source of information to the media. Information thus must be non-conflicting, and key officials will be free to concentrate on the response. The PIO must have the capability to fully utilize the media to provide fast, accurate, official information and instructions to the public. A center should be designated where press conferences will be given and news releases issued. This will be the only source of information for the media, so that key emergency operating facilities and activities will not be disrupted by media attempts to gain access. (See PIAT and JPIC)

Emergency Response - The response to any occurrence which results, or is likely to result, in a release of a hazardous substance due to an unforeseen event.

Emergency Response Guidebook (ERG) - published and distributed by DOT for response personnel's initial use on-scene at HazMat events. Latest issues is dated "1987". Earlier editions should be discarded.

Emergency Worker - Workers employed during an emergency to work specifically in disaster roles such as debris removal, engineering services, dike construction, water removal, etc. Also any person engaged in operations required to minimize the effects of a fixed nuclear facility emergency.

Environment - Water, air and land and the interrelationship which exists among and between them and all living things.

EPA - U.S. Environmental Protection Agency: primary CERCLA agency; chair of NRT. Title III Hotline (800) 535-0202; in Washington, D.C. (202) 479-2449, 8:30 a.m. - 4:30 p.m. Monday - Friday. (Also known as CEPP Hotline).

Evacuation - A population protection strategy involving orderly movement of people away from an actual or potential hazard, and providing reception centers for those without their own resources for temporary relocation.

Evacuee - That individual which is moved to an area of less risk.

Exercise – Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual

components and capabilities, to identify areas of strength and weakness for improvement of emergency plan (EOP).

Exercise Scenario – Background detail (domestic, international, political, military, etc.) against which an exercise is conducted.

Exposure/Exposed – When an employee is subjected to a hazardous chemical in the course of employment through any route of entry (inhalation, ingestion, skin contact or absorption, etc.), and includes potential (e.g., accident or possible) exposure.

Federal Emergency Management Agency (FEMA) – A federal agency tasked with national emergency preparedness and disaster response. Responsibilities include assistance in all aspects of community planning, preparedness and response to the full range of likely disasters and emergencies, including recommendation for a Presidentially declared disaster area and administration of disaster funds. Provides a range of expertise and administrative skills in community preparedness planning via state emergency offices. It also deals in flood insurance, temporary emergency housing, training of state and local emergency response personnel and funding of preparedness projects and functions.

Fire Department – A paid or voluntary professional fire department with jurisdiction over Local Emergency Response; receives reports from facilities under Title III.

Hazardous Wastes – Discarded materials that EPA regulates under authority of the Resource Conservation and Recovery Act (RCRA) (42 USC 6901 et. Seq.) because of public health and safety concerns. Under RCRA, a hazardous waste is fully regulated from "cradle to grave" – this is, from its time of creations until properly discarded.

HazMat, Hazardous Materials – any substance or material in a particular form or quantity which the Secretary of Transportation finds may pose an unreasonable risk to health, safety, and property. Substances so designated may include explosive, radioactive materials, ethiologic agents, flammable liquids or solids, combustible liquids or solids, poisons, oxidizing or corrosive materials, and flammable gases. Defined via rulemaking process, under authority of PL 93-633.

Host area - a predetermined location, usually some distance away from a potential risk, where persons evacuated from a risk area are sheltered.

ICS – Incident Command System; combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for management of assigned resources to effectively direct and control the response to an incident. Intended to expand as situation requires larger resource, without requiring new, reorganized command structure.

In-Place Sheltering – Directing of personnel to remain in a building or seek shelter in a building or structure, in lieu of evacuation, for protection from a life safety threat, i.e. vapor cloud or explosion. In-place sheltering is defined as "the indoors sheltering of people to prevent

external contact or inhalation of harmful chemicals". All air circulating devices should be shut off and windows and doors closed. It is anticipated in-place sheltering will last a short time, no more than a few hours.

Institutional populations - people in schools, hospitals, nursing homes, prisons or other facilities that require special care or consideration by virtue of their dependency on others for appropriate protection.

Integrated Emergency Management System (IEMS) – A system which allows improved capability at all levels of government to mitigate, prepare for, respond to, and recover from all disasters or emergencies. IEMS utilizes a strategy for implementing emergency management activities which builds upon those functions which are common to preparedness for any type of occurrence; and which provides for special requirements of individual emergency situations. Seeks function-based plan annexes which can be adapted to varied hazard events.

Intergovernmental Consultation and Coordination Boards (ICCBs) - the national and local boards composed of federal, state, and local members that provide for information transfer in the Chemical Stockpile Disposal Program.

Joint Information Center (JIC) - The location where public information officials gather to collaborate on and coordinate the release of emergency public information.

Joint Public Information Center (JPIC) – A center established near the scene of a disaster or emergency for issuing emergency information. It provides a central location for the joint issuance of accurate information to news media representatives by all levels of government and private industry. This center should be a large room with limited access, close to the scene, where the media can receive information and be provided with work space. A JPIC is established for written and verbal news releases to the media. The Joint Public Information Center provides a central locations where news media representatives can receive accurate current information concerning the incident.

LEPC - The Local Emergency Planning Committee for the Emergency Planning District in which the facility is located; required by federal law and some state laws to develop contingency plans (for planning districts as set forth by the State Commission).

Liability – An obligation to do or refrain from doing something; a duty which eventually must be performed; an obligation to pay money; also used to refer to one's responsibility for his conduct.

Liable – To be responsible for; to be obligated in law. (See **liability**).

Local Emergency Planning Committee (LEPC) - the planning body designated by Superfund Amendments and Reauthorization Act, Title III legislation, as the planning body for preparing local hazardous materials plans.

Local government – Political subdivision of the State

Mass care center –an interim facility opened for people made temporarily homeless due to an emergency. Facilities are selected by the applicable County and the American Red Cross and will be staffed by ARC personnel for essential basic services (feeding, comfort care, family reunification, etc.). This facility is primarily a comfort station or holding area where personnel can wait until decisions can be made as to the extent of the emergency, possible return of evacuees to their homes, or the need to provide follow-on shelter (mass care and feeding) support. Facilities selected may be developed into full-scale shelters if the situation dictates and people are unable to make alternative living arrangements (family, friends, etc.).

Memorandum of Understanding (MOU) - A written agreement between two or more agencies or private enterprises, whether federal, state or local. The MOU establishes what assistance or resources are available for preparation, response and mitigation of an emergency.

Mitigation - refers to those capabilities necessary to reduce loss of life and property by lessening the impact of disasters. Mitigation capabilities include, but are not limited to, community-wide risk reduction projects; efforts to improve the resilience of critical infrastructure and key resource lifelines; risk reduction for specific vulnerabilities from natural hazards or acts of terrorism; and initiatives to reduce future risks after a disaster has occurred.

Mutual Aid Agreements – Formal or information understanding between jurisdictions that pledge exchange of emergency or disaster assistance.

National Contingency Plan (NCP) - "The National Oil and Hazardous Substances Pollution Contingency Plan" (40 CRF part 300) prepared by the Environmental Protection Agency to put into effect the response powers and responsibilities created by the Comprehensive Environmental Response, Compensation, and Liability Act and the authorities established by Sect. 311 of the Clean Water Act.

National Defense Area (NDA) - an area established on nonfederal lands located within the United States, its possessions, or territories for the purpose of safeguarding classified defense information or protecting Department of Defense equipment and/or material.

National Disaster Medical System (NDMS) - a system designed to deal with extensive medical care needs in very large disasters or emergencies. The system is a cooperative effort of the Department of Health and Human Services, Federal Emergency Management Agency, Department of Defense, state and local governments, and the private sector.

National Preparedness-the actions taken to plan, organize, equip, train, and exercise to build and sustain the capabilities necessary to prevent, protect against, mitigate the effects of, respond to, and recover from those threats that pose the greatest risk to the security of the Nation.

National Response Team - A group consisting of representatives of 14 government agencies that implement the National Contingency Plan.

National Warning System (NAWAS) - The Federal Warning System, used to disseminate warnings of imminent natural disaster or enemy attack into a Regional Warning System which passes it to the State Warning Points for action.

National Weather Service (NWS) - A Federal Agency tasked with forecasting weather and providing appropriate warning of imminent natural disaster such as hurricane, tornados, tropical storms, etc.

NOAA - National Oceanic and Atmospheric Administration; central agency in development of CAMEO computer system for hazmat response and planning use, especially air-plume and surface-slick dispersion modeling. Functions under the Department of Commerce. Provides Scientific Support Coordinators (SSCs) in coastal and marine areas. SSCs serve as members of the OSC's staff, as scientific and technical advisors. Their capabilities include contingency planning, surface/subsurface trajectory forecasting, resource risk analysis, technical hazard data assessment and general communications. The SSC serves as principal point-of-contact for members of the scientific community.

On-scene coordinator (OSC) - the federal official pre-designated by the Environmental Protection Agency or the Coast Guard to coordinate and direct federal responses and removals under the National Contingency Plan, or the Department of Defense (DOD) officials designated to coordinate and direct the removal actions from releases of hazardous substances, pollutants, or contaminants from DOD vessels and facilities. For Department of Army facilities, the Initial Response Force and the Service Response Force commander is the on-scene coordinator.

Personnel processing point (PPP) - a designated point along the evacuation routes where evacuees are processed and given instruction. Actions taken include, but are not limited to:

- first aid, if necessary;
- decontamination, if necessary; and
- transportation or directions to hospital or reception and care center facilities.
- PPPs will be manned by participating fire departments, with assistance from law enforcement and EMS agencies.

Pine Bluff Arsenal (PBA) - U.S. Army Arsenal located in Jefferson County, Arkansas.

Prevention- refers to those capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism. Prevention capabilities include, but are not limited to, information sharing and warning; domestic counterterrorism; and preventing the acquisition or use of weapons of mass destruction (WMD). For purposes of the prevention framework called for in Presidential Policy Directive 8, the term "prevention" refers to preventing imminent threats.

Protection- (as defined in Presidential Policy Directive 8) refers to those capabilities necessary to secure the homeland against acts of terrorism and manmade or natural disasters. Protection capabilities include, but are not limited to, defense against WMD threats; defense of agriculture and food; critical infrastructure protection; protection of key leadership and events; border security; maritime security; transportation security; immigration security; and cybersecurity.

Protection factor - the measure of exposure reduction provided by a protective device or shelter. A protection factor of 100 means that protected exposure is 1/100th of the unprotected exposure.

Public Information Officer (PIO) - On-scene official responsible for preparing and coordinating the dissemination of public information in cooperation with other responding Federal, State, and local government agencies. Also called Public Affairs Officer (PAO).

Reception Center - A center established to register evacuees and to assess their needs. If an evacuation is ordered, suitable facilities to be used as reception centers must be designated. The centers will be used to register evacuees for emergency shelter or, if temporary shelter is not required because evacuees will stay elsewhere, to ascertain where they can be contacted. Persons requiring temporary shelter will be directed to a shelter location. (NOTE: Reception and shelter facilities may be at the same location.)

Recovery - refers to those capabilities necessary to assist communities affected by an incident to recover effectively, including, but not limited to, rebuilding infrastructure systems; providing adequate interim and long-term housing for survivors; restoring health, social, and community services; promoting economic development; and restoring natural and cultural resources.

Regional Response Team (RRT) - the representatives of federal agencies and a representative from each state in the federal region. During a response to a major hazardous materials incident involving transportation or a fixed facility, the on-scene coordinator may request that the RRT be convened to provide advice or recommendations in specific issues requiring resolution.

Resilience- refers to the ability to adapt to changing conditions and withstand and rapidly recover from disruption due to emergencies.

Response -refers to those capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.

Risk - The probability that damage to life, property, and the environment will occur.

Risk Analysis - Assesses probability of damage (or injury) due to hazardous materials release and actual damage (or injury) that might occur, in light of the hazard analysis and vulnerability analysis. Some planners may choose to analyze worst-case scenarios. Use

the Chemical Profiles in the CEPP technical guidance or a similar guide to obtain information.

Risk Area - An area considered likely to be affected by a release of a toxic chemical. Risk areas are based on recommended isolation distances (i.e., one-half mile radius in all directions and one mile downwind), identifiable land features (streets, addresses, rivers, etc.) and predominate wind directions.

Route alerting - one of several methods used to alert the public to a danger. It involves emergency personnel traveling in vehicles or on foot along prearranged routes and delivering emergency messages to the general public. Methods include lights, sirens, public address systems, and door-to-door notification.

SARA - Superfund Amendments and Reauthorization Act of 1986 (PL99-299). Extends and revises Superfund authority (in Title I & II). Title III of SARA includes detailed provisions for community planning and Right-To-Know Systems.

SARA Extremely Hazardous Substance – EPA list of 300-plus substances named in Appendix D or 40 DFR Part 300, as described in SARA section 302(a)(2). Section 302, 303 and 304 of CERCLA apply to these substances. Length of list may be altered by EPA review process.

Security- refers to the protection of the Nation and its people, vital interests, and way of life.

SERC - State Emergency Response Commission for the state in which the facility is located. Oversees local committees' information and operations; approves submitted local response plans; intermediary between Federal and local officials in SARA compliance. See "SERC".

Service Response Force (SRF) - a Department of the Army level emergency response organization, commanded by a general officer, capable of performing and sustaining the chemical accident/incident response mission. The SRF is comprised of the IRF and follow-on forces consisting of a staff and specialized teams from various agencies and organizations involved in the response to and recovery from a chemical event.

Shelter - A facility to house, feed, and care for persons evacuated from a risk area for periods of one or more days. For the risk areas the primary shelter and the reception center are usually located in the same facility.

Special Needs Population - A population whose members may have additional needs before, during, and after an incident in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English speaking; or who are transportation disadvantaged.

Staging Area - A pre-selected location having large parking areas such as a major shopping area, schools, etc. The area is a base for the assembly of persons to be moved by public transportation to host jurisdictions and a debarking area for returning evacuees. Several of these areas should be designated to each evacuating jurisdiction.

Standard Operating Procedures (SOP's) - Set of instructions having the force of a directive, covering features of operations which lend themselves to a definite or standardized procedure without loss of effectiveness, and implemented without a specific direct order from higher authority.

State Emergency Operations Plan - Plan designated specifically for State-level response to emergencies or major disasters; which sets forth actions to be taken by the State and local governments, including those for implementing Federal disaster assistance. (See EOP, op.cit.)

State Emergency Response Commission (SERC) - the state planning group designated by SARA, Title III legislation as the state coordinating body for hazardous materials activities.

Tabletop exercise - an activity in which emergency preparedness officials respond verbally to a simulated incident in an informal and unstressed format.

Title III - the "Emergency Planning and Community Right-to-Know Act of 1986." A law that requires the establishment of state and local planning structures (SERCs and LEPCs) for emergency planning and for hazardous materials incidents. It requires (1) site-specific planning around extremely hazardous substances, (2) participating in the planning process by facilities storing or using hazardous substances, and (3) notifications to SERCs and LEPCs of releases of certain hazardous substances. It also provides for mechanisms to provide information on hazardous chemicals to the public.

Tornadoes - Spawned by hurricanes, sometimes produce severe damage and casualties. If a tornado is reported in your area, a warning will be issued.

Traffic control point (TCP) - a location on a road or highway, usually an intersection, which is manned by trained personnel to ensure continued movement of traffic into or out of a risk area. Traffic control is a temporary function to be implemented at points where normal traffic controls are inadequate or where redirection of traffic becomes necessary due to an emergency. Traffic control implies movement, while access control implies blockade.

Warning - The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects of natural disasters and acts of civil disturbance or war.

Acronyms

ACP	Access Control Point
ADAT	Arkansas Disaster Assistance Teams
ADC	Arkansas Department of Corrections
ADEM	Arkansas Department of Emergency Management
ADEQ	Arkansas Department of Environmental Quality
ADH	Arkansas Department of Health
ADHS	Arkansas Department of Human Services
ARC	American Red Cross
ASP	Arkansas State Police
DA	Department of Army
DHS	Department of Homeland Security
DOH	Division of Health
EAS	Emergency Alert System
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HHS	(U.S. Department) of Health and Human Services
ICCB	Intergovernmental Consultation and Coordination Boards
LEPC	Local Emergency Planning Committee
MDIRP	Major Disaster/Incident Response Plan
MOU	Memorandum of Understanding
NAWAS	National Warning System
NCP	National Contingency Plan

NDA	National Defense Area
NCTR	National Center for Toxicological Research
NDMS	National Disaster Medical System
NIMS	National Incident Management System
NRP	National Response Plan
OSC	On-Scene Coordinator
PPE	Personal Protective Equipment
PPP	Personnel Processing Point
RRT	Regional Response Team
SARA	Super Fund Amendments and Reauthorization Act of 1986
SERC	State Emergency Response Commission
SRF	Service Response Force
TCP	Traffic Control Point

Record of Changes

Arkansas Emergency Operations Plan

ESF #1 – Transportation

Date of Change and Initials	Nature of Change and Location
August 9, 2011 - KW	Changes made to clarify existing text
August 9, 2011 - KW	Added text concerning Department of Aeronautics and the Air Coordination Group to Concept of Operations,
August 9, 2011 - KW	Removed ADEM, AR-NG, and Department of Aeronautics from list of Support Agencies
August 9, 2011 - KW	Removed Scope and Authorities and References
May 6, 2011 - KW	Added Arkansas Department of Aeronautics as a primary agency
September 10, 2010 – KW	Added Federal Railroad Administration as a Support Agency
September 10, 2010 – KW	Reworded for Clarity
September 9, 2009 – VVP	Changes made to clarify existing text
September 9, 2009 – VVP	Statement on the annual review and revision of this plan in "Responsibilities"
September 9, 2009 – VVP	Statement on the availability of resources in "Responsibilities-Support Agencies"
September 9, 2009 – VVP	Removed Arkansas Energy Office as a Support agency (they are an ESF #12 Support)
September 9, 2009 – VVP	Added the AHTD Earthquake Response Plan under Authorities and References
September 9, 2009 – VVP	Redefined role of DHS as a Support Agency
September 9, 2009 – VVP	Updated the FHWA Order under Authorities and References
9/17/12 JC	Consolidated and clarified information in General section.
9/17/12- JC	Addition of Air Ops plan to Authorities and References
9/17/12 JC	Removal of Railroad Owners/Operators & Port Owners/Operators from Support Agency table

Emergency Support Function #1 – Transportation Annex

ESF Coordinator

Arkansas State Highway and Transportation Department

Primary Agencies

Arkansas State Highway and Transportation Department
Arkansas Department of Aeronautics

Support Agencies

Arkansas State Police
Arkansas Forestry Commission
Arkansas Game and Fish Commission
Arkansas Department of Parks and Tourism
Arkansas Department of Finance and Administration
Arkansas Department of Education
Arkansas Department of Human Services
Arkansas Department of Correction
Civil Air Patrol
Railroad Owners/Operators
Port Owners/Operators
Arkansas Trucking Association
National Defense Transportation Association
United States Coast Guard
Department of Homeland Security
U.S. Army Corps of Engineers
Federal Railroad Administration

Authorities and References

Arkansas Code Annotated 12-75-101 et al.
Arkansas State Highway Commission Minute Order No. 66-174
AHTD Earthquake Response Plan
Public Law 93-288, Disaster Relief Act of 1974
Title 23, U.S. Code
Executive Order 11490
The National Response Framework
FHWA Administrative Order 1910.2C
Emergency Administrative Plan – Bobby Hopper Tunnel
AHTD Continuity of Operations Plan
Arkansas Aviation Operations Plan

Introduction

Policies

- The primary goal of transportation planning for emergency and/or disaster response is to satisfy the needs of state, federal, and local government agencies requiring transportation routes to perform disaster missions.
- Transportation planning will include the utilization of available state transportation capabilities. State transportation planning recognizes the County policies used to control the movement of relief resources, as well as County-established priorities for determining precedence of such movement.
- The owners/operators of any rail line are solely responsible for damage assessment and repair of their commercial rail lines within the state.
- The owners/operators of any ports are solely responsible for damage assessment and repair of their facilities within the state.

Concept of Operations

General

In accordance with the Arkansas Emergency Operations Plan, Basic Plan and this ESF, the Arkansas State Highway and Transportation Department (AHTD) is the Primary Agency responsible for coordinating ground transportation activities. AHTD ESF# 1 is responsible for coordinating state resources needed to restore and maintain transportation routes necessary to protect lives and property during an emergency/disaster and will provide an ESF# 1 liaison to the State Emergency Operations Center (SEOC).

The AR Department of Aeronautics (ADA) is responsible for the coordination of air transportation activities. ADA will provide a liaison to the state Air Coordination Group. ESF # 1 will coordinate the available state air assets through the Air Coordination Group (ACG) according to the Arkansas Aviation Operations Plan annex to the Arkansas Emergency Operations Plan.

ESF# 1 will assess the condition of highways, bridges, tunnels, and other components of the state's transportation infrastructure. With guidance from assisting agencies and private industry it will close those components determined to be unsafe, post signs and place barricades, notify law enforcement and emergency management personnel, and protect, maintain, and restore critical transportation routes and facilities.

Organization

AHTD will work through the State EOC to coordinate efforts for the ESF #1, ground transportation element. ADA will lead the ACG to coordinate efforts for the ESF #1 air transportation element. Overall coordination of the emergency response will be conducted by the Arkansas Department of Emergency Management (ADEM). Under the National Incident Management System (NIMS), AHTD will be responsible for coordinating activities of its employees, the agencies named in this document, and other public and private entities involved in ESF #1 - Transportation for the State of Arkansas. The Support Agencies are responsible for

developing and maintaining plans, procedures, and asset inventories to support the ESF# 1 Coordinating Agency.

Actions

Pre-Incident. ESF# 1 Primary agencies will maintain their own internal plans and SOPs and will update those plans to ensure prompt and effective response to disasters.

Incident.

- ESF #1 will coordinate resources needed to restore and maintain transportation routes necessary to protect lives and property.
- AHTD, the ESF #1 coordinating agency, will provide a liaison to the State EOC, to provide information on road closures, infrastructure damage, route clearance, and restoration activities.
- AHTD, the ESF #1 coordinating agency will coordinate emergency transportation/evacuation routes with ESF #12 in order to determine the location of fuel supplies.
- The ADA will provide a liaison to the Air Coordination Group (ACG) to act as the Air Group Coordinator.
- The ADA provides information on airport and runway conditions and available services and provides aerial transportation when needed and available.

Post Incident.

- AHTD will coordinate the recovery, restoration, and safety of transportation infrastructure by prioritizing the reconstruction needs and the restoration of critical and strategic transportation infrastructure. Reconstructed facilities will be built in accordance with current standards and specifications.
- AHTD will sign all State Highway closures and detours in accordance with the *Manual on Uniform Traffic Control Devices.*

Responsibilities

Coordinating Agencies

- Utilize ESF #1 personnel and equipment during the emergency period to clear routes , temporarily restore public facilities, and assist other agencies as requested.
- Assist with the damage assessment of transportation infrastructure in close coordination with Federal, state, and local officials.
- Implement ESF #1 functions to include the identification, procurement, prioritization and/or allocation of state resources necessary to maintain and restore the state's transportation infrastructure.
- Assist state and local government entities in determining the most viable transportation networks to, from, and within the disaster area and regulate the use of such networks.
- Coordinate transportation assets for rescue of persons and/or transport of supplies to disaster victims.
- Be responsible for the review and revision of this plan at minimum on an annual basis or as needed.

Support Agencies

Supporting agencies have resources that may fulfill roles and responsibilities identified in this ESF (see table on next page). Resources will be called upon as needed and provided by supporting agencies as they are available.

Support Agencies

Agency	Functions
Arkansas State Police	Assist with enforcement of traffic routes
Arkansas Forestry Commission	• Provide alternate modes of transportation (all terrain vehicles, off road vehicles) • Air support (fixed wing assets) to include pilots • Provide debris clearance equipment
Game and Fish Commission	Provide alternate modes of transportation (all terrain vehicles, off-road vehicles, watercraft, and manpower)
Department of Parks and Tourism	Provide heavy equipment for emergency repairs or debris removal. Available uniformed staff will assist in evacuation of lakes and streams.
Department of Finance and Administration	Responsible for the provision of fuel along transportation and evacuation routes
Department of Education	Provide school buses and drivers to transport disaster victims. Resources will be used with permission from individual school superintendents and requests will be coordinated through the Arkansas Division of Public School Academic Facilities and Transportation.
Department of Human Services	Provide vehicles and drivers to transport emergency supplies and/or people.
Department of Correction	• Provide vehicles and drivers to transport emergency supplies and/or move people. • Provide equipment for emergency debris removal
Civil Air Patrol	• Provides assistance in aerial damage surveys of transportation infrastructure • The ability to provide air and ground transportation of medicines, blood plasma, personnel, supplies, and equipment etc.
Arkansas Trucking Association	Provide types and numbers of for-hire vehicles and drivers in the affected area and a telephone number to reach responsible persons in each company who could dispatch these vehicles.

Support Agencies

Agency	Functions
National Defense Transportation Association	Local Chapter of the NDTA in Little Rock will provide vans and drivers, if available, to transport emergency supplies or to move people.
United States Coast Guard	Provides support agency capabilities with Disaster Assistance Rescue Boat Team with normal and shallow water capabilities
U.S. Army Corps of Engineers	Take measures such as dredging and/or removal of debris and obstructions to insure that navigation on Federal Navigation Channels is maintained.
Federal Railroad Administration (From Agency Website http://www.fra.dot.gov/)	• Hazardous Materials Division- oversees the movement of hazardous materials throughout the nation's rail transportation system; has the authority to oversee the movement of a package marked to indicate compliance with a Federal or international hazardous materials standard even if such a package does not contain a hazardous material. • Highway-Rail Grade Crossing and Trespasser Prevention Division- enacts and enforces regulations requiring safe practices by train and motor vehicle operators, as well as by pedestrians • Motive Power and Equipment Division- provides technical expertise and direction in the execution and administration of rail safety programs to ensure maximum safety in railroad operations relevant to motive power and freight, passenger, and commuter equipment. • Track and Structures Division- provides technical expertise of railroad safety programs relevant to track and structures.

Record of Changes

Arkansas Emergency Operations Plan

ESF #2 – Communications

Date of Change and Initials	Location and Nature of Change
8/11/09 JRC	Pg 1: Added AR Public Service Commission to support agencies
8/11/09 JRC	Pg 4: Added Verizon/Alltel to #11
8/11/09 JRC	Pg 10: Added "Coordinate transport assistance as required."
8/11/09 JRC	Pg 10: Edited AR Highway Police functions
8/11/09 JRC	Pg 11: Added " Provide roadway clearing to access sites" to AR NG
8/11/09 JRC	Pg 11: Edited AGFC, AFC functions
9/20/10 JRC	Various rewording throughout document and added "Provide on-scene situation assessment and radio support" to multiple support agencies function
9/09/11- JC	National Guard removed as a direct Supporting Agency throughout document.
9/09/11- JC	Removed names of National Weather Service Offices.
9/09/11- JC	Added "Arkansas Statewide Emergency Comms Plan" to Authorities
9/09/11- JC	Reworded and deleted information in Concept of Operations-General. Removed
9/09/11- JC	Replaced incorrect names of places/equipment/duty positions with the correct and up-to-date information.
9/09/11- JC	Removed references to CSEPP equipment/capabilities
9/09/11- JC	Removed references to Alltel as cellular phone service provider
9/09/11- JC	Format changed to APA
9/25/12 JC	Edited and reworded various parts for clarity.
9/25/12 JC	Replaced AR EOP with ARCEMP.

Emergency Support Function (ESF) #2- Communications Annex

Primary and Coordinating Agency

Arkansas Department of Information Systems

Support Agencies

Arkansas Department of Emergency Management
Arkansas State Police
Arkansas Department of Health
Arkansas Highway and Transportation Department
Arkansas Highway Police
Arkansas Department of Education - Arkansas Educational Television Network
Arkansas Game & Fish Commission
Arkansas Forestry Commission
Arkansas Amateur Radio Emergency Service (ARES)
Arkansas Amateur Civil Emergency Service (RACES)
Telecommunications Network Service Providers
Local Jurisdiction Emergency Management Organizations
Arkansas Public Service Commission

Federal Support Agencies

Department of Homeland Security/National Communications System
Emergency Preparedness and Response Directorate (FEMA)
Critical Infrastructure Warning Information Network
National Weather Service

Authorities and References

Arkansas Comprehensive Emergency Management Plan (ARCEMP)
National Warning System (NAWAS) Handbook maintained separately through the Federal Emergency Management Agency (FEMA).
State Radio Amateur Civil Emergency Services (RACES) Plan, maintained separately.
http://www.arkansas-aresraces.org/AresRaces/aresracesplanarkansas.pdf
Arkansas Emergency Alert System Plan, maintained separately.
Arkansas Statewide Emergency Communications Plan, maintained separately.
Arkansas Emergency Services Act of 1973, (Acts 1973, No. 511, A.S.A §12-75-101)

Introduction

The ESF #2 Communications annex provides guidance for rapid alerting and warning to key State and local jurisdictional officials and the general public of an impending or occurring natural or technological emergency or disaster. This annex also provides guidance for organizing, establishing, and maintaining the telecommunications and information system capabilities necessary to meet the operational requirements of state and local jurisdictions in responding to and recovering from emergencies and disasters.

Policies

The ARCEMP as described in this ESF, will guide all State telecommunications, information systems, and warning activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters.

Telecommunications, information systems and warning support requirements which cannot be met at the local level will be escalated upward for resolution to the state level by the Arkansas Department of Information Systems (DIS) and appropriate State agencies. If needed, federal assistance will be requested.

State agencies have developed Continuity of Operations Plans (COOP) that address telecommunications/information system contingency plans, disaster recovery/business

resumption plans and information system security plans commensurate with the agency's requirements and needs.

Assumptions

Reliable telecommunications and information system capabilities are necessary at all levels of government for day-to-day communications. Such capabilities must be available to the State for operations from the primary or alternate EOC as well as any other location selected because of existing conditions at the time of the emergency or disaster.

Concept of Operations

General

Emergency communications between local, state, and federal government is provided through the Arkansas Response and Coordination Center (ARCC).

Communications and Warning Capabilities

- The Emergency Alert System (EAS): An EAS terminal is located within the ARCC.
- NOAA Weather Radio (NWR)
- The Arkansas Wireless Information Network (AWIN) Radio: The ARCC is equipped with 5 AWIN consoles. All ADEM personnel are issued portable radio units. A cache of portable and mobile units are retained by ADEM Telecommunications Branch to be issued as disaster or emergency situations dictate.
- The National Warning System (NAWAS): The state portion of the NAWAS consists of the ADEM Communications Center, twelve State Police District headquarters, two National Weather Service offices and 15 primary warning points (nodes) connected with leased, non-switched terrestrial voice circuits. The primary warning points using the most expedient method possible disseminate warnings to the non-NAWAS

counties. National and State NAWAS phone systems are located in the ADEM Communications Center.

- The Arkansas Nuclear One Telephone/Fax System: located in the ARCC.
- The Arkansas Department of Health Hotline System: located in the ARCC.
- The Arkansas Department of Emergency Management (ADEM) utilizes a commercial telephone system for daily use. The State EOC has operational lines for emergency use and jacks for installing additional lines.
- The Arkansas Incident Reporting Hotline is answered by the ARCC 24-hours a day including weekends and holidays. The 24-hour hotline system exists on a standard phone system.
- ADEM utilizes 2 fax machines for manual fax transmissions. Both fax machines have print, copy and scan capabilities and are located in the upstairs and downstairs print/fax areas of the State EOC. ADEM also utilizes a GFI FAXmaker fax server that allows for fax transmissions to be sent and received via a Microsoft Exchange Server email infrastructure.
- Cellular phones operating on the AT&T Cellular Network and Verizon have been assigned to a majority of the ADEM staff.
- Iridium® Satellite phones are issued to the Governor, ADEM Director, Deputy Director, each ADEM Area Coordinator, and each ESF Coordinating Agency. Hughes MSAT G2s are installed in the ADEM Mobile Command Vehicle (MCV), ARCC, SEOC Event Manager positions and to all ESF and support agencies. A small cache of satellite phones are reserved and issued to personnel for communication capability.
- Secure Telephone Equipment STE, is located in the Secure Communications Room of the State EOC and is used primarily for secure communication with the other states and the Department of Homeland Security. Special security clearance is necessary for access to this equipment or its use and its location within the EOC is restricted from unauthorized users.
- Video teleconferencing units are located in the office of the ADEM Director, Governor’s Conference Room and Training Room C at ADEM.

- The Arkansas Amateur Radio System: (which includes RACES (Radio Amateur Civil Emergency Services), MARS (Military Auxiliary Radio System) and ARES (Amateur Radio Emergency Services)
- The TRP-1000 Transportable Radio Interconnect System
- National Weather Service disseminates all national Weather Service text data pertinent to Arkansas via the Arkansas Crime Information Center (ACIC) terminals located in Arkansas law enforcement jurisdictions and the ARCC. The Arkansas Crime Information Center computer system is used primarily to transmit law enforcement information. It can be used by ADEM during an emergency to transmit and receive hard copy administrative traffic. ADEM also has a weather wire server that receives all watches, warnings, and alerts that are sent to the county OEMs for that area and all warnings are sent to ADEM staff and the Governor's Office
- The Critical Infrastructure Warning Information Network (CWIN)
- The DHS/FEMA Mobile Emergency Response Support (MERS)

Organization

The ESF #2 consists of Arkansas Department of Information Systems staff, ADEM's Communications Division, and representatives from the private telecommunications providers, support state agencies, and the National Response Framework ESF #2.

Responsibilities

Primary Agency. The Arkansas Department of Information Systems supports disaster operations through the provisioning of equipment, personnel and technical support during the restoration of voice and data information systems and has the overall responsibility for planning and coordinating the emergency telecommunications, warning and information technology programs within the state, including assistance to local jurisdictions. DIS fosters response and recovery by working with commercial telecommunications companies to restore

telecommunications capabilities and services, coordinating the acquisition and deployment of additional telecommunications equipment, personnel and resources necessary to establish temporary communications capabilities within the affected area(s), and supplementing State emergency communications systems requirements within capabilities.

Pre-incident.

- Pre-identify communications facilities, equipment, and personnel in each region that could be made available to support response and recovery efforts
- Assess selected sites to store pre-staged communications assets for rapid deployment. Identify State communications assets available to support a recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort. Industrial resources may also be considered for availability and effectiveness. Furthermore, availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated
- Generate in a timely manner, reported information to be included in State EOC briefings, situation reports, and/or action plans.
- Encourage and promote interoperability among state and local jurisdictions.
- Conduct regularly scheduled communications tests and drills with pre-designated communications centers to insure operational readiness and procedural familiarity.
- Conduct monthly checks of AWIN radio and satellite phone equipment distributed to local users.
- Utilize EOC telecommunications and IT equipment as an integral part of all communication systems in nuclear power plant exercises and State EOC participation WMD exercises.

Response Activities.

- During a level II SEOC activation, the ESF #2 contact will notify the AWIN Program Director who will send a representative to the State EOC.

- Identify the actual and planned actions of commercial telecommunications companies to restore services.
- Determine what assets are available and nearest to the affected area by each ESF 2 support agency and the time frame in deploying those assets.
- Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
- Compile telecommunication system damage information obtained from assessment teams, the telecommunications industry, the local/county emergency management director and other city/county/State agencies and report that information through ESF 5.
- Assess the need for and obtain telecommunications industry support as required.
- Prioritize the deployment of services and equipment based on available resources and critical needs.
- Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required

Support Agencies

Agency	Functions
Arkansas Department of Emergency Management	• Conduct monthly checks of all telecommunications and IT equipment and systems in the State EOC. • Receive and disseminate on a 24-hour basis, warning information Statewide and locally at the request of the local jurisdiction through the State warning points. • Plan and prepare the notification systems to support the establishment of staging areas, distribution sites, a Joint Field Office, Recovery Centers, Joint Information Centers, the deployment of strike teams, mutual aid teams, and other local, State, and federal recovery facilities and emergency workers in the impacted area. • Assign and schedule sufficient communications personnel to cover an activation of the State EOC and/or mobile communications center for an extended period of time • Coordinates and maintains a statewide communication and warning capability and provide warning of impending emergencies or disasters to affected political subdivisions • Activates and issues EAS messages as requested by the Governor or Governor's designated authority. • Coordinates with voluntary agencies to supplement state and local communications • Provide on-scene situation assessment and radio support.
Arkansas State Police	• Supports disaster operations as requested by utilizing the agency's personnel and communications equipment throughout the state • Provides alternate EOC communications center support at the level dictated by the situation • Provides on-scene situation assessment and radio support.

Agency	Functions
Arkansas Department of Health	• Supports disaster operations as requested by utilizing the agency's personnel and communications equipment throughout the state • Provides alternate EOC communications centers support at the level dictated by the situation • Provide guidance to area hospitals, air and ground ambulances and Emergency Medical Service (EMS) providers • Response by Division of Public Health (DPH) includes: collecting, reviewing, disseminating and tracking public health information • Provide communication for health providers through the Health Alert Network (HAN)
Arkansas Highway and Transportation Department	• Support disaster operations as requested by utilizing the agency's personnel and communications equipment throughout the state • Staff the HD Radio Room at the level dictated by the situation • Provide technical assistance for the restoration of communications systems • Provide radio systems backup for ADEM communication staff through 2 private radio systems. • Coordinate transport assistance as required. • Provide on-scene situation assessment and radio support.
Arkansas Highway Police	• Provide escorts to sites on wheels (SOWS) through ESF #13 • Provide on-scene situation assessment and radio support.
Arkansas Department of Education-AETN	• Provide communication to the public through statewide television network
Arkansas Game & Fish Commission	• Provide additional staff • Provide transportation of SOW's • Provide alternate communication via radio communication system and technicians in the central Arkansas area. • Provide on-scene situation assessment and radio support.
Arkansas Forestry Commission	• Provide aircraft to transport mobile AWIN repeaters • Provide alternate communication via high-band radios • Provide on-scene situation assessment and radio support.
Arkansas Amateur Radio Emergency Services (ARES) & Arkansas Amateur Civil Emergency Services (RACES)	Provide alternate communications (voice and data) via volunteer ham radio operators throughout the state and region

Agency	Functions
Arkansas Civil Air Patrol	• VHF Bases located around the state • VHF repeater network-stand alone • HF radio system • Provide aircraft to transport mobile AWIN repeaters • Provide on-scene situation assessment and radio support.
Telecommunications Network Service Providers	• Provide 24/7 hotlines to escalate according to situation • Provide technical support and repair/replacement of telecommunications systems to local jurisdictions
Federal Government	Provides a national telecommunications system, including NAWAS, capable of connecting State, federal, and commercial systems for appropriate emergency operations and to other Federal Government Agencies and systems.
National Warning Center	• Operates, directs and controls NAWAS except when emergency or disaster situations exist only in the State of Arkansas • Coordination of information dissemination through ADEM
National Earthquake Information Center	• Issues seismic activity advisories and confirmations • Coordinate of alert information through ADEM
National Weather Service	Issues weather forecasts, weather related watches and/or warnings, and information pertaining to other natural and man-made technological disaster incidents
Local Jurisdiction Emergency Management Organizations	• Primary Warning Point • Determines methods of conveying warning to citizens • Prepares, maintains, and exercises warning plans, SOPs, and call lists • Trains all personnel staffing a warning point in the reception and dissemination of warning information • Maintains warning point records • Maintains a continuing record of the status of the warning system and advises the local jurisdiction emergency management director of any deficiencies • Non-NAWAS Relay Warning Points • Responds to state tests of the warning network in accordance with the Statewide Warning Fan-out • Trains personnel in the receipt and dissemination of warning information • Tests local jurisdiction procedures and warning systems • Maintains a continuing record of the status of local jurisdiction warning systems and advises the local jurisdiction emergency management director of any deficiencies

Resource Requirements

Local jurisdictions, State, federal, and other supporting agencies should develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified in this ESF. As a minimum, all agencies should expect to sustain immediate operations.

Record of Changes

Arkansas Emergency Operations Plan

ESF #3 – Public Works and Engineering

Date of Change and Initials	Location and Nature of Change
8/10/11 CR 1	2011 review and revision complete
September 23, 2010 - dkm	2010 review and revision complete
8/18/10 dkm	Added American Society of Civil Engineers, AR Section Emergency Response Team and U. S. Army Corps of Engineers as support agencies. Removed text not specific to ESF #3.
8/18/09 – maw	Page 7, D.1.C. – changed "actions"
8/18/09 – maw	Clarified various text throughout the document
8/18/09 – maw	Added AR WARN as a Support Agency

Emergency Support Function #3
Public Works and Engineering

ESF Coordinating Agency

Arkansas Army National Guard – Director of Engineering

Support Agencies

Arkansas Department of Emergency Management
Arkansas State Police
Arkansas State Highway and Transportation Department
Arkansas Forestry Commission
Arkansas Game and Fish Commission
Arkansas Department of Health
Arkansas Natural Resources Commission
Arkansas Department of Information Systems/Arkansas Geographic Information Office
Arkansas Department of Labor
Arkansas Department of Rural Services
Arkansas State Board of Registration for Professional Engineers and Land Surveyors
Arkansas Department of Environmental Quality
Arkansas Building Authority
Arkansas Department of Correction
Arkansas Public Service Commission
Civil Air Patrol
Little Rock Port Authority
Arkansas Water/Wastewater Agency Response Network (ARWARN)
American Society of Civil Engineers, AR Section Emergency Response Team
U. S. Army Corps of Engineers

Authorities and References

Arkansas Code Annotated 2-16-101 et al.
Homeland Security Presidential Directive/HSPD-9
Arkansas Code Annotated 12-75-101 et al.
ADC Administrative Regulations 876 – Inmate Emergency Work Assignments during Disasters
Public Law 93-523, the Federal Safe Drinking Water Act

Introduction

Purpose

The Purpose of the ESF #3- Public Works and Engineering annex is to provide guidance for the evaluation, engineering services, and coordination of the following: Structural inspection, emergency repair of water and wastewater treatment facilities, distribution of emergency potable water, debris removal, and emergency power support to predetermined facilities in situations requiring a State response.

Scope

Activities appropriate to ESF #3 include the following:

- Participation in preparedness activities, such as pre-positioning of equipment.
- Participation in the needs/damage assessments immediately following a public emergency.
- Coordinate management of debris removal and disposal from public property for lifesaving, property protection, and health and safety.
- Coordination of emergency water supplies until public water utility operations can be restored.
- Coordinates emergency support for public health and safety, such as providing for debris removal, potable water, and power.

- Coordinates technical assistance, including inspection of private residential structures and commercial structures involved in post-disaster recovery, state owned and operated building, and public school facilities.
- Provision of basic sanitation support such as street cleaning, litter can removal, fleet services, parking enforcement, and towing of illegally parked or abandoned vehicles. Provision of portable sanitation facilities is outside the scope of ESF #3.

Situation

In an emergency, damage to public works and engineering systems may be significant. Structures may be destroyed or weakened. Homes, public buildings, and other facilities may have to be reinforced or demolished to ensure safety. Utilities may be damaged and may be partially or fully inoperable. Debris may make streets and highways impassable. A public emergency may affect local response personnel and the facilities from which they operate. They may be unable to perform their emergency duties as they usually do. Similarly, equipment in the affected area may be damaged or inaccessible. Sufficient resources may not be available to local agencies to meet their emergency requirements. Federal, state and/or private assistance may be required to identify and deploy resources from outside the affected area to ensure a timely, coordinated, and effective response.

Planning Assumptions

- Access to emergency areas will be dependent upon the condition of ground and water routes and of facilities that support air assets. In many locations, debris clearance for access and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities.
- Early damage assessments will be quick, general assessments that will require a more comprehensive follow-up at a later time.
- Rapid assessment of the affected area is required in order to prioritize response efforts, determine critical needs, and to estimate potential workload for State agency response, or for requesting federal assistance.

- To minimize threats to public health, emergency environmental waivers and legal clearances will be needed to dispose of emergency debris and materials from demolition activities. All entities are responsible for complying with appropriate local, state and federal environmental and historic preservation statutes.
- Construction equipment and materials and significant numbers of personnel having engineering and construction skills might be required from outside the disaster area.
- In the event of loss of essential public services, ESF #3 initial response may be to temporarily establish electrical power, water, waste disposal, etc.In terrorist incidents the Federal Bureau of Investigation (FBI) is the lead agency and the response coordinating agency. The FBI will continue to fill this role during debris removal.

Concept of Operations

General

- The Arkansas Department of Emergency Management (ADEM) will notify elements of ESF #3 when public works and engineering capabilities are required for state assessment, response and recovery activities during emergencies. Full or partial activation of ESF #3 will depend upon the requirements for response and recovery.
- ESF #3's Coordinating Agency is prepared to staff the State Emergency Operations Center (SEOC) on a 24 hour basis and provide coordination of personnel and equipment as applicable for emergency response and recovery activities at the disaster site. Additional public works and engineering services and equipment may be contracted when required for response and recovery operations.
- Close coordination is maintained between ESF #3 organizations during emergencies in order to:
    - Prioritize response and recovery missions
    - Share and update information
    - Ensure expedient response and recovery actions
    - Avoid redundant activities

    - Ensure a unified effort when working with federal, local, and private organizations
    - Provide accurate information to other organizations in the SEOC and at the site of the emergency
- Each ESF #3 agency is responsible for providing logistical support to its personnel and for tracking and maintaining its equipment and supplies.
- ESF #3 resources may be pre-positioned depending upon the nature of the hazard.

Organization

- The Arkansas Army National Guard – Facilities and Engineering is the Coordinating Agency for ESF #3.
- The Arkansas Army National Guard – Facilities and Engineering, as the Coordinating Agency, must ensure that through coordinated annual planning activities all support agencies:
- Are included in the annual review and revision of ESF #3 Annex to the Arkansas Comprehensive Emergency Management Plan (ARCEMP).
- Are invited to attend and participate in meetings, trainings, conferences, and exercises as appropriate, and;
- Are encouraged to develop, test, and maintain manual and automated listings of the following:
    - Agency points of contact that are to be contacted by agency representative(s) assigned to ESF #3;
    - Points of contact for the obtainable public works and engineering resources (from agency contractors, vendors, etc.) such as equipment and equipment operators.
- Developing and maintaining the ESF #3 duty schedule
- Developing situation reports and action plans

Notifications

- Upon receiving notification of State EOC activation, the coordinating agency for ESF #3 will determine support agency requirements based on the magnitude and scope of the emergency.
- ESF #3 may task the SEOC to notify ESF #3 support agencies as needed prior to the primary agency arriving at the State EOC.

Actions

Mitigation/preparedness actions.

- Develop and maintain Standard Operating Procedures (SOPs);
- Establish liaison with support agencies and organizations;
- Compile and maintain an inventory of equipment and supplies available through supporting agencies for sustainment during emergency operations;
- Coordinate with participating departments/agencies to establish operation priorities for restoration of services and resources;
- Participate in and/or conduct exercises and tests; and
- Generate, in a timely manner, information to be included in State EOC briefings, situation reports, and/or action plans.

Response and Recovery Actions.

- Identify the most urgent needs and begin tasking public works and engineering support resources appropriately.
- Monitor response and recovery operations.
- As a secondary mission, teams in the field will provide information as Preliminary Damage Assessment Teams, and/or Damage Assessment Teams.
- Each agency involved in ESF #3 activities should maintain records of work schedules and costs incurred during an event.
- Coordinate with Federal ESF #3 led by the U. S. Army Corps of Engineers.

Responsibilities

***Primary Agency* – Arkansas Army National Guard – Facilities And Engineering.**

- Coordinate ESF #3 administrative, management, planning, training, preparedness, response, and recovery activities.
- Assign personnel to liaise with the State EOC as needed.
- Act as primary liaison between the State of Arkansas and the U.S. Department of Defense including the U.S. Army Corps of Engineers.
- Coordinate the provision for personnel and equipment (based on non-federal deployment availability) for the following public works and engineering emergency activities:
    - Debris removal
    - Damage assessment
    - Demolition and/or emergency repairs or stabilization of unsafe public structures
    - Engineering reconnaissance
    - Emergency drainage problems
    - Coordinate security for ESF #3 public works and engineering personnel and resources.

Support Agencies. Provide public works and engineering technical support coordination.

Financial Management

Documentation of Incurred Costs. Each ESF #3 agency will capture the incurred costs of resources used during the event.

Public Works and Engineering Equipment and Facilities. The following is the public works and engineering equipment, personnel, and facilities likely to be required in an ESF #3 response:

- Trucks and/or trailers of various types, sizes, and combinations with drivers/operators;
- Front-end loaders, bulldozers, and excavators of various sizes and types, to include rubber-tired and tracked, with operators;
- Cranes, bucket trucks, and pole trucks of various types and sizes, with operators;

- Heavy equipment transporters, trucks, trailers, vans and vehicles, with drivers, to transport the public works and engineering equipment, equipment support and service vehicles, and personnel listed herein;
- Electrical generators, welding machines, cutting torches and tanks, work lights, pumps with and without pipe and hose, and work boats and work barges, of various types and sizes;
- Skilled and semi-skilled carpenters, low and high voltage electricians, masons, plumbers, pipe fitters, welders, general construction personnel, and debris clearing personnel, with trade safety equipment and hand and power tools;
- Public works and civil engineering engineers, technicians, specialists, managers, and supervisors;
- Mobile and stationary repair facilities, equipment, and personnel to be used for repairs to various types of public works and engineering equipment;
- Parking and storage areas to be used for the staging, parking and storage of various types of public works and engineering equipment, and;
- Mobile and stationary motor pool and service facilities, equipment, and personnel to be used for refueling and servicing various types of public works and engineering equipment.

Support Agencies

Agency	Functions
Arkansas Department of Emergency Management	• Provide notification of emergencies • Coordinate state resources • Disseminate information to other agencies • Backup communications system support • Coordination for debris management and recovery operations.
Arkansas National Guard – Director of Military Support	Provide personnel/equipment for ESF #3 operations to include debris removal, access control, and security operations with the Governor's approval.

Agency	Functions
Arkansas State Police	• Provide assistance in providing damage assessments and provides recommendations on roadway debris clearance priorities and infrastructure inspection • Clear traffic lanes to enable debris removal operations and assists ESF #3 to either block or reroute traffic due to emergency conditions • Provide escorts to ESF #3 operations as required
Arkansas State Highway and Transportation Department	• Support debris removal, especially along transportation routes • Conduct necessary short- and long-term repair operations on state transportation routes • Provide technical recommendations as requested by ESF #3 organizations during emergencies • Provide equipment and personnel for ESF #3 operations (i.e., damage assessment, road surveys, etc.)
Arkansas Forestry Commission	• Provide personnel and equipment to perform initial/preliminary damage assessment, debris clearance, and ensuring emergency access to remote and forested areas. • Provide aerial assessment of affected area
Arkansas Game & Fish Commission	• Provide personnel and equipment to perform damage assessments, assist with debris removal, and ensure emergency access to remote and forested areas.
Arkansas Department of Health	Work jointly with the Arkansas Department of Labor, and the Arkansas Department of Environmental Quality to provide emergency survey, surveillance, sampling, testing and monitoring of water and sewage (pumping, treatment, distribution, and collection systems) and hazardous materials (hazardous waste generation, distribution collection storage, and disposal sites) in coordination with other ESF #3 support agencies to ensure the public health, safety, and integrity of such sites.
Arkansas Natural Resources Commission	• Assist coordination of damage assessment in rural areas • Provide information on state water resources • Assist with emergency drainage problems • Assist inspection of dikes, levies, dams and related structures

Agency	Functions
Arkansas Department of Labor	• Support the acquisition and administration of Workforce Investment Act (WIA) of 1998 reserve funds for the employment of persons in/from the impacted area for public works and engineering work, especially debris clearance and other such non-skilled and semi-skilled activities. • Work jointly with the Arkansas Department of Health and the Arkansas Department of Environmental Quality to provide emergency survey, surveillance, sampling, testing and monitoring of water and sewage (pumping, treatment, distribution, and collection systems) and hazardous materials (hazardous waste generation, distribution collection storage, and disposal sites) in coordination with ESF #3 support agencies to ensure the public health, safety, and integrity of such sites.
Arkansas Department of Rural Services	• Assist coordination of damage assessment in rural areas • Assist coordination of procuring personnel and equipment to assist with response and recovery debris clearing in rural areas
Arkansas State Board of Registration for Professional Engineers and Land Surveyors	Maintain and provide accurate listing of technically certified personnel that may be used for assessment and recovery reconnaissance, inspections, demolition and/or emergency repairs or stabilization of unsafe public structures

Agency	Functions
Arkansas Department of Environmental Quality	• Work jointly with the Arkansas Department of Labor, and the Arkansas Department of Health to provide emergency survey, surveillance, sampling, testing and monitoring of water and sewage (pumping, treatment, distribution, and collection systems) and hazardous materials (hazardous waste generation, distribution collection storage, and disposal sites) in coordination with ESF #3 support agencies to ensure the public health, safety, and integrity of such sites • Debris staging and disposal or reuse/recycling • Approvals and guidance for structural and vegetative material • Household Hazardous Waste (HHW) management guidance • White Goods management guidance • Electronic Goods (E-Waste) management guidance • Wastewater facility and system operational assessment, treatment bypass approval and needs to include personnel and chemicals. • Solid waste landfill status and capacity • Orphaned container reconnaissance, collection, segregation, staging and disposal guidance
Arkansas Building Authority	• Provide consolidated information on damage assessments of ABA owned and operated state buildings during emergencies • Maintain and provide accurate listing of technically certified personnel that may be used for assessment and recovery reconnaissance, inspections, demolition and/or emergency repairs or stabilization of unsafe public structures • Provide assistance to ESF #3 in conducting emergency bid contracting efforts

Agency	Functions
Arkansas Public Service Commission	• Provides liaisons for the Arkansas public and private electric, natural gas, sewage, and communications industry and utility coordinating groups • Obtain initial and updated damage reports for utility infrastructure, emergency repair/restoration plans from the appropriate coordination group • Obtain initial and updated reports of utility coordination groups' activation of intrastate and interstate mutual aid agreements. • Obtain utilities work accomplished, utilities restored, and projected utilities restoration status reports from/through the coordination groups • Provide support and coordination
Arkansas Department of Correction	• Provide Inmate Work Crew(s) for clearing right of ways and other public facilities • Working with the requesting agency/entity on details and handling the reimbursement to the Arkansas Department of Correction expenses. The requesting entity will be responsible for furnishing food, additional transportation, tools and appropriate housing for both inmates and departmental employees • Maintaining and updating internal plans – including a standard operating procedure - will be the responsibility of Chief Deputy Director of Institutional Services, Arkansas Department of Correction
Civil Air Patrol	• CAP personnel may be utilized to provide flyover evaluation/reconnaissance of affected area
Little Rock Port Authority	• Provide information regarding industrial park, railroad, river terminal, and foreign trade zone • Harbor service (tugboat) for possible emergency river transportation of people/supplies • Provide staging area for equipment • Activation of phone tree to contact local maritime facilities
Arkansas Department of Information Systems/Arkansas Geographic Information Office	• Coordinate efforts to acquire/procure, store and distribute imagery so that users can assess ground conditions for decision making and resource allocation
Arkansas Water/Wastewater Agency Response Network (ARWARN)	• Coordinate the provision of generators and manpower through mutual aid agreements

Agency	Functions
American Society of Civil Engineers AR Section Emergency Response Team	• Trains volunteers to inspect structures for safe, lawful use after a major disaster such as an earthquake using ATC-20. Trains volunteers to perform pre-disaster inspection of structures using FEMA 154. • Maintains a record of all volunteers this group has trained using the ATC-20 procedures. Coordinates this list of trained volunteers with CUSEC and ADEM • Forms teams at the request of ADEM to inspect damaged structures after a disaster. Coordinates contact between these teams and ADEM or other jurisdiction as directed by ADEM

Emergency Support Function #4 – Firefighting Annex

Primary Agency and ESF Coordinator

Arkansas Forestry Commission

State Support Agencies

Arkansas Department of Emergency Management
Arkansas State Highway and Transportation Department (AHTD)
Arkansas State Police
Arkansas Department of Workforce Services
Arkansas Department of Environmental Quality
Arkansas Department of Health
Arkansas Fire Prevention Commission
Arkansas Department of Parks and Tourism
Arkansas Department of Corrections
Arkansas Fire Chief's Association
Arkansas Firefighter's Association

Federal Support Agencies

U.S. Forest Service
National Weather Service
Arkansas Oklahoma Interagency Coordination Center (AOICC)
Southern Area Coordination Center (SACC)

Other Support Agencies

Local Governments and other organizations

Authorities and References

Act 234 of 1931 as Amended

Act 85 of 1935 as Amended

Act 36 of 1979

Act 1179 of 2005

Arkansas Code Annotated 12-75-101 et al.

Public Law 93-288. Disaster Relief Act of 1974

Public Law 95-313. Cooperative Forestry Assistance Act of 1978

South Central States Fire Compact Commission Agreement

Rural Fire Protection Procedure Manual

FireWise Program information

Arkansas Code 20-22-301

Arkansas Forestry Commission Training Policy 110

National Weather Service Cooperative Agreement

SOP for Central Dispatch Center

AFC website, www.forestry.state.ar.us

Arkansas Forestry Commission District Fire Plans

National Fire Danger Rating System (NFDRS)

Introduction

The purpose of this annex is to prepare for those fire situations that are disastrous to the state's natural resources, the economy, the public's well-being, and/or are beyond the capability of the agency and local resources.

Policies

- Priority is given to public/firefighter safety and property protection, in that order.
- Personnel records are maintained permanently at Little Rock.
- Fire reports and law enforcement records are maintained for a five-year period at the Central Dispatch Center.

Federal coordination with, and support of, state and local fire suppression organizations is expected to be accomplished through the State Forester, the Arkansas Department of Emergency Management, or other appropriate State agency operating under the National Incident Management System (NIMS)/Incident Command System (ICS). There is a federal-state agreement covering federal assistance in fighting forest and range fires.

Concept of Operations

General

The Arkansas Forestry Commission is the primary agency designated to combat forest, range and rural fires. It maintains district offices in nine (9) locations throughout the state and is an organization with communications, heavy equipment and aircraft dedicated to fire protection.

ESF #4 manages and coordinates State firefighting activities. This function is accomplished by mobilizing firefighting resources in support of State, and local wild land, rural, and urban firefighting agencies. ESF #4 uses established firefighting and support organizations, processes, and procedures outlined in the State Fire Mobilization Plan. Responsibility for situation assessment and determination of local resource needs lies primarily with the District Forester.

For resources beyond those available within the state, requests are sent to the South Central Compact Coordinator located in the Southern Area Coordination Center (SACC), in Atlanta, GA, by the State Forester or his designee to activate the South Central Compact.

Resolution of shortages may also be pursued by the Arkansas Department of Emergency Management (ADEM). Actual firefighting operations are managed under the ICS. Situation and damage assessment information is transmitted according to NIMS procedures.

Organization

In the event that the State Forester is unable to perform his duties, the following is the line of succession for the Forestry Commission:

1. Deputy State Forester
2. Assistant State Forester - Protection (EMLO)
3. Assistant State Forester – Management

Actions

Pre-incident

Prevention. Education is the most favorable method of fire prevention. The AFC cooperates with the Arkansas Fire Prevention Commission, the Cooperative Extension Service, State Fire Marshall, and local groups in many educational prevention activities.

The Forestry Commission limits its engineering methods of fire prevention to hazard reduction burns and custom fire lane construction. Upon request, Commission Foresters or Rangers will provide advice to rural homeowners about making the property more fire safe.

Law Enforcement is the third method of fire prevention employed by the AFC. Field foresters and rangers are given statutory authority to enforce the fire laws of Arkansas. The AFC has full time forest investigators and district law enforcement officers to enforce the fire laws and combat woods arson.

Preparedness. The AFC conducts an extensive fire-training program for its employees and others who support the efforts of the AFC. Foresters and rangers are given progressive training in the techniques and science of fire control as they advance through their careers. Regional and national training is provided through cooperation with sister states and the U.S. Forest Service. The AFC conducts training in ground cover fire suppression for volunteer fire departments and forest industries upon request. Basic first aid training is also provided to fire suppression personnel.

The Forestry Commission cooperates with the National Weather Service and the U.S. Forest Service in the daily monitoring of weather conditions. The AFC has permanent weather stations located at sites throughout the state for purposes of observing and collecting fire weather data. The National Fire Danger Rating System (NFDRS) is used to rate fire conditions from day-to-day and area-to-area. This system provides the fire staff with information to make decisions about the risk of fire occurrence and severity. Current and forecast wind conditions are used to determine if they would support large and intense fires.

- Expected fire danger and smoke management information is broadcast each morning on NOAA weather radio.

- The State EOC will be notified by the Forestry Commission when very high and/or extreme conditions are forecast.
- Warnings will be disseminated by the AFC communications system to the public and corroborators.

The Forestry Commission uses two primary means of fire detection – aerial and public telephone – in its daily operations. Communications equipment is tested regularly to ensure that dispatching and reporting systems are working properly. Aircraft are assigned to every area of the state. First priority use of aircraft is for fire detection. The frequencies of detection flights are determined by forecast and current weather conditions, historic and present fire occurrence and public activity. Each area of the state has access to a Forestry Commission dispatcher or employee by public telephone for reporting fires or other emergencies.

Contingency plans and emergency duty assignments have been developed and are maintained for replacing or compensating for loss of personnel and/or emergency equipment and supplies in the event of an earthquake or other catastrophic incident. Each county coordinator will have a list of available resources upon request.

Actions

Incident. The local district offices of the AFC will respond to all wildland fires. The initial attack crew will control the fire or request assistance. The District Fire Plan will be implemented and all professional and reserve fire fighters and all available equipment will be mobilized and dispatched as needed. Units will be dispatched to survey damage, particularly pre-designated key facilities. Loss estimates of personnel and resources will be done and replenished as soon as possible. First priority will be given to lifesaving actions.

- The AFC will coordinate with ESF 1 in clearing debris to support fire and rescue activities.
- The AFC District Office will notify the State Protection Office when the fire or incident threatens or exceeds its capability.
- The State Protection Office will notify the State EOC of the fire threat and/or disaster when it exceeds state fire suppression resources. Other emergency response agencies will be informed of areas threatened by fire as needed.

- The State Protection Office will provide information for Fire Management Assistance Grants (FMAG) to the Arkansas Department of Emergency Management.

Post-incident. The AFC will coordinate with Fire Departments to control residential fires if necessary.

Continuing Response Actions. The state ESF #4 coordinator or representative obtains, maintains, and provides incident situation and damage assessment information through established procedures; Coordinates incident resource needs, and determines and resolves, as necessary, resource shortages and resource ordering issues, interagency conflicts, and policy matters;

Recovery. Damage assessment will be relayed as needed to the State EOC by the AFC Protection Office.

Responsibilities

***ESF coordinator/primary agency*.** Arkansas Forestry Commission will perform the following tasks:

- Provide qualified representatives to serve as state ESF 4 Coordinator.
- Upon notification of a wildfire, AFC personnel and equipment will initiate suppression activities and implement the District Fire Plan.
- The State EOC will be notified when resource requirements exceed AFC's fire suppression assets.
- During peacetime emergencies, the State Forester or his designated representative will exercise direction and control from the Forestry Commission State Headquarters at Little Rock. When requested by ADEM, an authorized representative of AFC will be stationed at the State EOC to coordinate firefighting support operations.
- The Assistant State Forester – Protection (EMLO) shall designate incident commanders to each fire incident managed by an AFC District.
- AFC will coordinate with ADEM in releasing information to the media.
- AFC will work with local resources on initial/preliminary damage assessment, debris clearance, and recovery of trapped/injured persons.

- Provide logistics support through the SACC and/or Arkansas Oklahoma Interagency Coordination Center (AOICC) for mobilizing firefighting resources.
- Provide logistical support and coordination of activities with other emergency support functions.
- Provide and coordinate firefighting assistance to Federal land management and local fire organizations as requested under the terms of existing agreements.
- Provide monitoring of staff for fatigue and burnout and replace as needed.
- In the event of earthquake, assist ESF 3 in hazard mitigation by visually inspecting all remaining damaged structures. Will also assist in assessing and bringing under control remaining fire and seismic hazards.
- Under the District Fire Plan, will evaluate continued emergency needs and release auxiliary forces as appropriate and return emergency personnel to normal schedules as soon as possible.
- Will keep all records of resource expenditures and submit to the State EOC after the incident to request appropriate reimbursement.

Support Agencies

Agency	Functions
Arkansas Department of Emergency Management	• Will dispatch the Area Coordinator to the scene when required. • Relays requests for federal assistance to the FEMA Regional Director, if required. • Keeps the Governor informed so that he can evaluate the situation and determine whether a disaster/emergency should be declared. • Activates the Arkansas Comprehensive Emergency Management Plan (ARCEMP) as appropriate. • Will coordinate with AFC in releasing information to the media. • Will notify appropriate state agencies and volunteer organizations of damage.

Agency	Functions
U.S. Forest Service	• Assist in the daily monitoring of weather conditions • Assist with FEMA fire grants • Assist with fire operations within Cooperative agreement
Arkansas Department of Corrections	• Provide certified law enforcement personnel. • Provides mobile communications and large inmate labor force.
Arkansas Fire Chief's Association	• Coordination, identification, and deployment of resources within local jurisdictional departments to supplement when other resources have been exhausted. • Provide advisory group in State EOC in the event of a fire related disaster with extensive structural damage.
Arkansas Firefighter's Association	• Provide communication and informational support to the Arkansas Fire Chief's Association in locating resources within the local jurisdictional departments.
Local Governments and Other Organizations	• Notify the state office of the AFC when a wild fire threatens to exceed the resources of the local district. • Activate local Emergency Operations Plan. • Determine what additional state and/or federal aid should be requested from the Governor through ADEM. • Assist in recovery of trapped and/or injured persons. • Evacuate people and livestock from threatened areas. • Assist in controlling fires. • Initial damage assessment. • Relay initial damage assessment to State EOC. • Assist utility companies in restoring essential utilities.
Arkansas State Highway and Transportation Department (AHTD)	• Perform initial debris clearances of access roads and other major debris clearance. • Assist with traffic control efforts.
Arkansas Department of Health	• Coordinate the treatment of injured persons. • Recover, identify, and make necessary arrangements for fatalities.
Arkansas State Police/State Fire Marshall	• Security, traffic control and prevention of looting. • Assist with coordination of volunteer fire departments.
Department of Workforce Services	• Recruit manpower required for debris clearance. • Make application for Disaster National Emergency Grants when necessary.

Agency	Functions
Arkansas Department of Environmental Quality	• Coordinate pollution response actions and advise on conditions. • Assist in identifying hazardous materials in affected area. • Coordinate via contractor air monitoring in a large scale event.

Record of Changes

Arkansas Emergency Operations Plan

ESF #5 – Emergency Management

Date of Change and Initials	Location and Nature of Change
Septmeber 27, 2011 DMcG	Removed Continuity of Government Plan as it is a stand alone plan.
June 12, 2009 - DMcG	Page 13: Removed Saline County EOC as third alternate State EOC.
September 10, 2009 - DMcG	Updated information re: the second alternate State EOC
September 10, 2009 - DMcG	Changed the Coordinating Agency information for ESF #12
September 17, 2009 – DMcG	Added AR Geological Survey information, updated ARVOAD information per comments from Sr. Mary Lou Stubbs
September 21, 2009 – MAW	Added Little Rock Port Authority, AR WARN, Fire Chief's Assoc., Firefighter's Association, Local Private Utility Companies, AR Workers Compensation Commission, and AR Dept. of Economic Development to the functional chart beginning on Page 15. Made other updates to chart as needed.

Emergency Support Function #5 – Emergency Management Annex

ESF Coordinating Agency:

Arkansas Department of Emergency Management (ADEM)

Support Agencies:

Arkansas Highway and Transportation Department
Arkansas Department of Information Systems
Arkansas National Guard
Arkansas Agriculture Department

- Forestry Commission
- Plant Board
- Livestock and Poultry Commission

Arkansas Department of Human Services
Arkansas Department of Finance and Administration
Arkansas Department of Health
Arkansas Game and Fish Commission
Arkansas Department of Environmental Quality
Arkansas Energy Office
Arkansas Public Service Commission
Arkansas State Police
Arkansas Department of Parks and Tourism
Arkansas Department of Education
Arkansas Geological Survey
Arkansas Voluntary Organizations Active in Disasters (ARVOAD)
Civil Air Patrol
United States Dept. of Homeland Security/Federal Emergency Management Administration (FEMA)
Arkansas Section of the American Society of Civil Engineers

Authorities and References

State

Arkansas Code Annotated 12-75-101 et al.

Act 232 of 1973, Interstate Civil Defense and Disaster Compact

Arkansas SEOC Plan

Arkansas Code Annotated §12-49-402 (Act 959 of 1997) Emergency Management Assistance Compact Legislation

Title XII, Section 61-111, Arkansas Statutes (Ordering militia into service)

Arkansas National Guard SOPs for Military Support to Civil Authorities and Joint Force Headquarters All Hazards PLAN (Draft)

Arkansas Joint Forces Headquarters Emergency Response Strategic Plan

Local

County court orders and local city ordinances enacted pursuant to requirements of state and federal laws cited herein.

INTRODUCTION

Policy

The ADEM Director (acting as the Governor's Authorized Representative) will take whatever actions are necessary to prepare, respond, recover, and mitigate the effects of incidents in order to reduce the loss of life or property and harm to the environment and meet basic human needs as well as preserve the social, economic and political structure.

CONCEPT OF OPERATIONS

General

The normal day-to-day organizational structure of state government, following National Incident Management System (NIMS) guidelines, will be maintained in response to disasters. Most emergencies will be handled by the State EOC Duty Officer with assistance from appropriate agencies, organizations and personnel.

The Multi-Agency Coordination (MAC), Group composed of Governor's Cabinet or Designee, will be located with the Governor at an appropriate location. The group will establish strategic objectives to address the disaster/emergency. It will be supported by the SEOC and the department/agencies necessary.

The SEOC will be activated for disasters/emergencies when the Disaster Management Division Director or designee, the Operations Branch Manager, deems it necessary for effective response and coordination.

ESF Coordinating Agency points of contact will report to or notify the SEOC when requested by the Team Chief. Support provided by these Agencies will be coordinated from the SEOC.

ESF #5 provides staffing to fill management positions in the Command, Operations, Planning, Resources, and Finance and Administration Sections of the SEOC and Joint Field Office (JFO) as needed.

ESF #5 provides teams to monitor potential or developing incidents and supports the preparation, response, recovery, and mitigation efforts of regional and field operations.

ESF #5 supports the activation and deployment of Area Coordinators and Arkansas Disaster Assistance Team (ADAT). ADAT is a small cadre of trained and skilled reserve employees that provide surge capacity to perform emergency management functions on short notice and for uncertain duration.

ESF #5 coordinates operations and situational reporting to the Governor and other government agencies.

Organizational Structure

In most disasters, affected local governments will provide adequate direction and control. When direction and control by affected local government(s) is not available, State government might be asked to temporarily assume direction and control functions. Direction and Control support can come from other local EOCs or state agencies.

ESF #5 is organized in accordance with the NIMS. The ESF #5 structure supports the command and general staff functions described in the NIMS at the State EOC. These functions include:

- Operations: State level emergency operations will be carried out from the SEOC. As the ESF Coordinating Agency for emergency management, ADEM provides Duty Officers to staff the SEOC at all times. ADEM develops and maintains notification procedures and contact information to respond to incidents in Arkansas. An Emergency Operations Checklist for every known hazard has been developed and is utilized at the SEOC to notify all stakeholders of threats or incidents. ADEM develops operational procedures outlined in the Arkansas SEOC Plan.
- Planning: ADEM, as the ESF Coordinating Agency for emergency management, staffs the Planning Section in the SEOC. The Planning Section provides situational awareness regarding incident status and response actions. The Planning Section is responsible for the State Incident Action Plan. This includes preparing and documenting incident priorities, establishing the operational period and tempo, and developing staffing plans related to the incident as needed. The Geographic Information System (GIS) position within the Planning Section maps declared counties, road closures, etc. as needed to develop a Common Operating Picture (COP). The Planning Section also enlists Subject Matter Expert (SME) support for incidents requiring specific technical knowledge.
- Resources: The SEOC Resource Section is staffed by ADEM personnel to control and account for supplies and equipment, locate and track resources; organize delivery of equipment, supplies, and services. The Resource Section coordinates closely with all ESFs to accomplish this mission.
- Finance/Administration: ADEM provides staff for the Finance and Administration Section to monitor funding sources and expenses. The Finance and Administration

Section is responsible for ADEM employee services, including personnel, facilities, and assets. The Finance and Administration Section documents all costs associated with an incident.

All support agencies identify staff liaisons or points of contact to provide technical and subject-matter expertise, data, advice, and staff support for operations that fall within the domain of each agency.

The Director, ADEM, as the Governor's Authorized Representative, will administer the Governor's Disaster Fund and arrange for federal assistance through the FEMA.

Actions

State Emergency Operations Center (SEOC).

When there is a credible threat, the SEOC may be activated and/or an Area Coordinator may be deployed to the incident location. Other actions may be taken depending on the nature of the threat.

An increased activation level of ESF#5 results in increased staffing of the SEOC. Activity will increase as alerts go out, notifications are made, and situation reports are provided to the Governor's Office and FEMA Region 6. ESF #5 is operational at the SEOC throughout the incident and will staff the SEOC on a 24-hour basis if necessary. All support agencies contact or provide personnel to the SEOC, as requested.

ESF #5 maintains constant communication with the affected jurisdictions and convenes periodic briefings with all appropriate parties to coordinate the joint local, State, and Federal operations.

ESF #5 provides situational awareness and other information as required to the Governor's Office and other governmental agencies, in accordance with SEOC Standard Operating Procedures (SOP).

ESF #5 coordinates the activation of other ESFs as appropriate and establishes reporting and communications protocols with the activated functions.

Incident Planning and Management Activities:

ESF #5 maintains situational awareness of incidents, in coordination with the appropriate government agencies, private sector, and volunteer organizations. It coordinates and represents the State interest in the Federal-State operational partnership and ensures that local governments and individual applicants receive timely, equitable, and comprehensive assistance as provided for in State statutes and directives.

As the operation progresses from the pre-incident phase through response and into recovery, ESF #5 continues to provide immediate, short-term, and long-term planning functions in coordination with the other ESFs engaged in the operation. As the local jurisdiction assumes greater responsibility for the recovery operation, ESF #5 coordinates the responsible and orderly termination of State assistance.

Responsibilities

ESF Coordinating Agency – ADEM.

The Arkansas Comprehensive Emergency Management Plan (ARCEMP) and SEOC Plan contain the responsibilities of the various emergency management roles. ADEM will staff the SEOC as necessary. In addition, ADEM is responsible for the review and revision of the ESF 5 annex to the ARCEMP annually or as needed.

Support Agencies.

Agency	Functions
ESF #1 Arkansas Highway and Transportation Department (AHTD)	• . • AHTD units (including Highway Police) will observe and pass on information regarding hazardous material spills, tornadoes sighted, etc. to the SEOC.
ESF #2 Arkansas Department of Information Systems	• Provides the status of the communication picture in Arkansas • Provides estimate of the communication restoration timeline • Provides technical advice on communication technologies • Fulfills requests for communication

Agency	Functions
ESF #3 Arkansas National Guard	• Provide military forces and equipment to be used at the direction of the Governor or the President of the United States (POTUS) in times of emergencies. • Report significant sightings or reports of disasters or situations that could lead to disaster to the SEOC. • Detect and measure radioactivity and military chemical agents and transmit this information to the SEOC
ESF #11 Arkansas Agriculture Department (Plant Board, Livestock and Poultry)	<u>Arkansas Agriculture Department</u> • Will provide technical advice to the SEOC on agricultural matters. <u>Arkansas Livestock and Poultry Commission</u> • will provide technical advice to the SEOC on animal related matters. <u>Arkansas Plant Board</u> • will provide technical advice to the SEOC on plant related matters.
ESF #4 Arkansas Forestry Commission	• Employees are widely dispersed throughout the state and are in an excellent position to relay sightings of fires, airplane crashes, tornadoes, etc. to the SEOC.
ESF #6 Arkansas Department of Human Services,	• Personnel within the DHS county offices will report any significant incidents to the ESF #6 representative in the SEOC as deemed necessary. • Coordinates resources required to support other state agencies, local, and county governments, NGOs, and VOLAGs in the performance of mass care, emergency assistance, housing, and human services missions. • Coordinates services and programs to assist individuals and households impacted by disasters. • Coordinates resources of voluntary agencies to assist individuals and reduce duplication of efforts. • Coordinates functional needs support services (FNSS) to enable individuals to maintain their independence in general population shelters.
ESF #7 Arkansas Department of Finance and Administration	• Provides the SEOC procurement support. • Utilizes contracts to ensure basic needs for disaster victims and responders.

Agency	Functions
ESF #8 Arkansas Department of Health	• ADH communications system is available as an emergency backup for the ADEM Communications system. • ADH EOC serves as the primary alternate SEOC in the event the SEOC located at the ADEM facility is rendered inoperable. • ADH is the lead coordinating agency for all radiological incidents within the state. • ADH assists in providing a common operational picture to the SEOC. • ADH provides public health and medical technical support, subject matter expertise, data, and protective action recommendations/decisions to the SEOC. • ADH provides resources for assessment, analysis, treatment recommendation, and mitigation of human exposures to chemical, biological, and radiological agents. • ADH provides resources for public health assessment, analysis, and mitigation, of water supply and treatment facilities, shelters, food distribution and handling facilities, and other public and private domain facilities associated with public service delivery. • ADH maintains close communications, provides technical guidance, facilitates redundant communications, and develops a statewide common operating picture for hospitals within the state. • ADH coordinates directly with Federal ESF 8 partners in the identification, prioritization, and deployment and receipt logistics for Federal medical resources. •
ESF #9 Arkansas Game and Fish Commission	• Provide SME personnel to the SEOC as needed. • The Game and Fish communication system will be used as an additional backup to the ADEM communication system. • Report disasters or threatened disasters via their communications system to the SEOC.

Agency	Functions
ESF #10 Arkansas Department of Environmental Quality	• Coordinate overall effort to detect, identify, contain, decontaminate, clean up, dispose or minimize discharges of oil or releases of hazardous material, or prevent, mitigate or minimize the threat of potential releases; • Identify, locate and mobilize regional county, state and contract resources. • Facilitate resolution of conflicting demands for hazardous material response resources; • Provide On-Scene Coordinator to Incident Command Post, Area Command, release sites where local officials are unavailable or other locations as necessary • Provide assistance on matters related to health hazards at a release site and protection of response workers and the public; • Provide technical support on environmental effects of oil discharges or releases of hazardous materials and environmental pollution control techniques; • Predicts pollution fate, effect and transport as a function of time (Risk Assessment); • Coordinate, integrate and provide investigative support, intelligence analysis and legal expertise on environmental statutes; • Ensure coordination with the EPA and National Response Team; • Provide geographic information system (GIS) map information related to ESF #10 and other environmental issues • Debris management regarding staging and disposal of all material including vegetative, structural, garbage, hazardous materials, orphan containers; household goods; • Provide situation reports based on information from reconnaissance and responses regarding releases or potential releases of material impacting public health or significant environmental impact; • Provide situation reports regarding damage to Publicly Owned Treatment Works (POTW's) [wastewater treatment facilities]
ESF #12 Arkansas Public Service Commission	• Provides information to the SEOC on energy outages, restoration, assistance, and supply.
Arkansas Energy Office	• Arkansas Energy Office provides expertise in fuel related emergencies and other areas.
ESF #13 Arkansas State Police	• Relay to the SEOC all reports of major accidents, hazardous material spills, tornado sightings/damage, etc. • In the event local direction and control is not available, the Arkansas State Police will coordinate disaster response until/unless local direction and control becomes available or ASP is relieved by an appropriate official.

Agency	Functions
Arkansas Department of Parks and Tourism	• Parks and Tourism personnel will report significant information concerning disasters or potential disasters to the SEOC.
Arkansas Department of Education	• The Division of Public School Academic Facilities and Education will assess damage to school districts and report damage to the SEOC.
Arkansas Geological Survey	• Provides subject matter experts on earthquakes, landslides, land subsidence "sinkholes" and other related geohazards. • Has a vast inventory of geologic maps, topographic maps, aerial photos, GIS products and expertise relating to geohazards.
	•
Arkansas Voluntary Organizations Active in Disasters (ARVOAD)	• Primary point of contact for all volunteer organizations within the State of Arkansas. • Assist with the coordination of volunteer activities for initial response and/or recovery activities. • Assist with unmet needs as requested from the SEOC or other Emergency Support Functions (ESFs). •
Civil Air Patrol	• During training or USAF missions, CAP will relay any disaster or emergency related information it discovers to ADEM by the fastest means possible • CAP will also assist ADEM by providing images. CAP is capable of capturing and sending these by several methods • Aerial damage assessment that will be relayed to the SEOC for evaluation and further dissemination.
Arkansas Section of the American Society of Civil Engineers	• The Arkansas Section of the American Society of Civil Engineers is a private organization whose members are dedicated to providing trained members from their ranks to inspect structures for damages after an earthquake, bombing or similar disaster. The inspectors will advise state and/or local officials of the integrity and safety of such affected structures.

Emergency Support Function #6 - Mass Care, Emergency Assistance, Housing, and Human Services Annex

ESF Coordinator

Arkansas Department of Human Services (DHS)

Primary Agency

Arkansas Department of Human Services (DHS)

Support Agencies

Arkansas Department of Emergency Management (ADEM)
American Red Cross (ARC)
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)
Arkansas State Police (ASP)
Arkansas National Guard (AR-NG)
Arkansas State Highway and Transportation Department (AHTD)
Arkansas Department of Health (ADH)
Arkansas Department of Finance and Administration (DFA)
Arkansas Department of Education
Arkansas Department of Higher Education
Arkansas Department of Workforce Services
Arkansas State Bank Department
Arkansas Department of Information Systems (DIS)
Arkansas Insurance Department
Arkansas Department of Corrections
Arkansas Department of Parks and Tourism
The Salvation Army

Authorities and References

Arkansas Code Annotated 2-16-101 et al
Arkansas Code Annotated 12-75-101 et al
Robert T. Stafford Disaster Relief and Emergency Assistance Act
Homeland Security Presidential Directive/HSPD 5
Post-Katrina Emergency Management Reform Act (PKEMRA)
Pets Evacuation and Transportation Standards Act (PETS)
Americans With Disabilities Act
National Response Framework

Introduction

Purpose

Emergency Support Function (ESF) # 6 coordinates the delivery of mass care, emergency assistance, housing, and human services from State agencies, Non-Governmental Organizations (NGO), and voluntary agencies (VOLAG) when local and county response and recovery resources exceed their capabilities to ensure that the needs of individuals, families, and communities impacted by disasters in the State of Arkansas are addressed.

Scope

The Arkansas Department of Human Services coordinates state resources required to support other state agencies, local and county governments, NGOs, and VOLAGs in the performance of mass care, emergency assistance, housing, and human services missions.

When directed by the Governor, ESF #6 services and programs are implemented to assist individuals and households impacted by disasters.

ESF # 6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services.

- Mass Care: Includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
- Emergency Assistance: Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of traditional mass care services at the local level are addressed. These services include support to evacuations (including registration and tracking of evacuees), reunification of families, support to specialized shelters, support to medical shelters, nonconventional shelter management, coordination of donated goods and services, and coordination of voluntary agency assistance.
- Housing: Includes housing options such as rental assistance, repair, replacement, factory built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance in accordance with the National Disaster Housing Strategy.
- Human Services: Includes the implementation of programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property, disaster loan assistance, Supplemental Nutritional Assistance Program (SNAP), crisis counseling, mental health services, disaster unemployment, disaster legal services, support and services to functional and access needs populations, case management, and other state and Federal benefits.

Policies

ESF #6 will coordinate assistance without regard to race, color, religion, nationality, sex, age, disability, limited English proficiency, or economic status.

Duplication of effort and benefits will be reduced to the extent possible.

ESF #6 will coordinate with ESF #8, voluntary agencies, and non-governmental organizations in addressing functional needs support services (FNSS) to enable individuals to maintain their independence in general population shelters. FNSS includes reasonable modifications to policies, practices, and procedures; durable medical equipment (DME); consumable medical supplies (CMS), personal assistance services (PAS); and other goods and

services as needed. When local jurisdictions open shelters requiring assistance to support the shelter population, ESF #6 will coordinate with DHS Divisions, VOLAGs, and NGOs to obtain necessary supplies and services such as but not limited to DME, CMS, PAS, etc. ESF #6 will coordinate with ESF #5 for items and services that cannot be found within the state. Commonly used shelter items (CUSI) may be requested from FEMA through an ARF (Action Request Form) in coordination with ESF #5 and ESF #7. Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others that may benefit from FNSS include women in late stages of pregnancy, elders, and people needing bariatric equipment.

The state ESF #6 community recognizes the varying and special requirements of individuals that require the assistance of family members, personal assistants, and/or service dogs. ESF #6 is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed and that the individuals and assistance providers remain together during evacuation, transport, sheltering, or the delivery of other services.

Concept of Operations

General

The Arkansas Department of Human Services will coordinate response and recovery operations with other state agencies, local governments, NGOs, and the private sector. Close coordination will be maintained between the ESF #6 primary agency (DHS) and supporting agencies. Initial response activities will focus on immediate needs of victims (food, water, cots, blankets, durable and consumable medical items, etc). Short-term recovery efforts will be initiated concurrently with response activities.

Organization

The Governor has designated DHS as the primary state agency to coordinate mass care, emergency assistance, housing, and human services to disaster impacted communities.

The DHS Director of Emergency Operations will serve as the Emergency Support Function #6 coordinator and will be the main point of contact (POC) with ADEM as well as the ESF #6 supporting agencies. The DHS Emergency Services Coordinator will serve as the secondary point of contact for ESF #6 duties. Upon activation of ESF #6, the EMLO for DHS will report to the State Emergency Operations Center.

Functional Areas

Mass care. The Governor has designated the Arkansas Department of Human Services as the primary state agency for mass care to ensure services are provided to the affected population. DHS, in the role of ESF #6 lead agency, coordinates closely with supporting agencies to assist and augment local governments' resources and abilities in the areas listed below:

- Shelter: Emergency shelter includes the use of pre-identified shelter sites in existing structures within the affected area, creation of temporary facilities or the temporary construction of shelters, and the use of similar facilities outside the incident area, should evacuation be necessary. Shelter sites will be selected to maximize accessibility for individuals with disabilities and will meet the standards of the Americans with Disabilities Act (ADA) whenever possible.
- Feeding: Feeding will be provided to survivors through a combination of fixed sites, mobile feeding units, and bulk distribution sites. Feeding operations are based on sound nutritional standards to include meeting requirements of survivors with special dietary needs to the extent possible. Initially, meals may be pre-packaged until kitchen operations are established. Feeding will be provided through a combination of vendor contracts, NGOs, VOAD agencies, and unaffiliated volunteers.
- Bulk Distribution: Includes distribution of emergency relief items to meet urgent needs through points of distribution (PODs) sites established within the affected area. These sites are used to distribute food, water, ice, or other commodities in coordination with State and local entities, NGOs, voluntary agencies, and the private sector.

- Emergency First Aid: Emergency first aid includes provision of basic first aid at mass care sites and referral and transportation to appropriate medical personnel and facilities.
- Disaster Welfare Information: Includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area and assistance with reentry operations.

ESF #6 may also provide the following support to local and county governments, VOLAGs, and NGOs upon request:

- Emergency Feeding and Distribution: ESF #6 will coordinate with the United States Department of Agriculture (USDA), with local and county governments and VOLAGs to distribute food and food supplies when their capabilities are in need of additional resources from the Federal Government. This may include support to private-sector feeding operations, securing food commodities, developing feeding plans, and obtaining warehouse space.
- Distribution of Emergency Relief Items: ESF #6 will support local and county and VOLAG points of distribution (PODs) for distribution of emergency relief items. Support may include transportation, technical support, and other mission critical items.

Emergency assistance. *DHS* coordinates resources and emergency assistance in support of other state agencies, local and county governments, NGOs, VOLAGs, and the private sector to augment their mass care response activities as requested.

- Mass Evacuation: See Mass Evacuation Annex to the Arkansas Comprehensive Emergency Management Plan.
- Facilitated Reunification: During mass evacuations ESF #6 will assist victims with the reunification of separated family members utilizing the National Emergency Family Registry and Locator System (NEFRLS) and/or the National Emergency Child Locator Center (NECLC) and the National Center for Missing and Exploited Children (NCMEC).

- Household Pets and Service Dogs: ESF #6 coordinates with ESF #11 to provide for the safety and well being of household pets (as defined by the National Response Framework) during evacuations and sheltering operations. ESF #6 is committed to ensuring that the physical and mental health needs of individuals dependent on service dogs remain together during evacuation, transport, sheltering, or the delivery of other services and in accordance with the requirement of the Americans with Disabilities Act (ADA). Service dogs shall be treated as required by law.
- General, Specialized, Medical, and Nonconventional Shelters: ESF #6 will coordinate resources and technical assistance required for conventional and nonconventional congregate care shelters and shelter-in-place activities. Whenever possible, congregate care shelters will be accessible to individuals with disabilities. Nonconventional shelters include:
  - Hotels, motels, and other single-room facilities.
  - Temporary facilities such as tents, trains, and ships.
  - Medical Needs Shelters.
  - Long-term care facilities.
- National Shelter System: The National Shelter System (NSS) is a web-based database that provides information on shelters during disasters and emergencies. Reports from the NSS will detail the location and capacities of shelters (evacuation, general population, ADA compliant, pet friendly, medical, etc.) open, on stand-by, or closed. Information in the NSS is submitted by local, county, NGO, and/or VOLAG entities operating the shelters. ESF #6 will coordinate NSS training and serve as the state administrator for access to the system in Arkansas.
- Support to Unaffiliated Volunteers and Unsolicited Donations: Donations and Volunteer Management is coordinated by the DHS Division of Community Service and Nonprofit Support (DCSNS): See Volunteer and Donations Management Support Annex.
- Voluntary Agency Coordination: DCSNS will coordinate activities with local and county governments, ARVOAD, faith based organizations, and the private sector. See Volunteer and Donations Management Support Annex.

Housing. The ESF #6 housing function addresses needs of survivors in the affected areas. This is accomplished through the implementation of the National Disaster Housing Strategy utilizing disaster housing assistance programs and services. These services include housing resources available from the private sector, FEMA, and other Federal agencies as listed below:

- Small Business Administration (SBA) Disaster Loan Program
- Department of Housing and Urban Development
- USDA – Rural Development
- Veterans Administration

Human services. The ESF #6 human services component provides assistance to meet non-housing needs of victims. This includes:

- Behavioral Health Services: DHS may task its components to assist in assessing mental health and substance abuse needs; providing disaster mental health training materials for workers; providing liaison for assessments, training, and program development activities undertaken by Federal, county, local, private non-profit and volunteer mental health and substance abuse officials; and providing crisis counseling services as needed.
- Other Needs Assistance.
- Disaster Case Management.
- Social Services: (Medicaid, Disaster SNAP, etc.)
- Disaster Legal Services.
- Disaster Unemployment Assistance (DUA): See Appendix 1

Responsibilities

Primary Agency

Arkansas Department of Human Services (DHS): Leads and coordinates the ESF #6 functions of mass care, emergency assistance, housing, and human services with state and federal

agencies, local governments, and non-governmental organizations. DHS coordinates donations and volunteer management, Supplemental Nutritional Assistance Program (SNAP), crisis counseling, mental health services, Individual Assistance Program, and other benefits. Collects and provides information on victims to family members, assists with family reunification, provides support to medical shelters, and coordinates non-conventional shelter management.

Support Agencies

Agency	Functions
Arkansas Department of Emergency Management (ADEM)	• Upon declaration of an emergency or disaster by the Governor, coordinates overall emergency response to the incident. • Coordinates public and individual assistance service to victims. • Primary point of contact with FEMA.
American Red Cross (ARC)	• Source of support to mass care functions, including sheltering and feeding operations. • Provides training in shelter operations. See Appendix 2.
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)	Provides for mass care, feeding, housing, and unmet needs of individuals and families. Each organization within ARVOAD has unique capabilities and resources. See Appendix 2.
Arkansas State Police (ASP)	• Provides/coordinates security support to shelters, distribution points, and evacuation routes. • Conducts background checks.
Arkansas National Guard (AR-NG)	• Assists with mass evacuation and bulk distribution of emergency supplies. • May provide law enforcement when in State Active Duty status.
Arkansas State Highway and Transportation Department (AHTD)	• Assists and coordinates mass evacuation transportation with other agencies. • Highway Police provides Law Enforcement.
Arkansas Department of Health (ADH)	• Coordinates emergency first aid and medical support to shelters. • Conducts health inspections to ensure shelters meet sanitation standards and provides epidemiological services. • Maintains System of Emergency Response Volunteers (SERV) which includes shelter volunteers. • Coordinates Points of Dispensing. See ESF # 8 Annex to ARCEMP.
Arkansas Department of Finance and Administration (DFA)	Provides financial services, logistic support, and contract management oversight to state agencies responding to declared disasters.

Agency	Functions
Arkansas Department of Education	• Coordinates relocated student enrollment and manages student assignments. • Provides facilities for temporary emergency shelters. • Provides buses for mass evacuations.
Arkansas Department of Higher Education	• Coordinates the provision of temporary shelter facilities and on-site liaison to shelter managers. • Tracks relocated student enrollment within the state.
Arkansas Department of Workforce Services	Coordinates disaster unemployment benefits. See Appendix 1.
Arkansas State Bank Department	Coordinates and promotes the availability of financial services to citizens.
Arkansas Department of Information Systems (DIS)	Supports registration and tracking of evacuees and family reunification services. See ESF #2 Annex to ARCEMP
Arkansas Insurance Department	Assists policy holders with recovery of losses, including replacement of destroyed personal property, rental assistance, and repair and/or replacement of permanent and manufactured housing as well as medical expenses.
Arkansas Department of Corrections	• Conducts mass feeding operations using mobile kitchens (capable of feeding 600 people per kitchen). • Provides transportation assets and certified law enforcement personnel. • Provides mobile communications and large inmate labor force.
Arkansas Department of Parks and Tourism	• Provides seasonally available temporary shelter facilities. • Assists with security at designated shelter and mass care facilities.
The Salvation Army	Coordinates donations management, provides mobile canteens for feeding first responders, and provides clean-up kits. See Appendix 2.

Appendix 1, Overview of Disaster Unemployment Assistance (DUA), to Emergency Support Function #6 - Mass Care, Emergency Assistance, Housing, and Human Services Annex to the Arkansas Comprehensive Emergency Management Plan

Information provided by the Arkansas Department of Workforce Services

The purpose of the "Robert T. Stafford Disaster Relief and Emergency Assistance Act" (42 U.S.C. 5177 and 20 CFR Part 625) more commonly referred to as the Disaster Unemployment Assistance (DUA) program is to provide payment and reemployment assistance to individuals who are unemployed as a direct result of a major disaster and are not otherwise eligible to receive regular unemployment insurance benefits. Individuals, including self-employed individuals, who were living or working in the affected areas at the time of the major disaster, and who are unemployed as a result of the major disaster, may be eligible for DUA during the Disaster Assistance Period. Funding becomes available to administer the program and pay potentially eligible individuals through the Department of Labor Regional Office in Dallas, Texas but is administered by the Department of Workforce Services (DWS). Funding for DUA is provided by FEMA and does not come from employer payroll taxes, which funds regular unemployment insurance programs.

A major disaster would include hurricanes, earthquakes, floods, tornadoes, major fires and can include man-made disasters. Department of Workforce Services (DWS) local office personnel frequently gather information in the immediate aftermath of a disaster to provide preliminary damage assessments of businesses in the counties they serve. The information provided by local office personnel include projected numbers of businesses affected, the types of businesses affected, the extent of damage and commuting patterns of the workforce.

To qualify for a Major Disaster Declaration, the damage sustained from the major disaster must clearly be more than state or local governments can handle without federal assistance. A Major Disaster Declaration normally takes the followings steps: the local government responds to the disaster, the state responds to the disaster, a damage assessment is made by local, state and federal agencies, the Governor requests a Major Disaster Declaration that includes the types of assistance being sought, FEMA evaluates the request and recommends action to the President, the President approves or denies the request. DUA will not trigger unless

an area is declared by the President be a major disaster area and Individual Assistance is authorized under the Major Disaster Declaration.

If a Major Disaster Declaration authorizes Individual Assistance, DWS promptly notifies the public of the availability of DUA, who may file for DUA, the filing period for DUA claims, where DUA claims may be filed, what documentation is needed to support the application for DUA and identifies the disaster assistance period. The local offices are also notified of the availability to DUA and steps are taken to ensure that each local office in the affected areas have all of the required forms needed for an individual to initiate the DUA application process.

DWS local offices typically begin accepting claims for DUA the day following the issuance of the News Release notifying the public of the availability of DUA. DWS also establishes temporary locations in areas most impacted by the major disaster.

Individuals applying for DUA benefits must provide proof of employment, self-employment or prospective employment and income information for the most recently completed tax year within 21 days of applying for DUA benefits. Due to this deadline, each local office mails DUA applications by overnight mail or faxes DUA claims to the Central Office each day. Once a DUA application is received by the Central Office, a determination is made on the applicant's eligibility for DUA, the amount of assistance that will be provided, subject to deductions of income from work or self-employment, and what additional documentation must be supplied from the applicant. If an applicant is determined to be eligible for DUA, the individual may be entitled to DUA benefits for each week claimed during the disaster assistance period. The initial release of DUA benefits to affected individuals will depend when funds are obligated to DWS by FEMA and the United States Department of Labor. All Weekly Assistance checks are mailed from the Central Office to the affected individual until such time as the individual becomes re-employed or resumes self-employment.

Currently, the DUA application process, submission of weekly claims, adjudication process and payments are not automated processes. As a result, DUA applications, adjudications and payments can be made from any DWS office or temporary facility in the state in the event of a loss or temporary closure of a DWS local office or Central Office.

NOTE: Implementation of the DUA process assumes that the operations of the Arkansas Department of Workforce Services (DWS) and the Arkansas Department of Information Systems

(DIS) have not been adversely affected by the disaster *or* that their operations have been successfully recovered or restored.

Appendix 2, Overview of ARVOAD Members and Services Provided, to Emergency Support Function #6 - Mass Care, Emergency Assistance, Housing, and Human Services Annex to the Arkansas Comprehensive Emergency Management Plan.

Information Provided by Arkansas VOAD

**** Denotes NVOAD Member***

Non-profit Partner Members	Services Provided
Adventist Community Services* [Disaster Response] Lavida Whitson (501) 317-0997 lbwhitson@yahoo.com	• Deploys volunteers to provide: Goods for victims [drinking water, groceries and clothing]; Warehouse operations - volunteers sort, package and store donated goods for distribution; donors can ascertain the needs of disaster victims and donate goods and community members can volunteer for disaster response. • Emotional and spiritual care provided.
American Red Cross, Arkansas* Roger Elliot (501) 529-3415 (501) 748-1010 roger.elliot@redcross.org	• Provides material items and may include feeding [fixed/mobile], shelter, clean-up kits, comfort kits and financial assistance. • Provides assistance to minimize immediate disaster-caused suffering through listening, guidance, advocacy, and counseling.
Arkansas Baptist State Disaster Relief, Southern Baptist Convention/North American Mission Board* Bill Cantrell (501) 376-4791 (501) 993-1247 bcantrell@absc.org	• Provides volunteers for chainsaw crews and clean-up activities – mud outs. • Administers and provides mass feeding, shelter, hot food and showers, chaplains, and feeding units.
Arkansas Crisis Response Team [ARCRT] Ginger Bankston Bailey (501) 766-3360 executivedirector@arcrt.org	• Provides emotional first aid through group and/or individual session using mental health providers and/or peer-to-peer skilled interveners. • Makes referrals to long term mental health counseling. Services are available to victims of disasters and caregivers [first responders, disaster relief workers and government disaster relief workers.
Arkansas Foodbank Network Represents Feeding America* Frank Hilliard (501) 569-4338 (501)554-2060 fhilliard@arkansasfoodbank.org	Collects, transports, warehouses and distributes donated food and grocery items throughout state.

Non-profit Partner Members	Services Provided
Arkansas Hunger Relief Alliance Kathy Webb (501) 399-9999 (501)258-1949 kwebb@arhungeralliance.org	State association of food banks and food rescue organizations that provide food in the aftermath of a disaster.
Arkansas Rice Depot Lauren McElroy (501) 565-8855 (501) 952-2800 lauren@ricedepot.org	• Collects, transports, warehouses and distributes donated food and grocery items throughout state. • Provides hot meals and lodging during first hours and days. • Provides household supplies, food, blankets, towels, linens, personal care items and other items needed to set up their homes.
Catholic Charities of Arkansas* Tom Navin (501) 664-0340 x36 (501) 804-5016 tnavin@dolr.org	• Directs trained volunteer parish response teams throughout Arkansas to conduct case management and assist disaster victims on a long-term basis through long term recovery committees. • Provides financial assistance through relief grants to supplement recovery endeavors.
City Team Ministries* Richard Williams (610) 872.6865 (302) 562-5551 rwilliams@cityteam.org	Provides financial assistance and trained volunteers to immediately respond to local and national disasters. Volunteers provide clean-up, food and shelter.
Convoy of Hope* Steve Irwin (417) 827-4778 (417) 815-4467 sirwin@convoyofhope.org	• Provides immediate resources during the first days of a disaster by use of its fleet of trucks, 300,000 square foot warehouse, Mobile Command Center, and the first response P.O.D. (Points of Distribution). • Additional capabilities include the development of Strike Teams and a Ham Radio Network.
Cooperative Baptist Fellowship of Arkansas* Rev. Charles Ray (501) 223-8586 (501) 680-2722 cray@cbfar.org	Provides financial assistance and trained volunteers to assist where needed during a disaster.
Episcopal Disaster Relief Team/ Episcopal Relief & Development* Rick & Diane McCright (501) 765-6226 (501) 765-6220 rdmccright@comcast.net	• Provide statewide transportation of food, water and supplies along with emotional first aid. • Additional services include in-reach and outreach services.
Feed the Children* John Ricketts (405) 317-2699 john.ricketts@feedthechildren.org	Delivers food, medicine, clothing and other necessities

Non-profit Partner Members	Services Provided
Fraternal Order of Eagles, Arkansas State Aerie Paul Szecsi (870) 421-0005 allaroundhandyman0005@hotmail.com	Provide the Arkansas Disaster Relief trailer to communities needing necessary supplies – water, food, personal hygiene items and diapers.
Heart of Arkansas United Way [United Way of Arkansas]* Jolynn Short (501) 376-4567 jshort@heartaruw.org	Provides funding, in-kind gifts, or volunteer expertise to address disaster relief and recovery issues.
Lions Club Alert – Lions Club International Wanda Barnett (501) 834-5111 (501) 837-7490 arlions@sbcglobal.net	Provide disaster relief volunteers to communities.
Presbyterian Disaster Assistance, Arkansas* Tom Robertson (501) 425-0233 tomandthelmarobertson@yahoo.com	Provides volunteers for clean-up and debris removal, spiritual and pastoral care and temporary shelters [sheds].
Samaritan's Purse* Todd Taylor (336) 903-4968 (828) 406-4311 ttaylor@samaritan.org	Provides food, water, and temporary shelter to meet critical needs and give people a chance to rebuild their lives.
Team Rubicon (Team Rubicon is a new ARVOAD member and contact information was not available at time of publication. It will be added in the next update.)	Provide Low-Level Search-and-Rescue (SAR), debris removal, home repair, disaster prep (i.e sandbagging, fire preparation), and emergency medical care if allowed by medical oversight regulations.
The Great River Region of the Christian Church (Disciples of Christ) Rev. Vance Moore (504) 715-1465 (501) 562-6053 vance@grrdisciples.org	Provide case management
Non-profit Associate Members	**Services Provided**
The Salvation Army of Arkansas/Oklahoma* Janelle Mulanax (405) 254-1118 (918) 704-0017 Janelle_Mulanax@uss.salvationarmy.org	• Provides mass care services: mass feeding, temporary shelters, additional food, personal essentials, clothing, medications and household items through receiving and distribution centers. • Provides emergency social services, spiritual care and chaplains.

Non-profit Partner Members	Services Provided
United Methodist Committee on Relief [UMCOR]* Arkansas Conference of the United Methodist Church Janice and Byron Mann (870) 777-9305 (870) 703-8361 (870) 703-8359 disaster@arumc.org janice.mann59@gmail.com	• Provides skilled volunteers and financial support in cleaning up and making communities safe, sanitary and secure. • Provides cleanup supplies and kits. UMCOR is recognized nationally as a leader in disaster case management and long-term recovery.

Record of Changes

Arkansas Emergency Operations Plan

ESF #7- Resource Support

Date of Change and Initials	Location and Nature of Change
9/15/2011 JRC	Reworded ADEM information in support agency chart. Removed Arkansas State Bank Department info
9/15/2011 JRC	Reformatted to APA format
9/17/2010 JRC	Minor editing throughout document, addition of Office of State Procurement, deletion of Coordinating agency list from table 1.
Completed September 17, 2009 - DMcG	Revisions have been made to reflect that Federal Surplus Property is part of ADEM rather than part of Dept. of Workforce Education

Emergency Support Function (ESF) #7 – Resource Support

Primary and Coordinating Agency

Arkansas Department of Finance and Administration

Support Agencies

Arkansas Department of Emergency Management
Arkansas State Agency for Surplus Property (GSA Federal Surplus Property Program)
Arkansas Economic Development Commission/Arkansas Entergy Office
Arkansas Building Authority
DFA, Office of State Procurement
DFA, Marketing and Redistribution
Arkansas State Bank Department

Authorities and References

Arkansas Code Annotated 2-16-101 et al.
Security Presidential Directive/HSPD-9
Arkansas Code Annotated 12-75-101 et al.

Introduction

ESF #7 is responsible for providing direct and active support to emergency response and recovery efforts during the initial response phase and initial recovery phase following a disaster. This support includes locating, procuring, and issuing resources such as supplies, office space, office equipment, fuel, contracting services, personnel, heavy equipment, and transportation of such.

Policies

ESF #7 provides supplies, office space, office equipment, fuel, contracting services, personnel, and heavy equipment assets to assist county emergency operations agencies and other ESFs with their emergency efforts to conduct response and recovery operations. The priorities for allocation of these assets are as follows

- ESF #7 is responsible for planning, coordinating, and managing resource support beyond what is available from state agencies.
- Supplies and equipment will be provided from current state stocks or surplus and, if necessary, from commercial sources. Each state agency is responsible for their resource requirements.
- Designated support agencies will furnish resources as required in support of these ESF requirements. Support by these agencies will be terminated at the earliest practical time.
- Procurement will be made in accordance with current state and federal laws and regulations, which include emergency procedures under Arkansas statute.

Concept of Operations

This section discusses facilities, equipment, personnel, procedures and communications necessary to effectively accomplish stated goals in response to an incident.

Goals

- To procure and allocate essential resources (personnel and material) to support emergency operations.
- To oversee distribution aid in the procurement of food and other essential supplies.
- To procure and allocate resources

- To contract services to maintain water, electrical, sanitation, and other utility systems and services.
- To provide supplies for mass care facilities and medical facilities.

Assumptions

- The free market economy and existing systems will be maintained to the maximum extent possible.
- Voluntary controls will be encouraged. Mandatory controls will be removed as soon as possible.
- The public will be encouraged to cooperate with any emergency measures through ESF 15- External Affairs.
- Resources may be obtained from agencies not listed in the support agencies.

General

When partial or full activation of the State Emergency Operations Center (SEOC) is implemented, the Arkansas Department of Finance and Administration (DFA) will perform the following in the order listed

- Prepare a Situation Analysis by reviewing reports, video, message traffic, status boards, and logs. This Situation Analysis continues throughout the response and short-term recovery phase and should include the following
    - A general description of the situation as it pertains to ESF #7 and an analysis of the ESF's operational support requirements.
    - A prioritized listing of significant actions that the ESF #7 will initiate to provide operational support.
    - A list of agency contacts and pre-arranged staging areas.
- Determine necessary response level required by ESF #7.
- Initiate notification of the required personnel and support organizations to achieve the required level of response.

- Based upon the situation analysis, prepare a list of ESF #7's objective-based priority actions to support lifesaving and short-term recovery operations. The action list should be revised as the situation changes.
- Mobilize resources and coordinate response for approved mission assignments.
- Prepare briefings on status of ESF #7 response operations.
- Keep track of all expenditures concerning operations during emergency operations and submit these to ESF #5 upon request.
- Prepare an ESF #7 After-Action Report to identify lessons learned and improvements needed.

State capabilities and resources will be allocated and coordinated by ADEM. The primary source of equipment, supplies, and personnel will be existing support agencies' resources and local sources outside the impacted area. Support which cannot be provided from these sources will be provided through commercial sources and coordinated by ESF #7.

Organization

ESF #7 will operate in coordination with the Arkansas Department of Emergency Management and will continue to operate throughout the emergency situation unless released by ADEM.

The ESF #7 Emergency Coordinator will maintain liaisons with other ESFs and interested parties. This individual will coordinate with at least two members of the Federal Advance Team (Federal ESF #7, General Services Administration procurement officials) at the SEOC.

Notification

The State Warning Point or ADEM will notify the ESF #7 Emergency Coordinator, who will determine what agencies need to support ESF #7 operations. Inventories of resources including government buildings and public facilities will be obtained as necessary.

Response Actions

This section lists actions to be performed by ESF #7 in response to a disaster.

Initial Actions. ESF #7 will perform the following initial actions if activated for a disaster.

- If possible, resources will be staged near the emergency areas.
- Support agencies will be asked to deploy personnel and other resources as needed.
- Assess resources, including facilities, available for emergency support.

Continuous Actions. ESF #7 will coordinate the following actions throughout the emergency/incident

- Buildings will be leased for staging warehouses or to replace damaged or destroyed facilities.
- Office furniture, equipment, and supplies will be provided from existing inventories or will be procured.
- Contractual services between state and commercial sources will be coordinated by ESF #7.
- Resources provided by other ESFs are
  - Communication resources- ESF #2
  - Food- ESF #6 and #11
  - Fuel- ESF #12
  - Security for staging areas and facilities- ESF #13.

Responsibilities

This section lists the coordinating agency and the support agencies for this ESF and their associated responsibilities

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Coordinating Agency. Arkansas Department of Finance and Administration will be responsible for the review and revision of this plan on an annual basis or as needed. ESF #7 will provide support staff for procurement of commodities and services, leasing of buildings and facilities, and facilities management.

Support Agencies. Table 1 below lists support agencies for ESF #7 and their responsibilities.

Table 1. Support Agencies and Responsibilities for ESF #7.

Agency	Responsibilities
Federal Surplus Property	The Federal Surplus Personal Property Donation Program provides for the transfer of surplus federal personal property to State Agencies for Surplus Property.
Arkansas Building Authority	ABA is authorized to assist state agencies under their jurisdiction to obtain sites; construct, equip, maintain and operate public buildings; authorize the leasing of property for and by state agencies;
Marketing and Redistribution (part of the Office of State Procurement, AR Dept. of Finance and Administration)	As the entity responsible for the disposal of state surplus property and equipment, may have useful inventory of various types of equipment in various quantities on hand.
Arkansas Entergy Office	Will administer the Petroleum Set-Aside Program during a declared petroleum emergency. The AEO has resources to provide information (and to respond to inquiries) on energy related matters.

Resource Requirements

The Director of the Arkansas Department of Finance and Administration is responsible for the implementation and administration of procurement activities necessary to support emergency operations of state agencies.

Emergency Support Function #8
Public Health and Medical Services Annex

Primary and Coordinating Agency

Arkansas Department of Health (ADH)

Support Agencies

Arkansas Department of Emergency Management (ADEM)
Arkansas State Police (ASP)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas State Highway and Transportation Department (AHTD)
Arkansas Agriculture Department
Arkansas Game & Fish Commission (AG&F)
Arkansas Department of Human Services
Arkansas Department of Finance and Administration
Arkansas Department of Information Systems
Medical Reserve Corp
American Red Cross (ARC)
Arkansas State Crime Laboratory
Arkansas Department of Corrections
Arkansas Department of Education
Arkansas Department of Higher Education

Authorities and References

- Arkansas Code Annotated 12-75-101 et al.
- Homeland Security Presidential Directive/HSPD-9
- Arkansas Code Annotated 12-12-301 through 12-12-324
- ADH Major Disaster Incident Response Plan (MDIRP)

- ADH Emergency Operations Plan (ADH EOP)

Introduction

The ESF #8- Health and Medical Annex to the Arkansas Emergency Operations Plan provides guidance for coordinated State assistance to supplement local resources in response to public health and medical care needs for potential health and medical situations requiring a coordinated State response. ESF #8 has eight-core functional area's including:

- Assessment of public health and medical needs (including behavioral health)
- Public health surveillance
- Medical care personnel
- Health and medical, equipment and supplies
- Patient Evacuation
- Radiological / Chemical / Biological hazards consultation
- Vector Control
- Mass Fatality Management Services

Concept of Operations

General

Upon notification from the State Emergency Operations Center (SEOC), ADH EOC alerts designated ADH personnel to staff the SEOC , staff the ADH EOC, and the, Joint Information Center (JIC), as required. Personnel representing an ESF #8 supporting agency will have extensive knowledge of the resources and capabilities of their respective organizations and will have access to the appropriate authority for committing such resources during the activation.

Once activated, ESF #8 will coordinate with the appropriate State, local and Federal medical and public health officials and organizations to determine current medical and public health assistance requirements. During the response period, ESF #8 has primary responsibility for the evaluation and analysis of public health and medical assistance. ESF 8 also develops and updates assessments of medical and public health status.

Local emergency service organizations and medical care providers that are still functional after a disaster or major emergency may need assistance and/or guidance from ESF #8 concerning how best to provide services on a temporarily amplified basis. ESF #8 will coordinate the furnishing of health and medical services and resources from unaffected areas to augment or replace disrupted or destroyed local capabilities.

After assessment of damage to facilities that supply food and/or pharmaceuticals, ESF #8 will issue recommendations concerning the disposition of these products. ESF #8 will inspect congregate care facilities and other public areas to ensure proper sanitation practices. ESF #8 will coordinate the gathering and reporting of information concerning injuries and fatalities.

Organization

ADH is the state agency with regulatory authority over health and medical services over such entities as local organizations, and governmental organizations. ADH coordinates ESF #8 field response activities according to internal policies and procedures.

Public Health Regions provide public health services in five designated geographic regions of the state. These Regions have broad authority and flexibility for public health activities to meet the needs of the customer. There is at least one Local Health Unit (LHU) located in each of the 75 counties of Arkansas. The LHUs work closely with the local offices of emergency management in providing health protection emergency response capabilities at the local level. They do this through implementation of local emergency response plans such as each county's Mass Dispensing Plan. LHU personnel also participate in local emergency response plan exercises and drills.

Actions

Assessment of Public Health/Medical Need. ESF #8 personnel will mobilize to assess public health and medical needs. This function includes the assessment of the public health care system/facility infrastructure.

Health Surveillance. ESF #8 will monitor the health of the general population and special high-risk populations. ESF 8 will carry out field studies and investigations, monitor injury and disease patterns and potential disease outbreaks, and provide technical assistance and consultations on disease and injury prevention and precautions.

Medical Care Personnel. ADH will coordinate medical response capability as requested.

Health/Medical Equipment and Supplies. In addition to deploying assets from the Strategic National Stockpile (SNS) when necessary, ESF #8 may request State and Federal assistance in coordination with the State EOC to provide medical equipment and supplies to support immediate medical response operations and to restock health care facilities in an area affected by a major disaster or emergency.

Patient Evacuation. ESF #8 will coordinate with appropriate private, state, and federal partners with capabilities in the many areas involved in patient evacuation.

Potable Water, Wastewater Disposal. ESF #8 will assess potable water, wastewater disposal issues, and other environmental health issues. It will conduct field investigations, including collection and laboratory analysis of relevant samples and will provide technical assistance and consultation on potable water and wastewater disposal issues.

Vector Control. ESF #8 will take steps to assess the threat of vector-borne diseases, conduct field investigations, including the collection and laboratory analysis of relevant samples, and provide vector control equipment and supplies. ESF #8 will also provide technical assistance and consultation on protective actions regarding vector-borne diseases and the medical treatment of victims of vector-borne diseases.

Mass Fatality Management. ESF #8 will coordinate the provision of victim identification and mortuary services, including victim identification by fingerprint, forensic dental, and/or forensic pathology/anthropology methods. It will also coordinate the establishment of temporary morgue facilities, the processing, preparation and disposition of remains, arrangement for body release, tracking of personal effects, identification and storage of contaminated or infectious remains, the provision of timely information, and cultural and ethnic accommodations including translators for non-English speaking individuals.

Responsibilities

Primary Agency -Arkansas Department of Health. The ADH EOP contains the responsibilities of the various ADH resources. The ADH will staff the SEOC when requested. In addition, the ADH is responsible for the review and revision of the ESF 8 annex to the Arkansas Comprehensive Emergency Management Plan (ARCEMP) at least annually, or as needed.

Support Agencies

Agency	Functions
Arkansas Department of Emergency Management	• Provides notification of emergencies • May be asked to provide a liaison at Arkansas Department of Health's EOC.
Arkansas State Police	• Assist local law enforcement by providing security for medical facilities, food establishments, drug repositories, or other facilities which may have been extensively damaged (if State Police Troopers are available) • Provide security planning for the receipt and transport of medical countermeasures.
Arkansas Department of Environmental Quality	Coordinates with ADH personnel to mitigate adverse health effects from the release of hazardous materials
Arkansas State Highway & Transportation Department	• Provide assistance in the coordination of transportation for distributing items from the Strategic National Stockpile (SNS) to regional distribution sites. • Assist the Arkansas State Police and local law enforcement in providing security to incident sites, hospitals, alternate care sites, and other sites as needed.
Medical Reserve Corp	• Provide medical care to patients at alternate care sites or triage locations • Provide medical professionals as requested
American Red Cross	• Provide blood and blood products • Assist in compiling causality and survivor listings

Agency	Functions
Arkansas State Crime Laboratory	Coordination of the Arkansas Mass Fatality Management Plan
Arkansas Livestock and Poultry, Arkansas Agriculture Department	• Provides for the sanitation, hygiene, and treatment of animals in the event of a zoonotic disease outbreak. • Provides epidemiological monitoring and reporting of zoonotic diseases, as well as emergency-related animal health issues
Arkansas Department of Human Services	Shall provide a liaison to the ADH EOC upon request
Arkansas Department of Corrections	To coordinate the medical activities involving the public health of the incarcerated population
Arkansas Department of Educations	Coordinate the medical issues involving public health within the student population.
Arkansas Department of Higher Education	Coordinate the medical issues involving public health within the student population.

Record of Changes

Arkansas Emergency Operations Plan

ESF #9- Search and Rescue

Date of Change and Initials	Location and Nature of Change
9/17/10- JC	Annex reviewed for 2010
9/30/09 - JC	Annex reviewed for 2009
9/09/11- JC	Functions Chart - Removed information listed in other ESFs
9/09/11- JC	Formatted document into APA format.
9/09/11- JC	Removal of National Guard from supporting agency list and function chart.
9/09/11- JC	Renamed “Situation “ heading to “Assumptions”
09/19/12 JC	Addition of SAR task force teams
9/19/12 JC	Rewording for clarification

Emergency Support Function #9 – Search and Rescue

Primary Agency and ESF Coordinator

Arkansas Game and Fish Commission

Support Agencies

Arkansas Department of Emergency Management
Arkansas Forestry Commission
Department of Corrections
Arkansas Department of Parks and Tourism
Arkansas State Police
Arkansas Highway and Transportation Department
Arkansas Highway Police
AR Task Forces- Central and Northwest

Non Governmental Support Agencies

Civil Air Patrol

Authorities and References

Arkansas Code Annotated 2-16-101 et al
Homeland Security Presidential Directive/HSPD-#9
Arkansas Code Annotated 12-75-101 et al
Urban Search and Rescue, Federal Response Framework, ESF #9
CAP MOU # 05-002-SWR-AR-DEM
Arkansas Game and Fish Commission Policies

INTRODUCTION

Policy

The State's assistance under this function shall include personnel and equipment resources for the coordination and implementation of the following

- Search - All activities associated with the discovery of an individual or individuals lost or reported lost.
- Rescue - All activities directed towards and requiring the utilization of trained personnel to extricate persons trapped in damaged buildings, vehicles, woodlands and waterways; and to provide emergency medical treatment of such persons.
- Responsibility for situation assessment and determination of resource needs rests with local incident commanders in coordination with the State Emergency Operations Center (SEOC).

Assumptions

A major disaster or civil emergency, such as an earthquake or other man-made or natural disaster, may result in conditions that vary widely in scope, urgency and degree of devastation. Substantial numbers of people could be in life threatening situations requiring prompt rescue and medical care. Because the mortality rate will dramatically increase beyond 72 hours, search and rescue efforts must begin immediately. As an event progresses, problems can compound and may threaten both survivors and rescue personnel alike.

CONCEPT OF OPERATIONS

General

ESF #9 manages and coordinates search and rescue resources to handle any search and rescue incident. ESF #9 utilizes established emergency service and search and rescue organizations, processes and procedures.

Organization

Arkansas Game and Fish Commission is the coordinating agency for this ESF with support from other state and local agencies and volunteer organizations. The staffing pattern and level will be dependant upon the severity of the emergency.

Notification

ESF #9 will be notified of activation by the Arkansas Department of Emergency Management (ADEM). An ADEM duty officer is available at the State EOC at all times.

Emergency Response Actions

As the Coordinating Agency for ESF #9, the Arkansas Game & Fish Commission will be responsible for the following

- The ESF #9 representative will locate at the State EOC as needed after notification of ESF #9 activation.
- That representative will brief, or be briefed by the Team Chief at the State EOC. Communication links will be established with local or field command and control elements, other primary and support agencies, federal counterparts, and others as is deemed necessary.
- Determination of initial and ongoing activities and damage assessment thru established information gathering procedures and provide this information to ESF 5 - Emergency Management, for dissemination.
- Determination of needs and resolution of issues regarding resource requirements and shortages in coordination with ESF #7 - Resource Support, and ESF #5 - Emergency Management.

- Maintaining close contact with local, state, and federal agencies and other support ESFs.
- Overseeing SAR Coordinators to ensure appropriate allocation of local resources.
- Insuring complete logs of actions taken, resources used, and other activities are created and maintained.

Recovery Actions

When conditions have stabilized or are improving, the Team Chief will consult the appropriate ESF representatives to determine how best to sustain the improvement and transition to recovery. Discussion will likely include

- Identification of specific areas that would sustain recovery efforts.
- Anticipated needs for resources, manpower, and equipment.
- Anticipated transportation and traffic control requirements.
- Determining the adequacy of local, State and Federal communication pathways and additional communication needs.
- Assessing the capabilities of State, local, and Federal officials to initiate recovery efforts.

As the recovery phase progresses and individual ESF response efforts are terminated, the Governor, through the State EOC Team Chief, may allow selected emergency response organizations and/or personnel to return to a non-emergency mode of operation.

Deactivation

Partial deactivation will occur based upon the extent of the current response and recovery actions and at the discretion of the local incident commander and/or the ADEM Director. Full deactivation will occur at the discretion of the Governor and /or the ADEM Director.

Responsibilities

ESF Coordinator/Primary Agency. The Arkansas Game and Fish Commission is the primary agency for the implementation and coordination of this ESF. Specifically, those responsibilities are

- Conduct search and rescue operations in the woodlands and waters of the state and to provide security at the sites.
- Will provide personnel and expertise during search and rescue of lost persons.
- Will provide equipment and vehicles suitable for use in rough terrain and remote areas.
- Will share knowledge of remote areas of the state.
- The wildlife officer in charge shall follow the guidelines as set forth in Arkansas Game and Fish Commission Policies. With the exception being drowning victim searches. All drowning victim searches and diving missions shall be conducted in accordance with the responding agencies' policies.
- When solicited, volunteers are utilized for search and rescue operations, the wildlife officer in charge shall follow the guidelines as written in the state policy order regarding Workmen's Compensation Benefits Procedures.
- Arkansas Game and Fish Commission will coordinate with ADEM in releasing information to the media.
- Maintain situational awareness and over site of search coordinator actions during incidents that require state assistance.

Support Agencies. Supporting agencies have resources that may be needed to fulfill roles and responsibilities identified in this ESF. Resources will be called upon as needed and as available. See table below for list of support agencies and their resources.

Agency	Functions
Arkansas State Dept of Highway and Transportation	Provide knowledgeable personnel which are typically already deployed throughout the state
Arkansas State Police	Provide knowledgeable personnel which are typically already deployed throughout the state
Arkansas Forestry Commission	Provide knowledge of remote forest areas
Department of Correction	• Provide manpower from its pool of employees • Provide dogs, horses, and expertise in searches
Department of Parks and Tourism	Provide knowledgeable personnel which are typically already deployed throughout the state
Civil Air Patrol	• Provide personnel and aircraft for the search and rescue of missing/downed aircraft or missing individuals. • Provide ground search crews for the search and rescue of missing/downed aircraft or missing individuals • For more information about CAP role in ESF #9, see their website, http //www.arwingcap.org
AR Taskforces- Central and Northwest	• Provide knowledgeable personnel to staff SAR coordinator positions • Provide technical skills and personnel for search and rescue missions

Emergency Support Function (ESF) #10
Oil and Hazardous Materials Response

ESF Coordinator

Arkansas Department of Environmental Quality (ADEQ)

Primary Agency

Arkansas Department of Environmental Quality (ADEQ)

Support Agencies

State

Cooperative Extension Service, University of Arkansas
Arkansas Department of Emergency Management (ADEM)
Forestry Commission (AFC)
Game and Fish Commission (AGFC)
Geographic Information Office (AGIO)
Geological Survey (AGS)
Health, Department of (ADH)
Heritage Department of – Arkansas Natural Heritage Commission (ANHC)
Heritage Department of- Historic Preservation Program (AHPP)
Highway and Transportation Department (AHTD)
Human Services, Department of (DHS)
Labor, Department of
Liquefied Petroleum Gas Board
Livestock and Poultry Commission (ALPC)
National Guard (AR NG)
Natural Resources Commission
Oil and Gas Commission

Parks and Tourism (ADPT)

Plant Board (APB)

Poison Control Center

Public Service Commission (PSC)

State Police (ASP)

Local

County Judge and Mayors

Emergency Medical Services (EMS)

Fire Department (FD)

Hazardous Materials Response Teams (HazMat)

Office of Emergency Management (OEM)

Police Department (PD)

Sheriff's Office (SO)

Volunteer

Amateur Radio Emergency Services (ARES)/ Radio Amateur Civil Emergency Service (RACES)

Civil Air Patrol (CAP)

Red Cross

Salvation Army

Private and Corporate

Contractors

Recyclers

Federal

Center for Disease Control and Prevention (CDC) Coast Guard (USCG)

Corps of Engineers (USACE)

Environmental Protection Agency (EPA), Region VI

Federal Emergency Management Agency (FEMA), Region VI

Federal Regional Response Team (RRT), Region VI

National Weather Service

Occupational Health and Safety Administration (OSHA), Department of Labor

Agency for Toxic Substances and Disease Registry

Authorities and References

Arkansas Water and Air Pollution Control Act, Ark. Code Ann. §8-4-101 et seq.

Arkansas Emergency Services Act, Ark. Code Ann. §12-75-101 et seq.

Arkansas Resource Reclamation Act, Ark. Code Ann. §8-7-301 et seq.

Arkansas Hazardous Waste Management Act, Ark. Code Ann. §8-7-201 et seq.

Phase I Environmental Site Assessment Consultant Act, Ark. Code Ann. §8-7-1301 et seq.

Arkansas Remedial Action Trust Fund Act, Ark. Code Ann. §8-7-501 et seq.

Federal Water Pollution Control Act, 33 U.S. Code Ann. §1251 et seq.

Federal Clean Air Act, 42 U.S. Code Ann. §7401 et seq.

Disaster Relief Act of 1974, 42 U.S. Code Ann. §5121 et seq.

Superfund Amendment and Reauthorization Act (SARA), 42 U.S. Code Ann. §9601 et seq.

Arkansas Hazardous and Toxic Materials Emergency Notification Act, Ark. Code Ann. §12-79-101 et seq.

Arkansas Solid Waste Management Act, Ark. Code Ann. §8-6-201 et seq.

Arkansas Surface Coal Mining and Reclamation Act, Ark. Code Ann. §15-58-101 et seq.

Arkansas Open-Cut Land Reclamation, Ark. Code Ann. §15-57-301 et seq.

Arkansas Quarry Operation, Reclamation and Safe Closure Act, Ark. Code Ann. §15-57-401 et seq.

Arkansas Regulated Substance Storage Tanks, Ark. Code Ann. §8-7-801 et seq.

Arkansas Petroleum Storage Tank Trust Fund Act, Ark. Code Ann. §8-7-901 et seq.

Interstate Civil Defense and Disaster Compact, Ark. Code Ann. §12-76-101 et seq.

Emergency Management Assistance Compact §12-49-401 et seq.

ADEQ Emergency Response Section Protocol

MOU between ADEQ and ADH for Hazardous Materials Emergency Response

MOU between ADEQ and ADEM for Coordination and State EOC support

- Comprehensive Environment Response, Compensation, and Liability Act (CERCLA or Superfund), Chapter 103 (42 U.S. Code 9601 et seq. (1980))
- Resource Conservation and Recovery Act (RCRA), Title 40 Code of Federal Regulations (42 U.S. Code 9601 et seq. (1976))
- Hazardous Waste Operations and Emergency Response Standard (29 Code of Federal Regulations 1910.120)
- Emergency Response to Hazardous Substances Releases (29 Code of Federal Regulations 1926.65)

INTRODUCTION

Purpose

The purpose of this ESF is to provide state coordinated support to local governments in response to an actual or threatened incident involving oil or hazardous materials resulting from a transportation incident, fixed facility incident, natural disaster or intentional/terrorist act that poses a threat to people, human health or welfare, property or the environment. ESF #10 may be used to respond to actual or threatened incidents involving materials not typically considered hazardous, but posing a threat to human health or welfare, property or the environment. As an element of the Arkansas Comprehensive Emergency Management Plan (ARCEMP), ESF #10 defines the State's response to these situations.

Scope

ESF #10 provides for an effective and efficient response to discharges of oil or hazardous materials by coordinating human and material resources in support of the impacted jurisdiction. This ESF establishes lead coordination roles for division and specification of responsibilities among state agencies that may be needed in response actions. ESF #10 does not place any state agency or its representatives in the position of Incident Commander, (IC) unless there are not local resources available to provide command and control of the incident and only in

coordination and at the direction of ADEQ Director or designee. The agency representatives respond in advisory, guidance and coordination roles.

Interface with Federal Regional Response Team

This ESF does not impede or negate the use of or request for the activation of the Federal Regional Response Team (RRT). The RRT is made up of regional representatives of the federal and state agencies within the region and is co-chaired by the Environmental Protection Agency (EPA) and the US Coast Guard (USCG). The RRT serves as a planning and preparedness body before a response, marshaling these agencies' response resources and providing coordination and advice to the federal On-Scene Coordinator (OSC) during response actions. The RRT participates in preparedness activities under this ESF and is expected to be closely involved in response activities if this ESF is activated.

At the state level, activities under ESF #10 provide a bridge between the local Incident Commander, State On-Scene Coordinator (SOSC) and RRT support related to the overall incident response activities. The State OSCs will carry out their responsibilities under the ARCEMP to coordinate, integrate and manage the state effort to contain, identify, cleanup, dispose of, or minimize releases of oil or hazardous substances, or prevent, mitigate or minimize the threat of potential releases. Their efforts will be coordinated through the State Emergency Operations Center, (EOC).

Relationship to other ESFs

Some incidents may require simultaneous activation of ESF #10 with other ESFs that describe additional procedures. This would include ESF #8 for biological and radiological/nuclear incidents that are not addressed in ESF #10.

ADEQ may solicit support from the following agencies. ADEQ will inform ADEM when responding to ESF #10 incidents without direct involvement of the SEOC.

- ESF #3 (Public Works and Engineering – AR NG): Engineering services, assessment of and emergency repairs to wastewater treatment facilities, debris clearance for

access to releases, release containment, securing of orphan containers, chemical analysis.

- ESF #5 (Emergency Management - ADEM): Send Situation Reports (SITREPS), electronic briefings convey and coordinate mission assignments, receive consolidated SITREPS.
- ESF #6 (Mass Care - DHS): Sheltering for evacuees from impacted areas.
- ESF #8 (Public Health and Medical Services - ADH): Human health impact from exposure, identify hazardous materials having the potential to affect drinking water supplies and long term health surveillance; radioactive material coordination.
- ESF #11 (Agriculture and Natural Resources – Agriculture Dept): if the incident involves agricultural materials to include pesticides, herbicides, fertilizer, etc.
- ESF #13 (Public Safety and Security - ASP): Evacuation requirements for developing access and traffic control plans.
- ESF #15 (External Affairs): Keep public informed.

ADEQ provides support to the following agencies. Depending on the size and scope of the incident this solicitation may be done with or without direct involvement of the State Emergency Operations Center (SEOC):

- ESF #3 (Public Works and Engineering - ANG): Solid waste and wastewater facility assessment; guidance on debris removal, staging and disposal;
- ESF #4 (Fire Fighting – AFC): Air monitoring for harmful particulates and emissions;
- ESF #5 (Emergency Management - ADEM);
- ESF #8 (Public Health and Medical Services – ADH);
- ESF #11 (Agriculture and Natural Resources – Agriculture Dept);
- ESF #14 (Long-Term Community Recovery and Mitigation);
- ESF #15 (External Affairs).

SITUATION AND ASSUMPTIONS

Situations

- Large quantity of oil and hazardous materials are transported via highway, rail, air, pipeline and waterway on a daily basis creating a high probability of an incident/release.
- Hazardous materials are manufactured, stored, distributed, utilized and disposed of at numerous fixed facilities located throughout the state.
- Natural or catastrophic disasters to include tornados, severe storms, flooding, earthquake, fires or explosions are possible in the state.
- Hazardous chemical agents will be used as causative agent or become a byproduct within debris at an intentional/terrorist event.

Planning Assumptions

The following planning assumptions have been made.

- All participating agencies/departments will operate under the National incident Management System (NIMS).
- Actual or threatened releases of oil or hazardous materials may occur on a daily basis, either by accident or as the result of an intentional/terrorist act.
- An oil or hazardous materials incident may progress to a point where it becomes a serious threat to human health and safety and to the environment.
- Multiple oil or hazardous materials incidents may occur simultaneously on land or in waters following a major disaster such as a flood, tornado or terrorist attack.
- Local response agencies will be overwhelmed by the extent of the response effort required to assess, mitigate, monitor, cleanup and dispose of oil or hazardous materials releases.

- Response personnel, cleanup crews and response equipment may have difficulty reaching the site of an oil or hazardous materials release because of the damage sustained by the transportation infrastructure.
- Additional response and cleanup personnel and equipment will be needed to supplement existing capabilities and to provide backup or relief resources.
- Concern about facilities located in or near the affected area even if a natural or other catastrophic disaster does not cause situations where there are actual releases.
- Laboratories utilized for analyzing hazardous materials samples may be damaged, destroyed or unable to meet the demand volume.
- Facilities that store or use oil or hazardous materials may be damaged or destroyed.
- Petroleum refineries and storage may be damaged or destroyed.
- Petroleum retailers may sustain damage and require assistance.
- Pipelines may rupture.
- Degradation of tanks, drums or holding ponds, can occur and spill control apparatus and containment measures may not be effective at fixed facilities (e.g., chemical plants, tank farms, laboratories, hazardous waste sites) which produce, generate, use, store, or dispose of oil or hazardous materials.
- Exceptions to current disposal practices and emissions may be necessary during major disasters.
- Disposal of waste material, soil and other material will be at a permitted site and handled by private contractor, when possible, with responsible party being liable for associated costs of the response, remediation of the affected area and disposal.
- There may be real or threatened releases of materials not typically considered hazardous but which pose a threat to human health or welfare, property or to the environment.

Support Assumptions

- County and municipal governments are responsible for the safety of persons and property in their jurisdictions.
- Response forces at local level are the initial responders.

- Hazardous materials response teams or other qualified local response personnel will determine the need for a State response and notify the County Office of Emergency Management Coordinator or ADEM.
- Full cooperation of local governments and volunteer agencies to cope with an incident or disaster will occur.
- All local entities have up to date emergency response plans addressing oil and hazardous materials releases and have a means for initial response and in many cases, complete response to these types of incidences.

CONCEPT OF OPERATIONS

General

Working with local and state entities, ESF #10 coordinates the provision of support to and management of various responses to ensure actions are taken to mitigate, clean up and dispose of oil and hazardous materials and minimize impact of the incidents.

In the event of an actual or threatened release of oil, hazardous materials or other materials that pose a threat to human health or welfare, property or to the environment, ESF #10 or portions of it may be implemented. This ESF addresses the emergency phase of the state response and will direct the efforts to supplement the local emergency response actions immediately following a major incident or disaster. Federal, state and local officials must maintain close coordination. ESF #10 operations will contain, identify, cleanup, remove, dispose of, or minimize releases of or prevent, mitigate or minimize the threat of potential releases of oil or hazardous substances. (see support functions) All responding agencies will respond in support of the local Incident Commander.

As the Primary agency, the ADEQ Emergency Response Coordinator (ERC)/State On Scene Coordinator (SOSC) will coordinate communication and responses with other appropriate agencies, local government, and responsible parties as necessary. The ERC/SOSC is responsible for assessing the level of ADEQ's response and coordinating the agency's response activities. The notifications of oil or hazardous materials releases and threshold planning quantities are made through the State EOC and properly relayed to ADEQ. For intentional or terrorist events,

the FBI and ADEQ will closely coordinate to facilitate management of the release and investigation.

Direction and control of the ADEQ response depends upon the needs created by the situation. In accordance with the assignment of responsibilities in this ESF, support agencies will provide resources and support in response to a release or threat of release of oil or hazardous materials.

When, due to multiple response actions, more than one State On-Scene Coordinator (SOSC) is involved in implementing a response, the ESF will be the mechanism through which close coordination will be maintained among all agencies and SOSCs. The lead agency for this ESF will ensure that response actions are properly coordinated and carried out.

ADEQ is responsible for providing logistical support to their personnel and for tracking and maintaining equipment and supplies.

Develop and maintain points of contact for resources from agency contractors, vendors, etc. that are necessary to carry out responsibilities.

Direction and Control

In responding to oil or hazardous materials incidents, ADEQ's priorities are to accurately assess the situation and then recommend appropriate prevention, containment and abatement measures. In emergency situations ADEQ has limited funds to contract for containment and abatement measures.

The Arkansas Wireless Information Network (AWIN) is the Department's primary means of coordination during response incidents. Telephones, computers, fax, cell phones and messengers can be used widely for communication with other agencies, local governments and responsible parties in most cases. Large incidents requiring federal government intervention may be communicated to the Regional Response Team via the State EOC and or computer communications.

When requested or upon State EOC activation, an ADEQ representative will report to the State EOC.

The State EOC, in concert with the ESF #10 Coordinator, will determine the support agencies to be notified and complete notification of these agencies. Representatives of other agencies supporting ESF #10 may also be requested to report to the State EOC.

ADEQ and the ADH maintain a Memorandum of Understanding (MOU) for hazardous materials emergency response addressing the coordination of response efforts between the two agencies. The MOU outlines ADEQ's responsibility to coordinate the containment, remediation and monitoring releases and ADH responsibilities for essential medical care and health protection from releases. Additionally, ADEQ and ADEM maintain a Memorandum of Understanding regarding coordination and State EOC support. These agreements are on file at each agency.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Primary Agency

ADEQ is the primary agency responsible for ESF #10. ADEQ is divided into various environmental regulatory divisions and service divisions. The regulatory divisions are Air, Hazardous Waste, Mining, Regulated Storage Tank, Solid Waste and Water. The service divisions are Computer Services, Environmental Preservation and Technical Services, Fiscal, Legal, Management Services, and Public Outreach and Assistance. There are field offices around the state where Inspectors are stationed. These Inspectors are responsible for inspection of all permitted industrial, commercial, municipal and agricultural facilities and also respond to citizen's concerns/complaints and to emergency incidents, as necessary. ADEQ's responsibilities are as follows:

- assessment of facilities that may pose a risk to life, health and the environment;
- activation and close coordination of State and Federal Regional resources under the purview of ADEQ;
- identifying possible threats; prioritizing actions; providing technical advice and guidance for containment, treatment, removal, clean-up and disposal of materials as necessary to mitigate threats to human health and safety;

- developing and/or reviewing protective actions for public, responders, environment and property;
- guidance for disposal of debris, wastes, and contaminated materials, the sighting of debris staging areas and permanent disposal sites and approval for alternate disposal (hazardous, construction/demolition, appliances, vegetative, etc.);
- monitoring of immediate health and safety threats resulting from debris removal operations;
- emergency response activities related to pre-existing state designated Superfund sites not covered by EPA responsibility [sites that do not have ongoing CERCLA response actions or are currently listed on the National Priorities List (NPL)];
- monitoring clean-up and disposal;
- mitigating damage to natural resources;
- maintaining jurisdiction over environmental releases as defined by law;
- issuing permits, variances or wavers as needed;
- provide public information and human health protection information concerning immediate actions the public should take in order to minimize threat and impact to human health and safety;
- recommending agencies with authority issue stop sale and movement orders on materials that may be considered hazardous substances or exposed to oil or hazardous materials (Quarantine) and recommending state embargo.
- providing State On-Scene Coordinator (SOSC), Inspectors, Liaisons and other resources as needed for oil and hazardous material incidents
- providing situation reports to State EOC
- performing duties of State Hazardous Materials Emergency Response Commission (SERC)
- long term site remediation or restoration;
- cleaning/replacing Agency equipment damaged/contaminated
- other situations posing threat to human health, welfare or the environment
    - debris staging and disposal or reuse/recycling
        - approvals for structural and vegetative material

        - Household Hazardous Waste (HHW) management
        - White Goods management
        - Electronic Goods (E-Waste) management
    - wastewater facility and system operational assessment, treatment bypass approval and needs to include personnel, power and chemicals
    - solid waste landfill status and capacity
    - orphaned container reconnaissance, collection, segregation, staging and disposal
- Maintain close coordination between ADEQ Resource Coordination Center, ADEM, EPA, RRT, ADH and other ESF support entities.
- The ADEQ's Emergency Management Liaison Officer or representative is responsible for submitting the situation report to the State EOC. Major incident/disaster reports will be submitted in accordance with instructions in ESF #5 in the Arkansas Comprehensive Emergency Management Plan (ARCEMP).
- The review and revision of ESF #10 to the Arkansas Comprehensive Emergency Management Plan (ARCEMP) will be conducted annually

Support Agencies

The following agencies have resources that may be needed to address oil and hazardous material release(s) only. The responsibilities are potential taskings under ESF #10. Resources will be called upon as needed and available.

Support Agency Functions

Agency/Entity	Functions	Resources
Cooperative Extension Service, University of Arkansas	• Provide guidance and advice to CO-OP, Farmers and Ranchers on agricultural product containment and clean up. • Advise agricultural industry on emergency storage of agricultural products. • Coordinate the removal, storage and disposal of pesticides, herbicides and other agricultural products. • Analyzing and identifying contaminants such as pesticides and toxic materials in/on soils, vegetation and water	• Agri Chemical expertise • Laboratory resources

Agency/Entity	Functions	Resources
Arkansas Department of Emergency Management (ADEM)	• 24 hour incident receipt. • Provide initial notification to the primary agency. • Provide primary means of coordination for incidents. • Maintain the Arkansas Comprehensive Emergency Management Plan (ARCEMP) and supporting documentation. • Carry out the prescribed duties of the State Hazardous Materials Emergency Response Commission (SERC) in concert with ADEQ. • Serve as the repository for the lists of chemicals and the hazardous inventory forms. • Provide public access to the chemical lists, forms or other information as prescribed in Title III. • As the State Warning Point, upon notification, will contact the ADEQ Emergency Response Coordinator/ESF #10 coordinator. • Receive notice of upset conditions from certain industrial facilities, primarily during off-duty hours. Notices received will be forwarded to the ADEQ's Emergency Response Coordinator. • Resource allocation coordination • Coordinate damage assessment teams to determine event effects on individuals and businesses within impacted area • Obtain state embargo order from Governor to stop sale and movement of materials that may be considered hazardous substances or exposed to oil or hazardous materials as recommended by agencies	• Communications (AWIN) • Area Coordinators • EPCRA Tier II Data • HazMat Consultant • HazMat Response Team Listings •

Agency/Entity	Functions	Resources
Forestry Commission (AFC), Department of Agriculture	• Provide specialized equipment and personnel for suppressing large fires. • Assist with the protection of natural habitat, both public and private. • Provide specialized equipment and personnel for aerial reconnaissance and surveillance and containment of oil and hazardous substance releases. • Vegetative debris burning management and assistance • Sample transportation • Access Control - Supplement local law enforcement and/or National Guard efforts to protect public safety and property during an event	• Aircraft, fixed wing • Dozers • Forest Rangers • All-terrain vehicles • GPS, aerial and hand-held • AWIN equipped vehicles

Agency/Entity	Functions	Resources
Game and Fish Commission (AGFC)	• Provide traffic supervision and control for water transportation routes *(depending upon the severity of the spill, if it is on Federal Waters the USCG would be the appropriate agency for this function)* • Provide manpower and logistical support from any recreational area directly affected by an oil or hazardous materials incident. • Assess damage to wildlife populations and habitat. • Coordinate with appropriate federal and state authorities any action deemed necessary or required for the protection of endangered or threatened species. • Provide or facilitate water transportation. • Ecological assessments of streams, lakes, parks, and environmentally sensitive areas • Analyzing and identifying contaminants such as pesticides and certain other toxic materials in soils, vegetation and water • Orphan container locating and securing where possible • Provide support agencies with general animal decontamination information and coordinate wildlife decontamination • Issue and enforce no harvesting orders on wildlife that may be considered exposed or contaminated (Quarantine) and recommend embargo	• Ecologist • Biologist • Wildlife Officers • Laboratory (not statewide and with limited equipment) • Watercraft • All-terrain vehicles

Agency/Entity	Functions	Resources
Geographic Information Office (AGIO),)	• Securing aerial photography contractor or other resource. • Construct damage assessment maps from aerial photography data. • Utilize the GIS data "warehouse" for the state of Arkansas to provide overlay of “facilities of interest” • Assist in mapping field information and providing the location of equipment • Coordinate with County GIS personnel on GIS data transfer, analysis and technical support	• Mapping resources • GPS equipment

Agency/Entity	Functions	Resources

Geological Survey(AGS)	• Provide geologic information and advice on geologic issues.
	• Preliminary examination and limited analysis of geologic samples.
	• Assistance with data and map interpretation.
	• Geologic mapping and investigations.
	• Chemistry Laboratory.
	• Consultation on water well and septic tank inquiries.
	• Identification of pipeline releases and corporate measures to stop flow and contain in conjunction with Public Service Commission
	• Mapping pipeline releases
	• Chemical and Petroleum pipeline containment recommendations and coordination
	• Consultation on emergency debris staging sites and landfill integrity assessment and construction locations
		• USGS Interface
		• Mapping
		  ○ General
		  ○ Pipelines
		• Geologist
		• Hydrogeology Info
		• Geo-hazards

Agency/Entity	Functions	Resources
Arkansas Department of Health (ADH)	• Provide response to any spill that is a threat to life, health or welfare. • Provide response to any emergencies associated with radioactive materials or ionizing radiation. • Coordinate with the US Nuclear Regulatory Commission, the US Department of Energy and other federal agencies concerning any federal radiological resources to be used to supplement state radiological resources. • Issue public health orders and provides technical assistance, as appropriate. • Determine threat and effects of short- and long-term effects of exposure with ADH and ADEQ Risk Assessment and prepare media releases of information • Issue public health recommendations and orders • Determine potability of drinking water supplies and identify other drinking water sources • Sewer impact, public and private • Notify adjacent and downstream water users of potential/actual contamination • Serve as primary agency for containment and clean up of radiological and human biohazard incidents • Analyzing, identifying, and assessing contaminants such as pesticides and certain other toxic materials in soils, vegetation and drinking water • Provide support agencies, media and public with general decontamination information and locations of decontamination centers • Issue stop use, sale and movement orders on food, drinking water, or other materials that may	• Epidemiologist • Engineers • Toxicologists • Health Physicists • Radiation Monitoring Equipment • Environmental Health Specialists (Sanitarian) • Public Water System Listings • Laboratories - Internal, UAMS, VA, NCTR • Emergency Call Center • Quarantine authority

Agency/Entity	Functions	Resources
Heritage, Department of Natural Heritage Commission	• Maintain a database of information on known locations of sensitive species in Arkansas; including species listed as endangered or threatened by the U.S. Fish and Wildlife Service as well as species of state conservation concern • Own and Manage a statewide system of natural areas; help identify species of conservation concern recorded within a spill area	• Ecologist • Botanists • Zoologists
Heritage Department of Historic Preservation Program	• Identifies, evaluates, registers, and preserves the state's historic and cultural resources	Archeologists
Highway and Transportation Department (AHTD)	• Provide equipment and/or support to cover or contain spills, drain areas or remove neutralized waste material and debris. • Set up barricades/signage • Orphan container locating and securing where possible • Deployment of water pollutant containment measures obtained from outside source	• Heavy Equipment • Dump Trucks • Watercraft • Barricades/Signage • Sand • Gravel • AWIN via dispatch only
Highway & Transportation Dept – Highway Police (AHP)	• Access Control - Supplement local law enforcement and/or National Guard efforts to protect public safety and property during an event	• Officers • DOT Contacts • AWIN mobile communications

Agency/Entity	Functions	Resources
Human Services, Department of (DHS)	• Coordinating immediate mass care (shelter, feeding, and emergency assistance), crisis counseling and mental health services, and other necessities for those impacted by the event.	
Labor, Department of	• Emergency Worker Protection • Recommendations on occupancy of workplaces exposed or contaminated from a release to include air sampling	Investigators
Liquefied Petroleum Gas Board (LPGB)	• Collection, securing and disposal of LPG containers	LPG Inspectors
Livestock & Poultry Commission (AL&PC),	• Analyzing and identifying contaminants such as pesticides and certain other toxic materials in soils, vegetation and water • Provide support agencies, livestock owners, media and the public with general domestic animal decontamination information and locations of decontamination centers • Disposal of animals impacted by a release • Issue stop use, sale and movement orders on livestock that may be contaminated or exposed to oil or hazardous materials (Quarantine) and recommend embargo	• Animal disposal • Laboratory, livestock and associated disease analysis only

Agency/Entity	Functions	Resources

National Guard (AR NG),
 	
(Tasking is via ESF #5 only)
	• Detect, measure and monitor radiological, chemical and biological agents in soils, vegetation and water and transmit this information to the Incident Commander, and State EOC.
	• Rescue, evacuate, and transport casualties
	• Safeguard human health
	• Restore, on an emergency basis, essential services (firefighting, water, communications, transportation, power, and fuel)
	• Clear debris and rubble
	• Access Control - Supplement local law enforcement efforts to protect public safety and property during an event
	• Perform damage assessment
	• Orphan container locating and securing where possible
	• Enforce quarantines and state embargo orders to stop sale and movement of materials that may be considered hazardous substances or exposed to oil or hazardous materials
	• Provide technical advice, evaluation, engineering services and coordinates emergency repair of wastewater treatment facilities
		• Engineers
		• Civil Support Team mobile lab
		• Communication
		• Aircraft, rotary
		• Transport trucks
		• Heavy equipment with operators
		  ○ front-end loaders
		  ○ bulldozers
		  ○ excavators
		  ○ transports
		• Armed personnel
		• AWIN via Ops Center and some field interface capability

Natural Resources Commission	• Wetlands coordination and protection • Water quality • Provide floodplain maps to support agencies • Analyzing and identifying contaminants such as pesticides and certain other toxic materials in water	• Geologist • Floodplain maps • Laboratory

Agency/Entity	Functions	Resources
Oil and Gas Commission (AOGC)	• Identification of natural gas and crude pipeline releases and corporate measures to stop flow and contain. • Natural gas and crude pipeline release containment recommendations and coordination	• Technical experts • Pipeline operators contact information
Parks and Tourism, Department of (ADPT)	• Environmental impact assessment • Access Control - Supplement local law enforcement and/or National Guard efforts to protect public safety and property during an event	• Ecologist • Naturalist • Park Rangers
Plant Board (APB),	• Provide personnel and resources to assess possible releases of agricultural chemicals and products. • Provide guidance and advice to CO-OP, Farmers and Ranchers on agricultural product containment and clean up. • Advise agricultural industry on emergency storage of agricultural products. • Coordinate the removal, storage and disposal of pesticides, herbicides and other agricultural products. • Analyzing and identifying contaminants such as pesticides and other toxic materials in/on soils, vegetation and water • Recommend stop sale and movement orders on materials that may be considered hazardous substances or exposed to oil or hazardous materials, recommend embargo and enforce once issued	• Agri Chemical expertise • Laboratory resources • Personnel in each County • GPS equipment • Sample transport • AWIN via District Supervisors

Agency/Entity	Functions	Resources
Poison Control Center (PCC), University of Arkansas for Medical Sciences	• Provide support and technical expertise on matters related to human exposures • Provide public information in conjunction with ADEQ and ADH or JIC • Track exposure reports	• Exposure information • Call Center network
Public Service Commission (PSC)	• Proved information on electricity service issues. • Provide guidance on natural gas, water, telephone. • Provide guidance and assistance for pipeline safety services including locating information to response organizations. • Identification of pipeline releases and corporate measures to stop flow and contain in conjunction with Geological Commission • Containment recommendations and coordination	Pipeline Information

Agency/Entity	Functions	Resources
State Police (ASP)	• Provide evacuation assistance in coordination with local law enforcement. • Provide communication support. • Provide assistance and support through the State Fire Marshal relating to flammable liquid storage tanks. • Access Control - Supplement local law enforcement and/or National Guard efforts to protect public safety and property during an event • Enforce agency quarantine and state embargo orders to stop sale and movement of materials that may be considered hazardous substances or exposed to oil or hazardous materials	• Troopers • Fire Marshals
LOCAL		
County Judge or Mayor **County Office of Emergency Management (OEM)**	• Coordinate local resources • Request state resources under ESF 10 regardless of County or State declaration of emergency	
Emergency Medical Services, Local (EMS)	• Operations medical support	• Paramedic or EMT • Ambulance Transport
Fire Department, Local (FD)	• Decontamination of personnel and equipment • Suppression activities	• Fire Engines • Water Tenders • Foam

Agency/Entity	Functions	Resources
Hazardous Materials Response Team, Local or Regional	• Respond to potential or actual events involving hazardous substances and operate within the ICS as determined by the IC until the situation is stabilized and/or mitigated and the IC releases the team • Provide on-site surveillance and technical assistance to stabilize and control a hazardous situation within the limits of available resources and training until other private or government resources become available • Gathering representative samples of materials suspected of chemical or oil contamination	• Technical Expertise • Containment supplies • Monitoring Equipment
Police Department, Local (PD)	• Access Control - protect public safety and property during an event • Enforce quarantines and state embargo order	Officers
Sheriff's Office (SO)	• Access Control - protect public safety and property during an event • Enforce quarantines and state embargo order	Deputies
VOLUNTEER		
Civil Air Patrol (CAP)	• Provide support in rapid transport of spill samples for lab analysis. • Provide aerial reconnaissance and surveillance over impact areas.	• Aircraft, fixed wing • Video and photo transmission equipment

Agency/Entity	Functions	Resources
Red Cross / Salvation Army	• On-scene service to those working to mitigate situation • On-scene, immediate mass care (food, clothing, and shelter), health and mental health services, and other necessities for those impacted by the event	
Amateur Radio Emergency Services (ARES)/ Radio Amateur Civil Emergency Service (RACES)	• Deploy communication equipment an operator to ADEQ Headquarters, North Little Rock • Provide where possible, communication equipment an operator to Incident Command and Area Command Posts • Provide alternate and supplemental communications via amateur radio communications system in support of emergency management activities	• Personnel • Radio equipment
PRIVATE and CORPORATE		
Contractors	• Provide on-site surveillance, technical assistance and stabilize and control a hazardous situation within the limits of available resources • Gathering representative samples of materials suspected of chemical or oil contamination • Orphan container collection, securing and disposal	• Personnel • Equipment
Recyclers	• On-scene fluid removal and compacting of vehicles	Equipment to remove fluids and crush vehicles on site
FEDERAL		

Agency/Entity	Functions	Resources

Centers for Disease Control and Prevention (CDC)	• Provide support through Department of Health to include:
	  ○ Determine threat and effects of short- and long-term effects of exposure
	  ○ Make recommendations for protecting human health
	  ○ Analyzing and identifying contaminants and toxic materials in soils, vegetation and water	

Coast Guard (USCG)	• Vessel release identification and containment	
Corp of Engineers (USACE)	• Vessel release identification and containment recommendation • Debris removal from waterways • Wastewater engineering and portable power supplies	
Environmental Protection Agency (EPA)	• Environmental responsibilities equal to those listed for ADEQ • Potable water and treatment facilities • Biological and radiological response issues	
Federal Emergency management Agency (FEMA)	• Receive State requests for resources • Make federal mission assignments to address requests • Track allocated resources	

Agency/Entity	Functions	Resources
Federal Regional Response Team (RRT), Region VI	• Provide assistance as requested by the On-Scene Coordinator • Planning, policy and coordinating • Preparedness activities including planning, training, and exercising to ensure an effective response to releases of hazardous substances and oil spills	
National Weather Service	• Provide Incident Meteorologists (IMETS) for constant weather updates and forecast briefings for large fires or releases	
Occupational Health and Safety Administration (OSHA)	• Assuring threats to responder safety and health are anticipated, recognized, and controlled consistently so responders are properly protected during incident management operations	

Emergency Support Function #11- Agriculture and Natural Resources Annex

ESF Coordinator

Arkansas State Plant Board (ASPB)

Primary Agency

Arkansas Agriculture Department

State Support Agencies

Arkansas Department of Emergency Management (ADEM)
Arkansas Livestock and Poultry Commission (within AAD)
Arkansas Department of Health (ADH)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas State Police (ASP)
Arkansas State Highway and Transportation Department (AHTD)
Arkansas Game and Fish Commission (AGFC)
U of A Division of Agriculture - Cooperative Extension Service (UAEX)
Arkansas Forestry Commission (within AAD)
Arkansas Natural Resources Commission (ANRC)
Department of Arkansas Heritage, Arkansas Historic Preservation Program

Federal Support Agencies

Federal Emergency Management Agency
United States Department of Agriculture
United States Department of the Interior

United States Fish and Wildlife Service
Environmental Protection Agency
Federal Food and Drug Administration

Authority and References

Arkansas Code Annotated 2-16-101 et al.
Homeland Security Presidential Directive/HSPD-9
Act 87 of 1963
Arkansas Code Annotated 12-75-101 et al.

Introduction

Policies

Actions under ESF #11 are coordinated with and conducted cooperatively with federal and local management officials and with private entities as needed. Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the primary agency for the incident.

Animal depopulation activities are conducted as humanely and sparingly as possible while stopping pathogen spread. Disposal methods are chosen for effectiveness and minimal impact on the environment.

Assumptions

There is a potential for the farming community, or State and local officials, to receive threats to agriculture as a mechanism for terrorism.

- If a negative impact to agriculture is recognized anywhere in the United States, the entire agricultural community in the country is potentially affected.
- Awareness of such an agricultural event elsewhere will prompt Arkansas to employ additional preparedness measures to prevent or mitigate the possibility of a similar occurrence in the State.
- Numerous local, state, and federal agencies will play a role in containing the contamination, eradicating the disease, or otherwise minimizing the impact of the situation.
- Response efforts will depend on the agent causing the emergency and the mechanism chosen to control it. The response could encompass culling or quarantining potentially infected plants or animals, expansive treatment programs, preemptive crop destruction or culling of uninfected neighboring livestock and/or wildlife, restricting movement of animals, equipment, vehicles, pets, people, or other materials and/or other mitigating measures.
- Vector control may be necessary to mitigate movement/spread of the agent. It will likely include the discarding or containment of any contaminated matter, organic or inorganic, related to the event by proximity, similar appearance, or in any other way. Vector control may include rodent, bird, and insect control.
- Eradication will require proper sanitary and disposal procedures for contaminated plant material and carcasses.
- Suspected infected locations and transport vehicles will need to be cleaned and disinfected.
- It is very likely that an agricultural incident will require federal involvement and activation of ESF #11 of the National Response Framework.
- The perimeter of the response will depend on the disease in question and epidemiological risk factors. Response procedures may extend across State lines, and may require a coordinated national and international response as the impact on agriculture and commerce may be felt internationally.
- If the agricultural incident includes a threat to humans the Arkansas Department of Health (ADH) will assist in the response effort. Health advisories may need to be published to inform the public of the risk and protective actions. Other agencies such

as Environmental Protection Agency, Federal Food and Drug Administration, University of Arkansas Cooperative Extension Service, United States Department of Agriculture, and Arkansas Department of Environmental Quality will also support the response in their specific areas of expertise.

- Actions under ESF #11 to protect, conserve, rehabilitate, recover, and restore Natural and Cultural Resources and Historic Properties NCH are guided by the existing internal policies and procedures of the appropriate agency for the affected NCH resource.

Concept of Operations

General

ASPB, as the coordinator for ESF #11, organizes and coordinates the capabilities and resources of state government to facilitate the delivery of services, technical assistance, expertise, and other support for incidents that impact Arkansas under the scope of ESF #11.

ESF #11 provides for an integrated Federal, State, and local response to incidents within its sphere of influence. ESF #11 insures the safety and security of the commercial supply of food following such an incident and mitigates the effect of the incident on the population and environment.

To protect, conserve, rehabilitate, recover, and restore NCH resources, ESF #11 organizes and coordinates resources to facilitate the delivery of services, technical assistance, expertise, and other support for the prevention of, preparedness for, response to, and recovery from an incident.

ESF #11 addresses the potential for outbreaks of animal/plant disease and infestation and provides guidance to unaffected areas in precautionary measures. If a possible intentional pathogen release is reported, the USDA's Office of Inspector General is notified immediately.

If an outbreak of animal/plant disease/infestation should require quarantine or may impact commerce, ESF #11 will provide pertinent information and recommendations. It will

assign veterinary personnel to injured or abandoned animals. It will conduct field investigations and provide technical assistance and consultation as required.

ESF #11 inspects slaughter and processing plants, distribution facilities and retail sites. It engages in laboratory analysis activities to screen food products for contaminants. It suspends processing plants as appropriate and follows up on consumer complaints. ESF #11 also conducts product tracing to determine the source, destination, and disposition of adulterated and/or contaminated products.

Through its support agencies, ESF #11 provides scientific/technical advice, information, and assistance to maintain NCH resources. Logistical links have been established with organizations involved in long-term NCH resource preservation.

ESF #11 coordinates the inspection, fumigation, disinfection, sanitation, pest extermination, and destruction of animals or articles found to be so infected or contaminated as to be sources of dangerous infection to human beings and takes such other measures as necessary.

ESF #11 assesses the status of food processing facilities in areas affected by an incident. It evaluates the adequacy of available inspectors, program investigators, and laboratory services relative to the emergency.

ESF #11 coordinates provision of necessary assistance to protect NCH resources within an affected area.

Responsibilities

ESF Coordinator

The Arkansas State Plant Board is the Coordinating Agency for ESF #11 and will be the lead agency in plant catastrophic events. As such, it will be responsible for promulgating emergency regulations as well as all response activities including quarantine, evaluation, disposal, cleaning and disinfecting, epidemiology, trace-back, trace-forward, vector control and transportation permits systems. ASPB will coordinate with other agriculture groups in these activities.

The ASPB will set overall incident-related priorities; allocate resources; ensure proper incident management; monitor incident response to be sure response objectives are met and do not conflict with those of other agencies supporting the effort; identify critical resource needs and report them to individual or multi-agency coordinating entities; and ensure that short term recovery transitions into full recovery operations.

The ASPB will distribute scientific, procedural and diagnostic information and provide diagnostic and laboratory support as well as provide information on local agricultural conditions, producers and resources, and advice regarding the limits of the infected area. ASPB will also regulate agricultural aviation and chemical distribution oversight.

The ASPB along with the Arkansas Livestock and Poultry Commission (AL&PC) is responsible for the coordination and revision of this plan on an annual basis.

Support Agencies

Agency	Functions
Arkansas Livestock and Poultry Commission (within AAD)	• The AL&PC is the lead agency in animal disease outbreaks. • AL&PC will coordinate with animal industry or commodity groups. • AL&PC is responsible for all eradication activities including quarantine, evaluation, slaughter, disposal, cleaning and disinfecting, epidemiology, trace back, trace forward, vector control and transportation permits systems. • AL&PC is responsible for promulgating of emergency regulations. • They will distribute scientific, procedural and diagnostic information to veterinarians practicing in Arkansas and provide diagnostic and laboratory support. • AL&PC will provide information on local agricultural conditions, producers and resources, and advice regarding the limits of the infected area. • AL&PC will coordinate efforts of local veterinarians as well as any veterinary medical assistance teams. • AL&PC will report all diseases of animals transmissible to humans to the Epidemiology office at the Arkansas Department of Health. • The AL&PC along with the ASPB is responsible for the coordination of the review and revision of this plan on an annual basis.
Arkansas Department of Health	• Local health units will assist in investigation and reporting of diseases when human health is involved. Providing advice regarding health effects of the incident, if any, to the public. • Notification of the public as to the fitness for consumption of agricultural commodities. • Will provide advice regarding public health aspects of response operations. Epidemiology in ADH will contact AAD expeditiously if the contaminant/disease is discovered in humans before it's discovered in an agricultural context. • Will provide public health technical assistance in approving disposal sites within local jurisdictions. • Ensures that special medications, if required, are available to the local medical facilities. • The ADH will provide technical assistance in the control of disease carrying insects or animals.

Agency	Functions
Arkansas Department of Environmental Quality	• Provide technical advice on disposal impact on surface and ground waters and air and locating of cleaning and disinfecting stations. • Provide technical advice to disposal teams regarding regulations on environmental impact. • Identify and approve regulated disposal and treatment activities.
Arkansas Game and Fish Commission	• Provide assistance with vector control, and may assist in identifying locations of cleaning and disinfecting stations. • Conduct surveillance on susceptible wild animal species as required. • Provide support in reducing infected or potentially exposed wildlife populations as required • Provide the resources to assist in the determination of impact on wildlife and diagnosis of animal disease. • Establish prohibitions on game, bird, and fish harvesting in controlled areas • Identify/approve regulated disposal and treatment activities of wildlife • Assist in providing temporary accommodations for field operations teams.
U of A Division of Agriculture - Cooperative Extension Service	• Educate individual producers on developing prevention and response plans for their farms • Educate fair, trade show, animal show and other event personnel in developing prevention and response plans for their premises • Develop and provide education and training in all aspects of foreign plant and animal disease/pest prevention and eradication. • Provide technical advice to producers prior to and during a foreign disease/pest or contamination outbreak. • Help coordinate locations for local educational meetings for producers and the public.
Arkansas Natural Resources Commission	• Provide information to farmers and the public through local Conservation District offices. • Possible financial assistance.

Agency	Functions
United States Department of Agriculture	• Assist in all response and eradication activities including quarantine, evaluation, slaughter, disposal, cleaning and disinfecting, epidemiology, trace-back, trace-forward, vector control and transportation permit systems. • Collect, collate, analyze and disseminate technical and logistical information. • Define training requirements for casual employees or support agencies involved in response and eradication operations. • Cooperate in the declaration of the contaminant or disease and assist in defining the contaminated/infected area and control zones. • Prepare information for dissemination to the public, media, producers, processors and transportation industry. • Allocate funding for compensation to the owner of destroyed products or animals. • Restrict payment of compensation in cases of violation • Consult with State and local authorities regarding response and eradication operations. • Post restrictions on interstate commerce.
United States Department of the Interior	• Provide topographical maps of quarantine areas. • Provide technical information about underground water considerations. • Additional law enforcement on federal lands.
United States Fish and Wildlife Service	• Provide assistance with vector control, and may assist in identifying locations of cleaning and disinfecting stations. • Conduct surveillance on susceptible wild animal species as required. • Provide support in reducing infected wildlife populations. • Provide the resources to assist in the diagnosis of disease and evaluation of animal impact. • Reduce infected or potentially exposed wildlife populations as required. • Establish prohibitions on harvesting game, birds, and fish in controlled areas. • Identify/approve regulated disposal and treatment activities on federal land.
Department of Arkansas Heritage, Arkansas Historic Preservation Program	Coordinate recovery actions of any structure, archaeological site or property of historical significance protected by law.

Agency	Functions
U.S. Geological Survey	• Serve as the point of contact for any zoonotic diseases involving wildlife. • Assist in responding to highly contagious/zoonotic disease, biohazard event, or other emergency involving wildlife by providing: wildlife emergency response teams; geospatial assessment and mapping tools; assistance in the identification of new emerging and resurging zoonotic diseases; the services of a Biosafety Level 3 laboratory for diagnostic disease and biohazard analyses; assistance with the prevention, control, and eradication of any highly contagious/zoonotic disease involving wildlife; and carcass disposal facilities, as appropriate.

Emergency Support Function #12 – Energy Annex

ESF Coordinator

Arkansas Public Service Commission (APSC)

Support Agencies

Arkansas Economic Development Commission/Arkansas Energy Office (AEO)
Arkansas Department of Emergency Management (ADEM)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas State Highway and Transportation Department (AWTD)
County Emergency Management Coordinators
U.S. Department of Energy
U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration
U.S. Department of Homeland Security, Federal Emergency Management Agency
Private Utility Companies

Authorities and References

- Arkansas Code Annotated 12-75-101 et al.
- Act 377 of 1983– The Arkansas Emergency Petroleum Set-Aside Act, ACA 15-72-801 et seq.
- Arkansas Code Annotated Title 23. Public Utilities and Regulated Industries

Introduction

The ESF #12 – Energy annex to the Arkansas Comprehensive Emergency Management Plan (ARCEMP) gives guidance for the coordination of the restoration of damaged energy systems and components during a potential or actual disaster. Under the leadership of the Arkansas Public Service Commission (APSC), ESF #12 is an integral part of the responsibility to maintain continuous and reliable energy supplies for the State of Arkansas through preventative measures as well as restorative actions.

Policies

- Restoration of normal operations at energy facilities is the responsibility of the facility owners.
- ESF #12 addresses significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems or unexpected operational failure of such systems. ESF #12 also recognizes that damage to telecommunications facilities may disrupt or impair the operation of other utility and energy delivery systems and components.
- ESF #12 addresses the impact that damage to an energy system in one geographic region may have on energy supplies, systems, and components in other regions relying on the same system. Consequently, energy supply and transportation problems can be intrastate, interstate, and international.

Concept of Operations

General

While restoration of normal operations at energy facilities is the primary responsibility of the owners of those facilities, ESF #12 provides the appropriate supplemental State assistance and resources to enable restoration in a timely manner. Collectively, the primary and support agencies that comprise ESF #12:

- Serve as the focal point within State Government for receipt of information on actual or potential damage to energy supply and distribution systems.
- Serve as the focal point within State Government regarding requirements for system design and operations, and on procedures for preparedness, prevention, recovery, and restoration;
- Advise state and local authorities on priorities for energy restoration, assistance, and supply;
- Assist industry, state, local, and tribal authorities with requests for emergency response actions as they pertain to the State's energy supply;
- Assist departments and agencies by locating fuel for transportation, communications, and emergency operations;
- Recommend actions to conserve fuel and electric power; and
- Provide energy supply information and guidance on the conservation and efficient use of energy to state and local governments and to the public.

Organization

State.

- Provides representatives to the State Emergency Operations Center as required.
- Assesses fuel and electric power damage and energy supply and demand, and identifies requirements to repair energy systems.
- Provide timely and accurate energy information, recommends options to mitigate impacts, and coordinates repair and restoration of energy systems.
- In coordination with State and local governments, APSC prioritizes plans and actions for the restoration of energy during response and recovery operations.

Local. Local governments have primary responsibility for prioritizing the restoration of energy facilities within their jurisdictions.

Private Sector. The private sector owns and operates the majority of the State's energy infrastructure and participates along with the APSC in developing best practices for infrastructure design and operations. The private sector will normally take the lead in the rapid

restoration of infrastructure-related services after an incident occurs. Appropriate entities of the private sector are integrated into ESF #12 planning and decision making processes.

Actions

Pre-Incident. ESF #12 will conduct energy emergency exercises with the energy industry, states and local governments to prepare for energy and other emergencies.

Incident APSC. will assess the energy impacts of the incident, including resources needed and provide assessments of the extent and duration of energy shortfalls. It will also provide representation to the State Emergency Operations Center and/or the Joint Field Office as required. ESF will promote energy reduction through established curtailment policies and procedures.

Post-Incident. ESF #12 will participate in post-incident hazard mitigation studies to reduce the adverse effects of future disasters. ESF #12 will conduct after action reviews when appropriate. When requested, it will also assist ADEM in determining the validity of disaster-related expenses for which the energy industry is requesting reimbursement based upon the Stafford Act.

Responsibilities

Primary agency-APSC

- Follow the APSC's established procedures for responding to a disruption of utility service;
- Support and provide timely and accurate information regarding efforts to restore utility service including the repair of any damaged utility systems and components;
- Issue any orders necessary to enable the restoration of utility service (including jurisdictional telecommunications service);
- Serve as a liaison to jurisdictional utilities (including jurisdictional telecommunications utilities);
- Work closely with AEO and ADEM to identify any energy source curtailments or interruptions that may affect the provision of utility service;

- Work closely with identified federal agencies to support the restoration of utility service following any disruption of utility and other energy delivery systems and components;
- Provide representation in the State EOC as needed
- Will maintain responsibility for the content of this ESF and will review and revise the same on at least an annual basis.

Support Agencies

Agency	Function
Arkansas Energy Office	• Implement AEO's established plans and procedures for responding to an energy crisis; • Monitor energy related issues to preclude a surprise energy shortage; • Work closely with the APSC to identify any utility issues that may affect other energy sources; • Coordinate with the Department Of Energy and develop procedures for responding to national or regional energy shortages; • Provide representation in the State EOC as needed; • Will administer the Petroleum Set-Aside Program during a declared petroleum emergency.
Arkansas Department of Emergency Management	• Inform APSC of any development during an emergency or disaster that may affect utility or other energy delivery systems or components; • Coordinate with APSC and utilities on restoration of telephone, water, gas and electric power for essential facilities;

Agency	Function
Arkansas Department of Environmental Quality	• Provide regulatory guidance/assistance to permittees during restoration of energy supplies, services after a disruption of services. • Assist permitted facilities with temporary variances from permit requirements as needed to expedite energy supply/service restoration. • Approve temporary storage, distribution and use of lower grade and or alternate energy supplies and or sources. • Liaison with EPA to coordinate State and Federal regulatory requirements. • Provide assistance with procurement of Federal variances.
Arkansas State Highway and Transportation Department	Provide assistance with permitting of oversize and overweight loads in the event of a disaster.
County and Local Governments	• Analyze county and local vulnerability to an interruption of utility or other energy service; • Plan for county and local utility outage or energy shortage
U.S. Department Of Energy	• Implement ESF #12 of the NRF if an emergency shortage develops that cannot be alleviated by the state; • Inform AEO of any incidents that may affect the status of state energy supplies Follow established procedures and coordinate with the APSC in responding to a disaster, either natural or manmade, that damages utility and other energy delivery systems and components, interrupting or constraining supply; and • Issue orders as needed to enable the restoration of utility service
U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration	Follow established procedures and coordinate with the APSC's Pipeline Safety Office in responding to any jurisdictional incident
U.S. Department of Homeland Security, Federal Emergency Management Agency	Follow established procedures and coordinate with ADEM in determining whether ESF #12, should be activated and whether a request should be made for activation of the National Response Plan ESF #12
Utility Companies	Coordinate with and assist state, county, and local governments during an interruption in service.

Emergency Support Function (ESF) #13 –
Public Safety and Security

ESF Coordinator:

Arkansas State Police (ASP)

Primary Agency:

Arkansas State Police (ASP)

Support Agencies:

Arkansas Commission on Law Enforcement Standards and Training / Arkansas Law Enforcement Training Academy
Arkansas Crime Information Center (ACIC)
Arkansas Department of Correction (ADC)
Arkansas Department of Emergency Management (ADEM)
Arkansas Department of Finance and Administration (DFA)
Arkansas Department of Parks and Tourism
Arkansas Forestry Commission (AFC)
Arkansas Game and Fish Commission (AGFC)
Arkansas State Highway and Transportation Department (AHTD) / Arkansas Highway Police Division (AHPD)
Arkansas Municipal Police Departments / Arkansas Association of Chiefs of Police
Arkansas Sheriff Offices / Arkansas Sheriffs Association
Arkansas State Crime Laboratory (ASCL)
Civil Air Patrol (CAP) - Arkansas Wing
FBI Joint Terrorism Task Force (JTTF)
Arkansas State Fusion Center

Alcoholic Beverage Control Board-Enforcement Division
Arkansas Tobacco Control
Campus Law Enforcement/Arkansas Association of Campus Law Enforcement Administrators

Authorities and References:

Public Safety and Security, Federal Response Framework, ESF #13
The Robert D. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
Department of Arkansas State Police, Arkansas Code Annotated 12-8-101, Act 231 of 1945.
Arkansas Emergency Services Act, Arkansas Code Annotated 12-75-101, Act 511 of 1973.
Arkansas Statewide Mutual Aid Act, Arkansas Code Annotated 12-75-119, Act 1179 of 2005.
Arkansas State Police Emergency Operations Plan (ASP EOP)
ASP Continuity of Operations Plan
Arkansas State Police General Operations Policy Manual

Introduction

Purpose

The purpose of this ESF is to integrate state public safety and security capabilities and resources to support the full range of incident management activities associated with potential or actual incidents of statewide significance.

Scope

ESF #13 is responsible for providing a mechanism for coordinating and providing state to state support or state to local authorities to include criminal law enforcement, public safety, and security capabilities and resources during potential or actual incidents of significance.

ESF #13 capabilities support incident management requirements including force and critical infrastructure protection, security planning and technical assistance, technology support, and public safety in both pre-incident and post incident situations. ESF #13 generally is activated in situations requiring extensive assistance to provide public safety and security and where local government resources are overwhelmed or are inadequate, or in pre-incident or post-incident situations that require protective solutions or capabilities unique to state government. Aid may include manpower, equipment and/or technical expertise for consultation purposes.

Policies

State, local, private-sector, and specific federal authorities have primary responsibility for public safety and security, and typically are the first line of response and support in these functional areas.

In most incident situations, local jurisdictions have primary authority and responsibility for law enforcement activities, utilizing the Incident Command System (ICS) on-scene.

Through ESF #13, state resources supplement local resources when requested or required, as appropriate, and are integrated into the incident command structure using National Incident Management System (NIMS) principles and protocols.

ESF #13 facilitates coordination among supporting agencies to ensure that communication and coordination processes are consistent with stated incident management missions and objectives.

When activated, ESF #13 coordinates the implementation of state authorities that are appropriate for the situation and may provide protection and security resources, planning assistance, technology support, and other technical assistance to support incident operations, consistent with state agency authorities and resource availability.

ESF#13 does not usurp or override the policies or mutual aid agreements of any local jurisdiction or government, state government, or federal agency. Law enforcement activities and criminal investigations are conducted in conformance with existing codes and statutes.

ESF #13 provides the conduit for utilizing and incorporating the extensive network of public safety and security coordination established by interstate and intrastate prevention efforts

through a variety of interagency plans. Prevention and security plans include but are not limited to the following:

- Arkansas Comprehensive Emergency Management Plan (ARCEMP)
- National Response Framework (NRF)
- Sector-Specific Plans
- Arkansas State Police (ASP) EOP
- State of Arkansas Continuity of Operations Plan – State Police
- Arkansas State Police General Operations Policy Manual

Concept of Operations

General

Activation of ESF #13 will include actions taken to provide for the protection of the state's citizens and visitors during an emergency or disaster and ensures that those actions conform to applicable state law, rules, regulations and policy. Operations under ESF #13 will commence once local jurisdictions have exceeded their law enforcement capabilities and have requested assistance.

Actions

ESF #13 is activated when state public safety and security capabilities and resources are needed to support incident operations. This includes threat or pre-incident as well as post incident situations.

When activated, the primary agencies assess public safety and security needs, and respond to requests for state resources and planning/technical assistance from local or state governments, or other ESF's.

ESF #13 manages support by coordinating the implementation of state authorities related to public safety and security and protection of property, including critical infrastructure, and

mobilizing state security resources and technologies and other assistance to support incident management operations.

ESF #13 maintains close coordination with state and local officials to determine public safety and security support requirements and to jointly determine resource priorities. The primary agencies maintain communications with supporting agencies to determine capabilities, assess the availability of resources, and track resources that have been deployed.

The ESF #13 coordinating agency will prepare a situation analysis by reviewing reports, video, message traffic, status boards, and logs (ref ASP EOP, Pre-Event Report, Sec. 2.0, Page 12). This situation analysis continues throughout the response and short-term recovery phase and should include the following:

- A general description of the situation as it pertains to ESF #13 and an analysis of the ESF's operational support requirements.
- A prioritized listing of significant actions that the ESF #13 will initiate to provide operational support.
- Initiate notification of the required personnel and support organizations to achieve the required level of response.
- Mobilize resources and coordinate response for approved mission assignments
- Prepare electronic briefings on status of ESF #13 response operations.
- Prepare an ESF #13 After-Action Report (AAR) to identify lessons learned and improvements needed (ref ASP EOP, AAR, Sec. 3.0, Page 14).

State capabilities and resources committed to ESF #13 will be allocated and coordinated by the State Emergency Operations Center (SEOC). The primary source of equipment, supplies, and personnel shall be made from existing support agencies' resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be provided through commercial sources.

Agency Responsibilities

Coordinating/Primary Agency

The Arkansas State Police, as coordinating agency for ESF #13, is responsible for the following (ref ASP General Operations Policy Manual, Mission Statement and Goals, GEN-SEC 1 and Duties of the ASP, GEN-SEC 2):

- Serve as the state level coordinator for all ESF #13 activities
- Manage ESF #13 preparedness activities and conduct evaluation of operational readiness. Reference the following from the ASP EOP:
    - Operating Procedures (sec 1, Page 10)
    - Officer's Checklist (sec 4.0, page 17)
    - Aircraft Accidents (sec 8, page 46)
    - Bomb Threats (sec 9, page 50)
    - Contamination Emergencies (sec 10, page 55)
    - Earthquakes (sec 11, page 59)
    - Evacuations (sec 12, page 61)
    - Floods (sec 13, page 65)
    - Storm Damage (sec 14, page 68)
    - Prison Disturbances (sec 15, page 70)
    - Unlawful Assembly/Riot (sec 16, page 72)
    - Terrorism (sec 17, page 76)
    - Manhunts (sec 18, page 78)
- Provide expertise for consultation on public safety and security issues when requested.
- Coordinate the provision of manpower, equipment, and/or technical expertise for consultation in cooperation with local authorities to assure the perpetuity of law enforcement services within the state.
- Maintain close coordination during operations between the affected local agencies, the SEOC and other ESF's, as required.
- Coordinate resources and provide support to federal agencies in response to terrorist incidents as required.
- Coordinate assistance of law enforcement, security personnel and other resources from unaffected areas of the state to support emergency operations.

- Ensure that all activities performed under the authority of ESF #13 are related to the protection of property and the safety and security of the public.
- If any potential for “jurisdictional” overlap exists, it is the responsibility of the coordinating agency to provide conflict resolution, if needed.
- Facilitate resolution of any conflicting demands for public safety and security resources, expertise, and other assistance.
- Coordinate law enforcement personnel and or equipment from any of the supporting agencies for traffic management, security and other law enforcement missions when needed/requested by local jurisdictions.

Support Agencies

Table 1 Supporting Agency Functions for ESF #13

Agency	Functions
Arkansas Crime Information Center	Provide crime information and research data to law enforcement personnel
Arkansas Department of Correction	Provide personnel for traffic management, security and other law enforcement missions.
Arkansas Department of Parks and Tourism	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Forestry Commission	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Game and Fish Commission	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Highway and Transportation Department - Arkansas Highway Police Division	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Municipal Police Departments / Arkansas Association of Chiefs of Police	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Sheriff Offices / Arkansas Sheriffs Association	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas State Crime Laboratory	Perform autopsies and identification of remains. Conduct or assist with any forensic investigation(s) needed. Assist with evidence collection and storage operations in compliance with Rule 901 of the Arkansas Rules of Evidence.
Joint Terrorism Task Force	Provide law enforcement personnel, crime information and research data for terrorism related incidents
Arkansas State Fusion Center	Provide crime information and research data to law enforcement personnel
Alcoholic Beverage Control	Provide law enforcement personnel for traffic management, security and other law enforcement missions.
Arkansas Tobacco Control	Provide law enforcement personnel for traffic management, security and other law enforcement missions.

Agency	Functions
Campus Law Enforcement/Arkansas Association of Campus Law Enforcement Administrators	Coordinate Campus law enforcement personnel for traffic management, security and other law enforcement missions.

Record of Changes

Arkansas Emergency Operations Plan

ESF #14 – Long-Term Community Recovery and Mitigation

Date of Change and Initials	Location and Nature of Change
8/1/2011 CR	2011 Yearly review and revision
September 23, 2010 - dkm	2010 Review and Revision Complete
9/25/09 dkm	Added item 7 under Concept of Operations, General on page 4
9/21/09 maw	Added Arkansas Department of Health, ADEQ, AHTD, Workers Compensation Commission, Arkansas Historic Preservation Program, ADEC and Dept. of Education as support agencies.
9/21/09 maw	Made slight changes to the role of ADHS on page 7
3/30/11 KW	Added Assumptions

Emergency Support Function #14
Long-Term Community Recovery and Mitigation Annex

ESF Coordinating Agency

Arkansas Department of Emergency Management (ADEM)

Support Agencies

Arkansas Department of Finance and Administration
Arkansas Department of Workforce Services
Arkansas Department of Human Services
Arkansas Insurance Department
Arkansas Department of Information Systems
Arkansas Voluntary Organizations Active in Disaster
Arkansas Department of Health
Arkansas Department of Environmental Quality
Arkansas Highway and Transportation Department
Arkansas Workers Compensation Commission
Department of Arkansas Heritage, Arkansas Historic Preservation Program
Arkansas Department of Economic Development
Arkansas Department of Education
Department of Agriculture
Department of Commerce
Department of Homeland Security/Federal Emergency Management Agency
Department of Housing and Urban Development
Department of the Treasury
Small Business Administration
Department of Commerce
Department of Defense

Department of Energy

Department of Health and Human Services

Department of the Interior

Department of Labor

Department of Transportation

Environmental Protection Agency

Tennessee Valley Authority

American Red Cross (Both National level and local level assistance)

Salvation Army

Authorities and References

A.C.A. 12-75-101 et al

All Hazard Mitigation Plan, State of Arkansas

44 CFR 201.4

§ 322 of Disaster Mitigation Act of 2000, Public Law 106-390 (Amends Stafford Acts—Public Law 93-208, as amended and 44 CFR part 206, subpart M)

Standards of the National Fire Protection Association (NFPA 1600)

Emergency Management Accreditation Program

§ 404 of Public Law 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act

National Flood Insurance Reform Act (NFIRA) of 1994, 42 U.S.C. 4101

44 CFR Part 201, Hazard Mitigation Planning

State Public Assistance Program Administrative Plan

Administrative Plan for Individual & Households Program (ONA)

State Disaster Recovery Branch Plan (Formerly Annex G of the Arkansas EOP)

State Temporary Housing Plan

Introduction

Purpose

The purpose of the Emergency Support Function (ESF) #14—Long-Term Community Recovery and Mitigation annex is to provide a framework for State Government support to local governments and the citizens of Arkansas. It is designed to enable community recovery from the long-term consequences of a disaster. This support consists of available programs and resources of Federal and State departments, agencies and organizations to enable community recovery, especially long-term community recovery, and to reduce or eliminate risk from future incidents, where feasible.

Scope

The policies and concepts in this annex apply to appropriate State departments and agencies following a disaster that affects the long-term recovery of a community. Based on an assessment of incident impacts, ESF #14 support may vary depending on the magnitude and type of incident and the potential for long-term and severe consequences.

Policies

- This document recognizes the primacy of affected local governments and the private sector in defining and addressing risk reduction and long-term community recovery priorities.
- State and Federal agencies continue to provide recovery assistance under independent authorities to local governments, the private sector, and individuals, while coordinating activities and assessments of need for additional assistance through the ESF #14 coordinating agency.
- State and Federal support is tailored based on the type, extent, and duration of the event and long-term recovery period, and on the availability of State and Federal resources.

- Long-term community recovery and mitigation efforts are forward-looking. They are focused on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.
- State government uses the post-incident environment as an opportunity to measure the effectiveness of previous community recovery and mitigation efforts.
- Disaster reconstruction, which significantly alters a facility or its location, requires an environmental impact study before final project application approval. Additionally, any structure, archaeological site or property of historical significance is protected by law. Recovery actions affecting such areas will be coordinated with the Department of Arkansas Heritage, Arkansas Historic Preservation Program.

Assumptions

- Long-term recovery may continue for a number of months or years depending on the severity and extent of the damage sustained.
- ESF #14 will most likely be activated for large-scale or catastrophic incidents that require Federal assistance to address significant long-term impacts in the affected area (e.g., impacts on housing, businesses and employment, community infrastructure, and social services)

Concept of Operations

General

ESF #14 provides the coordination mechanisms to enable the assessment of the social and economic consequences in the impacted area as well as the coordination of efforts to address long-term community recovery issues resulting from a disaster. ESF #14 advises concerning the long-term recovery implications of response activities and coordinates the transition from response to recovery in field operations. It works with local governments; the Federal

Government; NGOs; and private-sector organizations to conduct comprehensive market disruption and loss analysis and to develop a market-based comprehensive long-term recovery plan for the affected community.

ESF #14 also works to avoid the duplication of assistance, coordinates, to the extent possible, program application processes and planning requirements in order to streamline assistance, and identifies and coordinates the resolution of policy and program issues. It determines and identifies the responsibilities for recovery activities and provides a vehicle to maintain continuity in program delivery among State and Federal departments and agencies, and other involved parties to ensure follow through of recovery and hazard mitigation efforts.

Recovery operations transition from the State EOC to the Joint Field Office (JFO) when the JFO is established; once the JFO begins to stand-down operations, recovery operations transition back to the State EOC.

Organization

ESF #14 representatives participate in pre-incident planning meetings and pre-and post incident coordinating activities. The Arkansas Department of Emergency Management (ADEM) serves as the coordinating agency for ESF #14. Support agencies, both federal and state level, participate in activities as deemed appropriate. Support agencies may participate in pre-incident planning activities under ESF #14.

As the ESF #14 coordinating agency, ADEM will use input from state-level support agencies to determine the need to activate ESF #14 elements. This will occur when the nature of a disaster is likely to require long-term community recovery assistance. In the event of activation, support agencies may be asked to send a representative to the State EOC.

Actions

Long-Term Pre-Incident Planning and Operation.

- Meet regularly at the state level to ensure procedures and program/contact information are up to date, to discuss lessons learned from incidents and exercises,

and to explore ways to leverage available resources by creatively packaging State and Federal assistance.

- Coordinate development of state strategies and plans in coordination with ESF #3—Public Works and Engineering; ESF #6—Mass Care, Emergency Assistance, Housing and Human Services; ESF #10—Oil and Hazardous Materials Response; ESF #5—Emergency Management; and others, as appropriate, to address key issues for disasters. Those key issues may include temporary housing and permanent housing, contaminated debris management, decontamination and environmental restoration, restoration of public facilities/utilities and infrastructure, restoration of the agricultural sector, parks, recreational facilities and long-term community recovery.
- Involve as appropriate, State, local, and federal government representatives, local planning and building science organizations, NGOs, and private-sector organizations in pre-event planning activities.
- Establish procedures for integration of pre-incident planning and risk assessment with post-incident recovery and mitigation efforts.
- Develop action plans delineating appropriate agency participation and resources available that take into account the differing technical needs for risk assessment and statutory responsibilities by hazards. Plans include scaling to appropriate levels of staffing and coordination based on the nature and size of the incident.

Post-Event Planning and Operations.

- Gather information from State and local governments to assess the scope and magnitude of the social and economic impacts on the affected geographical region. Convene interagency meetings to:
    - Develop an incident-specific action plan to delineate specific agency participation to support specific community recovery and mitigation activities, using pre-incident Federal (when applicable), State and local plans, to the extent appropriate, and take actions to avoid duplication of assistance to recipients; and
    - Facilitate sharing of information and identification of issues among agencies and other ESFs, and coordinate early resolution of issues and the delivery of Federal assistance to minimize delays for assistance recipients.

- Coordinate identification of appropriate State and/or Federal programs to support implementation of long-term community recovery plans and gaps under current authorities and funding. This process identifies programs, waivers, funding levels, requests for additional authorities, and possible new legislation needed to address identified program gaps.
- Coordinate implementation of the recommendations for long-term community recovery with the appropriate State and/or Federal departments and agencies if the recommendations include program waivers, supplemental funding requests and/or legislative initiatives.

Facilitate recovery decision-making across ESFs. Also facilitates awareness of post-incident digital mapping and pre-incident State and local hazard mitigation and recovery planning across ESFs.

Responsibilities

***Primary Agency*.** Arkansas Department of Emergency Management will perform the following tasks:

- Convene meetings pre- and post-incident to implement ESF #14.
- Coordinates drafting, review, revision and publication of ESF #14 operational plans and procedures at least annually.
- Represent ESF #14 at interagency planning meetings.
- Serve as primary representative of ESF #14 at the State EOC (and at the JFO for federal declarations) and ensures appropriate participation from primary and support agencies after incidents.
- Review damage surveys and disaster/emergency declarations from County Judges to determine if the State may offer disaster assistance.
- Generate required documents that allow state and federal involvement through the disaster declaration process.
- Provide notification of emergencies, coordinates state resources, and disseminates information to other agencies as appropriate.

- Administer the State and Federal Public Assistance Infrastructure Programs, the Federal Hazard Mitigation Grant Program (HMGP), the Flood Mitigation Assistance Program, and the Pre-Disaster Mitigation Competitive Program (PDM-C).
- Submit request for Presidential Assistance on behalf of the Governor of Arkansas.
- Administer State Individual Assistance in the form of temporary housing assistance for residents who do not have additional living expense insurance coverage and whose primary residence is uninhabitable or inaccessible (See State Temporary Housing Plan).

Support Agencies

- Assist in state agency planning efforts and lead post-incident assistance efforts.
- Identify areas of collaboration with support agencies and facilitate the interagency integrated assistance of delivery, issue resolution and planning efforts.

Agency	Responsibilities/Functions
Arkansas Department of Human Services	• Administers the Individual Assistance Program funded by the Governor's Disaster Fund which assists with the repair or replacement of eligible primary residences, personal property, and temporary housing or relocation expenses • Coordinates disaster crisis counseling and mental health services • Coordinates volunteer activities and donations management • Under the FEMA Option, prepares the State Administrative Plan (SAP) for the administration of the Other Needs Assistance (ONA) provision of the FEMA Individual and Household Program (IHP) during Federally Declared Disasters • Administers the Disaster Supplemental Nutrition Assistance Program (D-SNAP) upon authorization from the United States Department of Agriculture during Federally Declared Disasters for Individual Assistance.
Arkansas Department of Finance and Administration	• Provides tax, driver services, and motor vehicle services assistance to disaster victims • Provides contract and procurement services for state agencies • Primarily responsible for processing all claims for disbursement of state and federal disaster funds.

Agency	Responsibilities/Functions
Arkansas Department of Workforce Services	• In federally-declared disasters, administers the federal program for Disaster Unemployment Assistance (DUA) pursuant to the Stafford Act. • Establish temporary unemployment compensation and employment offices as required in disaster-impacted areas. • Provide employment information regarding labor, unemployment and migrant workers. Assist employees in solving special employment problems brought about by the disaster.
Arkansas Insurance Department	• Provides consumer protection through insurer solvency and market conduct regulation, and fraud prosecution and deterrence • Assists consumers with questions or problems relating to insurance coverage • Provides financial examination and periodic monitoring of all Arkansas domestic insurance companies • Conducts licensing and appointment of resident and nonresident producers and agencies that are soliciting or selling insurance in the State of Arkansas • Reviews and approves forms, rates and advertising for the insurance industry • Secures property, commercial, auto, aircraft, fine arts, inland marine, and specialty lines insurance coverage for many State agencies and schools • Maintains the Seniors Health Insurance Information Program (SHIIP)
Department of Information Systems	Provides evaluation and expertise in technological reconstruction efforts.
American Red Cross	• Provides mass care services • Provides long-term family services • Provides post-event mitigation • Provides referral support • Provides health and mental health services
Salvation Army	Assists with long term rehabilitation and clean up.
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)	• Coordinates the implementation of recovery services through numerous voluntary organizations. • www.arvoad.com
Arkansas Department of Health	Provides expertise in health and medical concerns
Arkansas Department of Environmental Quality	Provides technical assistance for planning for contaminated debris management and environmental remediation.
Arkansas Workers Compensation Commission	Provide response and recovery worker safety and health technical support during incidents requiring a coordinated State response.

Agency	Responsibilities/Functions
Department of Arkansas Heritage, Arkansas Historic Preservation Program	• Provide technical advice to affected jurisdictions concerning historical property/artifacts destroyed or harmed during emergencies. • Provide personnel to serve on Damage Assessment and Hazard Mitigation teams to provide expert advice with respect to losses and repairs for public historical sites and artifacts.
Arkansas Department of Economic Development	Provides technical assistance to business owners and operators impacted by a disaster concerning economic redevelopment plans, small business development, and available resources and assistance to facilitate economic recovery.
Arkansas Department of Education	Provides classes for students displaced after a disaster.

Emergency Support Function (ESF) #15 — External Affairs

ESF Coordinator

Arkansas Department of Emergency Management, Public Information Office (ADEM/PIO)

Support Agencies

Arkansas Governor's Office
Arkansas State Highway and Transportation Department
Arkansas Department of Information Systems
Arkansas Army National Guard
Arkansas Forestry Commission
Arkansas Department of Human Services
Arkansas Department of Finance and Administration
Arkansas Department of Health
Arkansas Game and Fish Commission
Arkansas Department of Environmental Quality
Arkansas Agriculture Department
Arkansas Public Service Commission
Arkansas State Police
National Weather Service
Arkansas Voluntary Organizations Active in Disaster

Authority and References

Arkansas Code Annotated (ACA) 12-75-114
Public Law 93-288, Disaster Relief Act of 1974, as amended by Public Law 100-107
National Response Framework

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INTRODUCTION

Policy

State planning for external affairs functions recognizes local responsibilities for providing information to their citizens. Nothing in this document should be construed as diminishing or usurping those responsibilities.

Assumptions

- ESF #15 agencies meet and train on an annual basis.
- ESF #15 agencies share messages in disasters to assure unified messages will be distributed to state citizens.

CONCEPT OF OPERATIONS

General

The staff of the ADEM Public Information Office (PIO) coordinates messages with public affairs representatives from all involved departments and agencies. (See the Public Affairs Support Annex for more detail.) The ADEM PIO will coordinate with other state agencies' PIOs to put out a unified message. The final message will be released from the State Emergency Operations Center (SEOC) pending approval from the ADEM Director.

The ESF #15 coordinator staffs a position in the State EOC and when directed, coordinates resources needed for the external affairs mission particular to the incident. ESF #15 has four responsibilities: Public Affairs (PA), Legislative/Congressional Affairs (LCA), Local Coordination, and Federal Coordination.

Public Affairs (PA). This responsibility involves the coordination of messages with federal, state, and local governments as well as the establishment of a Joint Information Center (JIC). It is also fulfilled through information gathering and the provision of incident related information utilizing a broad range of sources to individuals, families, businesses and industries directly or indirectly affected by the incident and handling appropriate special projects such as

news conferences and press operations for incident area tours by government officials and other dignitaries.

Legislative/Congressional Affairs (LCA). This responsibility is carried out through the establishment of contact with legislative/congressional offices representing affected areas to provide information on the incident. The initial interagency legislative/congressional briefing should be organized as soon as possible after the event and daily briefings should be conducted. LCA involves arranging incident site visits for members of the Legislature or Congress and their staffs and responding to legislative or congressional inquiries and assisting in the development of materials necessary for governmental notifications.

Local Coordination. This responsibility entails the coordination of incident information through the local county coordinator, county judge, or city mayor. The jurisdictions are considered equal partners in the JIS.

Federal Coordination. In the event of a Federally Declared Disaster the ESF #15 coordinator will work through the State Coordinating Officer and initiate the JIS functions with the Federal PIO. If necessary, a Joint Information Center will be activated.

Responsibilities

Coordinating Agency. The Public Information Branch of the Arkansas Department of Emergency Management is the coordinating agency for ESF #15. The Public Relations Office is responsible for the implementation of this ESF Annex and for the annual review and revision of the document. ADEM's Public Relations Office is staffed with full-time Public Information Officers. Other individuals on the ADEM staff are trained in the Basic Public Information Officer course. ADEM's responsibilities are as follows:

- Promote goodwill and cooperation among state and local news media that will ensure the accurate dissemination of emergency information.
- Establish liaisons with appropriate agencies to develop information delivery systems for functional needs populations.
- During incidents, begin Public Information duties and establish an area for the media to gather.
- Working through the Joint Information System (JIS), leads the other ESF #15 agencies in the effective dissemination of public information.

- Coordinate the establishment a State JIC as needed. The ESF 15 agencies will determine the need based on the complexity of the incident.
- Ensure accuracy of all public information concerning the coordination and application of federal resources expended on the disaster by maintaining a close relationship with FEMA.

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Support Agencies

Agency	Responsibilities
Arkansas State Highway and Transportation Department Arkansas Department of Information Systems Arkansas Army National Guard Arkansas Forestry Commission Arkansas Department of Human Services Arkansas Department of Finance and Administration Arkansas Game and Fish Commission Arkansas Department of Environmental Quality Arkansas Agriculture Department Arkansas Energy Office Arkansas Public Service Commission Arkansas State Police	As the coordinating agency for your assigned ESF, provide emergency information to the public using the Public Affairs function of this plan. Ensure the Support agencies of your assigned ESF are using the JIS and the Public Affairs function before releasing information to the public. During a radiological incident, Arkansas Department of Health is the coordinating agency for ESF #15.
National Weather Service	National Weather Service (NWS) offices in Little Rock, AR; Tulsa, OK; and Shreveport, LA submit weather and "all hazards" information to the NOAA Weather Radio (NWR) network that covers the state. In addition, the forecast offices in each of these locations provide direct emergency weather information to the State EOC. In addition the public information can be disseminated as needed on the NWR band
Arkansas Voluntary Organizations Active in Disaster (VOAD)	Provide information on available services for those affected by disaster so that it can be disseminated to the public through official channels.
Arkansas Governor's Office and other state agencies and commissions	Coordinate with ESF #15 to provide consistent messages to the public and provide information within their areas of expertise

Animal Support Annex

Coordinating Agency

Arkansas Agriculture Department

Primary Agency

Arkansas Livestock and Poultry Commission

State Support Agencies

Arkansas Department of Emergency Management
Arkansas Department of Health
Arkansas Department of Environmental Quality
Arkansas Game and Fish Commission
Arkansas Department of Human Services

Federal Support Agencies

U.S. Department of Agriculture

Volunteer Agencies

American Red Cross
Arkansas Veterinary Medical Association
Society for the Prevention of Cruelty to Animals
Humane Society of the United States

Authorities and References

Arkansas Code Annotated 12-75-101 et al.

Pets Evacuation and Transportation Standards Act

The National Response Framework

Americans With Disabilities Act

FEMA Disaster Assistance Policy 9523.19

Introduction

Policies

The State of Arkansas follows the federal definition for each category of animal:

- Service Animals: FEMA defines service animals as any guide dog, signal dog, or other dog individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA regulations, service animals have access to the same facilities as the humans they serve.
- Household Pets: A domesticated animal, such as a dog, cat, bird, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes and that can travel in commercial carriers and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.
- Animals for Commercial Use: Any animal used for consumption, or to support the owner's economic welfare.

Veterinarians residing in each county are the first line of response to emergencies involving animals or animal food products in their communities. Animal control personnel augment their services.

Household pets are typically not allowed in shelters for humans. Arrangements for household pets are generally the responsibility of the pet owners. However, nothing contained within the confines of this Animal Support Annex shall be construed as limiting the voluntary agencies from exceeding the minimum requirements concerning household pets and service animals. If resources are available, the state will facilitate rescue and shelter of other animals affected by disaster.

Actions taken in responding to an emergency that requires activation of the Animal Support Annex will be coordinated through the Arkansas Livestock and Poultry Commission. The Arkansas Livestock and Poultry Commission coordinates with agencies affiliated with appropriate Emergency Support Functions (ESFs):

- ESF #6 – Mass Care, Housing, and Human Services will encourage local entities to plan for the collocation of pet shelters near general populations when possible during evacuations.
- ESF #8 – Public Health and Medical Services will assist in epidemiological monitoring and reporting of emergency-related animal health issues and with management of human bite/injury cases.
- ESF #15 – External Affairs will work with State and local authorities to ensure that animal evacuation and response instructions and status updates are communicated appropriately and in a timely manner.

Concept of Operations

The Arkansas Agriculture Department in coordination with the State will evacuate household pets consistent with Federal laws and with the terms and conditions of any relevant transportation contracts.

Pet evacuation and sheltering should be conducted in conjunction with human evacuation and sheltering efforts. Pets should be sheltered near their owners whenever possible. Owners

should be expected to provide food, water, husbandry, and exercise for their pets during the time they are in emergency shelters.

The Arkansas Agriculture Department, in coordination with local governments, will identify and provide locations to which household pets may be evacuated; provide specifications for vehicles that can be used to evacuate household pets; coordinate with private industry for household pet evacuations; provide logistical support for the transportation, care, immunization, and quarantine of household pets; and provide coordination of animal owner identification, tracking, reunification, and social support.

A devastating attack or the threat of an attack on the domestic animal population through use of highly infective exotic disease or pest infestation could result in severe economic loss. Early detection, allowing for early intervention, would come from agriculture expert authority reports as well as unusual patterns in surveillance systems.

When addressing animal diseases, all animal depopulation activities are conducted as humanely as possible while stopping pathogen spread and limiting the number of animals that must be euthanized. Disposal methods for infected or potentially infected carcasses and plant host material are chosen for their effectiveness in stopping pathogen spread and for their minimal impact on the environment.

If a possible intentional pathogen or pest release is reported, animal or plant health authorities immediately notify USDA's Office of Inspector General (OIG), which in turn contacts the National Operations Center. As the situation warrants, the USDA OIG notifies and coordinates with the appropriate law enforcement agencies at the local, tribal, State, and Federal levels.

Responsibilities

Coordinating Agency

The Arkansas Agriculture Department will work within policy parameters, secure resources, and assist the Arkansas Livestock and Poultry Commission, the primary agency, as needed.

Primary Agency

The Arkansas Livestock and Poultry Commission acts as the Arkansas State Emergency Operations Center (EOC) Liaison upon activation of the Animal Support Annex.

The Arkansas Livestock and Poultry Commission resides within the Arkansas Agriculture Department and will maintain liaison with Arkansas Department of Emergency Management, Arkansas Department of Health, Arkansas Department of Human Services, Arkansas Department of Environmental Quality, Arkansas Game and Fish Commission, Humane Society of the United States, U.S. Department of Agriculture, American Red Cross, Arkansas Veterinary Medical Association, and the SPCA.

The Arkansas Livestock and Poultry Commission establishes procedures for requesting military veterinary service assistance through the on-scene federal coordinator or through the State EOC.

The Arkansas Livestock and Poultry Commission Veterinary Diagnostic Laboratory assists the livestock and poultry industries, private veterinarians, and animal owners of Arkansas by diagnosing and monitoring animal diseases that can:

- affect humans
- reduce the productivity or marketability of animals
- threaten animal populations
- affect the safety or quality of animal products

Support Agencies

Table 1 below lists support agencies for Animal Support Annex and their responsibilities:

Agency	Functions
Arkansas Department of Human Services	Will encourage local entities to plan for the collocation of pet shelters near general populations when possible during evacuations.
Arkansas Department of Health, State Public Health Veterinarian	• Will act as liaison with the State Veterinarian and all other agencies involved in an attack or the threat of an attack on the domestic animal population through use of highly infective exotic disease or pest infestation that could result in cross effects to humans. • Will coordinate with the State Veterinarian, military officials and local and state officials in the decision making process involving animals affected by an off-post release of lethal chemical weapons agent at the Pine Bluff Arsenal or a radiological release at Arkansas Nuclear One.
Arkansas Department of Environmental Quality	The Arkansas Department of Environmental Quality (ADEQ) will coordinate with representatives of the Arkansas Livestock and Poultry Commission, Arkansas Department of Health, and U.S. Department of Agriculture in determining the disposition of dead, diseased or contaminated animals.
Arkansas Game and Fish Commission	The Arkansas Game and Fish Commission is mandated under Amendment 35 to the Arkansas Constitution, to manage and regulate the indigenous wildlife and fish resources of Arkansas. This authority, while not implicit, also empowers the commission to regulate exotic fish and wildlife to such an extent as may be needed to protect native fish and wildlife resources, and affect extraordinary management and regulatory measures as may be needed during times of emergency or disaster, either as a consequence of man's actions or as a natural occurrence.
Humane Society of the United States	The Humane Society of the United States can provide limited sheltering of animals upon request.
U.S. Department of Agriculture	• Representatives of the U. S. Department of Agriculture will coordinate with the Arkansas Livestock and Poultry Commission and the Arkansas Department of Health in the decision making process involving livestock and poultry involved in a disaster or within the affected area either in a chemical release at PBA or a radiological release at ANO. • The USDA will, via the NRF, provide the Arkansas Department of Health with information concerning the location of growing crops, grains, forage, etc., so that samples may be taken to determine if there is a hazard to animals.

Agency	Functions
	• Coordinate with ESF #8 on animal/veterinary issues in disease situations and in other situations that develop during emergencies and natural disasters. In response to a biohazardous event, the decontamination and/or destruction of animals and plants as well as associated facilities (e.g., barns, processing equipment, soil, and feeding and growing areas) may be required. Activities are conducted within agency capabilities.
American Red Cross	Upon request the American Red Cross may set-up collocated shelters for pets and people.
Arkansas Veterinary Medical Association	• Provide informative communications with constituent veterinarians and related animal care organizations. • Appoint the Arkansas Veterinary Association Liaison Officer. • Coordinate disaster activities with the state veterinary liaison officer. • Maintain a list of county veterinary liaison officers and their alternates. • Coordinate press releases and public service announcements, assists Arkansas VMA spokespersons, establish and manage a veterinary medical media liaison center, and coordinate information with other professional media centers. • Coordinate efforts of national organizations involved in assisting veterinarians with insurance matters or management problems related to the disaster. • Solicit, in coordination with the Arkansas Animal Control Officers Association, donations of food, supplies and resources. • At the direction of the Arkansas VMA, establish an emergency fund for supplies, food, reimbursement of veterinarians for supply costs, and assist affected veterinarians to reestablish their practices.
American Society for the Prevention of Cruelty to Animals (ASPCA)	ASPCA can provide volunteers to manage, maintain, and setup shelters, and reception centers throughout the state.

Critical Infrastructure Key Resources (CIKR) Support Annex

Coordinating Agency:

Arkansas State Police

Primary Agency:

Arkansas State Police

Support Agencies:

Agriculture Department
Department of Information Systems
Arkansas Energy Office
Arkansas Public Service Commission
Natural Resources Commission
Department of Emergency Management
Department of Education
Department of Health
Department of Human Services
Arkansas Economic Development Commission
Department of Veteran Affairs
Department of Environmental Quality
Highway and Transportation Department
Office of State Treasurer
Arkansas State Fusion Center
Joint Terrorism Task Force

Authorities and References:

Arkansas Homeland Security Advisory Group (ARHSAG)
Arkansas Comprehensive Emergency Management Plan (ARCEMP)
Arkansas Pandemic Influenza Operational Plan

Critical Infrastructure and Key Resources Support Annex to the National Response Framework

National Infrastructure Protection Plan (NIPP)

Critical Infrastructure Information Act of 2002 (CII Act)

National Strategy for the Physical Protection of CIKR

Critical Infrastructure Warning Information Network

CIKR Asset Protection Technical Assistance Program

Arkansas ACAMS SOP

State Official's Guide to Critical Infrastructure Protection

Report for Congress - Critical Infrastructures: What makes an Infrastructure Critical? Dated 01/29/2003

State of Arkansas Standard Operating Procedures for Protected Critical Infrastructure Information: 2009 Revision

Final Rule: Procedures for Handling Protected Critical Infrastructure Information

Pandemic Influenza Preparedness, Response, and Recovery Guide for CIKR

Arkansas Executive Order 08-11 (Established the Arkansas State Fusion Center)

AR Water/Waste Water Response Network, Mutual Aid & Assistance Agreement

Maritime Transportation Security Act (MTSA) of 2002

DHS Buffer Zone Protection Program (BZPP)

Homeland Security Appropriations Act of 2007 H.R.5441 Sec.550 (Public Law 109-295)

Arkansas State Police Emergency Operations Plan

State of Arkansas Continuity of Operations Plan – State Police

Arkansas State Police General Operations Policy Manual

Arkansas State Fusion Center Standard Operating Procedures

Introduction

Purpose

This annex describes policies, roles and responsibilities, and the concept of operations for assessing, prioritizing, protecting, and restoring Critical Infrastructure Key Resources (CIKR) of the State during actual or potential incidents. The annex details processes to ensure coordination and integration of CIKR-related activities among a wide array of public and private incident managers and CIKR security partners within immediate incident areas. Specifically, this annex does the following:

- Describes roles and responsibilities for CIKR preparedness, protection, response, recovery, restoration, and continuity of operations.
- Establishes a concept of operations for incident-related CIKR preparedness, protection, response, recovery, and restoration.
- Outlines incident-related actions (including preresponse and postresponse) to expedite information sharing and analysis of actual or potential impacts to CIKR and facilitates requests for assistance and information from public- and private-sector partners.

Scope

This annex addresses integration of the CIKR protection and restoration mission as a vital component of the State's unified approach to incident management.

Critical infrastructure includes those assets, systems, networks, and functions—physical or virtual—so vital to the State that their incapacitation or destruction would have a debilitating impact on security, national economic security, public health or safety, or any combination of those matters. Key resources are publicly or privately controlled resources essential to minimal operation of the economy and the government.

CIKR is organized into 18 sectors (see Table 2) that together provide essential functions and services supporting various aspects of the State government, economy, and society.

Processes outlined herein apply to State government departments and agencies during incidents with potential or actual CIKR impacts—and may apply to, or involve, incident

managers and security partners at other levels of government and the private sector, including CIKR owners and operators.

Policies

Federal policies for CIKR protection and preparedness are established through the following authorities: Homeland Security Act of 2002; Homeland Security Presidential Directive (HSPD) 7, Critical Infrastructure Identification, Prioritization, and Protection; the National Strategy for the Physical Protection of Critical Infrastructure and Key Assets; the National Strategy for Securing Cyberspace; and other relevant statutes, Executive orders, and Presidential directives.

HSPD-7 charges the Secretary of Homeland Security with responsibility for coordinating the overall national effort to enhance the protection of the CIKR of the United States.

This annex does not alter or supersede existing:

- Statutory responsibilities for CIKR protection, incident management, emergency management, or other related functions under the law.
- Regulatory, contractual, or other legal relationships between State agencies and the private sector.

Concept of Operations

The concept of operations describes approaches, processes, coordinating structures and incident-related actions required for the protection and restoration of CIKR assets, systems, networks, or functions within and outside the impacted area. The processes described herein are detailed further in standard operating procedures and other related guidance.

Specifically, the concept of operations focuses on processes and actions for CIKR-related:

- Situational awareness.
- Impact assessments and analysis.
- Information sharing.

- Requests for assistance or information from private-sector CIKR owners and operators.

General

Addressing CIKR-related prevention, protection, preparedness, response, and recovery requires cooperation and collaboration between and among CIKR entities. A primary objective of this collaborative effort between the private-sector owners and operators; State and local governments; nongovernmental organizations; and the Federal government is to ensure that resources are applied where they offer the most benefit for mitigating risk, deterring threats, and minimizing the consequences of incidents.

The Arkansas State Police (ASP) is responsible for leading, integrating, and coordinating the overall effort to enhance CIKR protection. Responsibilities for CIKR support that are most applicable during incident response include:

- Identifying, prioritizing, and coordinating action in support of the protection of critical assets, systems, and networks, with a particular focus on CIKR that could be exploited to cause catastrophic health effects or mass casualties comparable to those produced by a weapon of mass destruction.
    - Tier I/Tier II List: This is a DHS program referred to as the National Data Call (NDC) which identifies nationally significant, high-consequence assets and systems within the State. Assets and systems identified through this program include those that, if destroyed or disrupted, could cause some combination of significant casualties, major economic losses, or widespread and long-term disruptions to national well-being and governance capability. As part of the NDC the State proposes CIKR assets to DHS annually. DHS reviews the asset nominations and the justification for nomination provided by the state. These assets are either approved or rejected as tier I or tier II assets. The Arkansas Department of Emergency Management (ADEM) is the lead agency for this program.
- Establishing and maintaining a comprehensive, multitiered, dynamic information sharing network designed to provide timely and actionable threat information, assessments, and warnings to public- and private-sector security partners. This

responsibility includes protecting sensitive information voluntarily provided by the private sector and facilitating the development of sector-specific and cross-sector information-sharing and analysis systems, mechanisms, and processes.

- InfraGard: A partnership between the FBI and the private sector. InfraGard is an association of businesses, academic institutions, State and local law enforcement agencies, and other participants dedicated to sharing information and intelligence to prevent hostile acts against the United States.
- Arkansas State Fusion Center: The center promotes the collection, integration, and evaluation of information that has an effect on detecting and preventing criminal or terrorist-related activity. Additionally, it serves as an intergovernmental bridge between Federal, State, and local entities to promote collaboration and information-sharing. In this regard, the Arkansas State Fusion Center assists in enabling law enforcement, public safety, emergency management, and other partners to mutually aggregate, analyze, and disseminate criminal and terrorist-related information.
- Homeland Security Information Network (HSIN): Information sharing network which allows all states to collect and disseminate information between Federal, state, and local agencies.

- Coordinating, facilitating, and supporting comprehensive risk assessment programs for high-risk CIKR, identifying protection priorities across sectors and jurisdictions, and integrating CIKR protective programs.
  - Buffer Zone Protection Program (BZPP): DHS program which provides Federal grants to build security and risk-management capabilities in order to secure Tier I and Tier II critical infrastructure sites within the State. These grants are awarded to local law enforcement jurisdictions that, in turn, purchase security related equipment for the sites. Prior to grants being awarded, site threat assessments are conducted by State and Federal entities. The Arkansas Department of Emergency Management (ADEM) is the lead agency for this program.
- Identifying and implementing plans and processes for threat-based increases in protective measures that align to all-hazards warnings, specific threat vectors as appropriate, and each level of the Homeland Security Advisory System (HSAS).

    - HSAS is accomplished on a State level by ADEM.
- Integrating efforts for the protection and recovery of CIKR, including analysis, warning, information sharing, vulnerability reduction, and mitigation activities and programs.
- Documenting and sharing lessons learned from exercises, actual incidents, and predisaster mitigation efforts and applying those lessons, where applicable, to CIKR protection efforts.
    - ADEM's Training and Exercise Branch (Preparedness Division) is the overseer of the State's HSEEP (Homeland Security Exercise and Evaluation Program) program and as such, facilitates exercises dealing with CIKR.

State departments and agencies provide support consistent with their CIKR-related statutory or regulatory responsibilities. Also considered are their designated functions as Emergency Support Function (ESF) primary or supporting agencies or coordinating or cooperating agencies for other related National Response Framework (NRF) Support or Incident Annexes.

As the primary agency, ASP collaborates with private-sector entities to encourage:

- Supporting comprehensive risk assessment and management programs for high-risk CIKR. There are several notable organizations that ASP and ADEM are associated with:
    - Highland Park Security Working Group (HPSWG) – Defense Industrial Base (DIB) organization which is a security partnership of DIB members and Federal, State, and county government agency representatives, working in the two county areas of Calhoun and Ouachita counties in southern Arkansas.
    - Arkansas Maritime Security Committee (AMSC) – transportation systems sector organization which includes representatives from Federal, State, and local governments as well as industry and the public sector. Responsibilities include: (1) identify critical maritime related infrastructure and operations; (2) identify risks; (3) determine mitigation strategies and implementation methods. ADEM hosts quarterly meetings at its facility.
    - Arkansas Water and Wastewater Response Network (WARN) – water sector network of water/waste water utilities helping other utilities to respond to and

recover from emergencies. ADEM maintains a position on the State executive committee.

  - Critical Infrastructure Protection Working Group (CIPWG) – energy sector organization whose purpose is to advance the physical and cyber security of the electricity infrastructure within the Southwest Power Pool (SPP) region.
  - North West Arkansas Community College Private Sector Working Group (NWACC) – A collaboration of higher education and private sector representatives working together to promote productive working relationships between the private sector and state entities. ADEM maintains a position in the group.

- Sharing real-time incident notification as well as CIKR protection practices and processes.
- Developing information-sharing and analysis mechanisms to include consideration of physical and cyber threats.
- Promoting security-related information sharing among public/private entities.

ESF's are activated to provide support for evolving CIKR-related incident management requirements by:

- Providing authorities, resources, program implementation, and support required for infrastructure-related response, recovery, and restoration within the impacted area.
- Serving as key points of coordination to address CIKR issues and concerns relating to the impacted area.

State and local government entities establish security partnerships; facilitate information sharing, and enable planning and preparedness for CIKR protection within their jurisdictions. ASP is responsible for:

- Developing and implementing Statewide CIKR protection programs integrated into homeland security and incident management programs.
- Serving as crucial coordination hubs, bringing together prevention, preparedness, protection, response, and recovery authorities, capacities, and resources among local jurisdictions, across sectors and regional entities.

- ADEM specifically acts as a conduit for Federal assistance requests when the threat or incident situation exceeds the capabilities of public- and private-sector security partners in their jurisdictions.
- Ensuring sensitive CIKR related information is handled and safeguarded in accordance with the Protected Critical Infrastructure Information (PCII) program or other appropriate guidelines. The PCII Program, which operates under the authority of the Critical Infrastructure Information (CII) Act of 2002, provides a means for sharing private-sector information with the government while providing assurances that the information will be exempt from public disclosure and will be properly safeguarded.

This program defines the requirements for submitting critical infrastructure information as well as the requirements that government entities must meet for accessing and safeguarding PCII. ADEM maintains the PCII Officer position for the State.

- Private-sector CIKR owners and operators are responsible at the corporate and individual facility levels for risk and incident management planning, security, and preparedness investments.

Organizational Structure

CIKR Support for Incident Management Actions. The CIKR support function is structured to apply the NIPP risk management framework to produce prioritized recommendations for CIKR protection and restoration in the context of incident management. ASP, support agencies, and other government and private-sector security partners continuously conduct situational awareness assessments, analyses, information-sharing activities and facilitate requests for information and assistance through normal activities to better prepare for response, recovery, and restoration actions during an incident. Key elements of these daily CIKR support missions include:

Situational Awareness.

- Monitoring information flow and threats to become aware of an incident or potential incident.
- Reviewing CIKR data and data inventories.

- Identifying opportunities for mitigation.
- Identifying appropriate response posture for CIKR elements and resources.

Assessments and Analyses.

- Maintaining good government/private-sector relationships in order to assess CIKR needs and vulnerabilities.

Collaborating in preparation for more in-depth assessments and analyses during an incident.

Information Sharing.

- Participating in multidirectional information flow between government and private-sector security partners.
- Developing and providing a comprehensive current operating picture (COP) of threats and hazards to CIKR.
- Providing security partners with a robust communications network, including a common set of communications, coordination, and information-sharing capabilities.
- Providing a means for county governments, local governments, and private-sector security partners to be integrated, as appropriate, into the intelligence cycle.
- Maintaining the states' Automated Critical Asset Management System (ACAMS). ADEM houses the states' ACAMS administrator.

Requests for Information/Assistance.

- Facilitating real-time transmission of requests and status.
- Maintaining a comprehensive log and retrievable database of all requests.

During daily operations, ASP, State support agencies, the State Intelligence Fusion Center, and the Joint Terrorism Task Force disseminate a range of all-hazards information products and CIKR protection information to security partners. Information dissemination includes the following:

- Threat-related and other all-hazards information products to government and private-sector CIKR security partners, as appropriate.
- Reports from private sector on suspicious activity or potential threats to CIKR.
- Requests for information and requests for assistance.

Pre-response/Initial Actions. Transition from daily operational to pre-response incident-related activities begins with warning of a potential incident or the notification of an incident.

***CIKR Information, Assessment, and Analytical Products*.** Examples of information, assessment, and analytical products include:

- Incident Reports: Evaluate information received initially through news media, Internet, CIKR owners and operators, and other sources.
- Spot Reports: Provide current situation status and operational snapshot assessment of operational CIKR effects from emerging incidents.
- Threat Warnings: Fuse all source information to provide analysis of emergent threats on a timely basis.

Notification and Reporting

ASP is responsible for coordinating CIKR incident notification and information sharing among State and local entities and CIKR owners/operators. Established DHS systems, such as the Homeland Security Information Network (HSIN), COP, Critical Infrastructure Warning Network, and other sector-based information-sharing mechanisms, are used to create CIKR situational awareness in support of incident operations.

Upon notification of a potential or actual incident:

- ASP assets coordinate with applicable State and local government agencies to communicate pertinent information.
- ASP will work with the law enforcement communities to assess State security threats. The State Intelligence Fusion Center and other information sharing assets will bring together both intelligence and infrastructure specialists to provide an understanding of CIKR risk.
- Information is produced that supports the response to emergent threats or immediate incidents, as well as strategic planning activities focused on enhancing the protection of CIKR over the long term.

CIKR risk assessment and analysis is a collaborative effort between ASP, support agencies to this annex and other security partners to perform the following:

- Examine existing plans and infrastructure characteristics to assess projected or actual impacts on CIKR in potential incident areas or on CIKR that have been designated as high risk.

- Determine critical failure points within or across CIKR sectors, State cascading effects and other significant issues that could affect CIKR assets inside and outside the immediate incident area.

These assessments and analyses support CIKR protection and mitigation actions prior to an incident and timely response actions during an incident. Results of assessments and analyses are provided to State government decision-makers, ESFs, emergency managers, CIKR owners and operators and appropriate local level government entities.

Response Actions

CIKR situational awareness and reporting are essential to providing a consolidated current operating picture (COP) during an incident.

- Reference the following from the Arkansas State Police Emergency Operations Plan:
  - Operating Procedures (sec 1, Page 10)
  - Pre-Event Report (sec 2, page 12)
  - Officer's Checklist (sec 4.0, page 17)
  - Bomb Threats (sec 9, page 50)
  - Contamination Emergencies (sec 10, page 55)
  - Earthquakes (sec 11, page 59)
  - Evacuations (sec 12, page 61)
  - Floods (sec 13, page 65)
  - Storm Damage (sec 14, page 68)
  - Terrorism (sec 17, page 76)
- The Arkansas State Fusion Center provides coordinated CIKR status and infrastructure-related information supporting the COP by serving as the State collection, reporting and distribution point for CIKR-related information.
- The Joint Terrorism Task Force (JTTF) is a partnership between the Federal Bureau of Investigation, other Federal agencies, State and local law enforcement and specialized agencies, such as railroad police that are charged with taking action against terrorism, which includes the investigation of crimes such as wire fraud and

identity theft. If a CIKR is involved during a terrorism incident or investigation, JTTF information can be shared on a need to know basis.

Requests for State assistance from CIKR owners and operators typically will be acted upon by ADEM and/or multiagency coordination centers in the affected area, such as the State or local EOC. CIKR owners and operators of public infrastructure in the affected area are required to follow the established application process for Stafford Act disaster assistance.

CIKR-related requests for incident-related assistance may come in through various paths at the local, State, regional or national level. Requests for assistance or information from CIKR owners and operators may relate to a variety of incident-related needs such as requirements for security, impact area access, fuel or accommodations for crews needed to perform critical repair work.

Regardless of the entry point, requests are coordinated, tracked, and channeled to the appropriate authorities and CIKR subject-matter experts from the appropriate cooperating agencies for resolution and determination of the best course of action.

Local and State officials, in most cases, determine the appropriate level at which to consider and/or coordinate support to ensure the most effective response to requests for assistance from private-sector CIKR owners and operators. Local authorities may elect to fill valid requests using local resources. If local resources are not available, they may utilize mutual aid and assistance agreements to access additional resources.

- If all local resources are depleted, including those that can be acquired through mutual aid and assistance agreements, then local officials may forward the request to the State for action. The State may also elect to fill valid requests using its assets or request support from another State using the Emergency Management Assistance Compact or other preestablished memorandums of understanding. If assistance is not available at the State level, officials may forward the request to the Federal level.

Postresponse Actions

As an incident is brought to closure, incident-related activities transition back from response to normal operations. Concurrently, the after-action report is prepared.

After-action reports are developed following an incident to detail operational successes, problems and key issues affecting management of the incident. After-action reports include appropriate feedback from all State, local, nongovernmental and private-sector partners participating in the incident (ref ASP EOP, After-Action Report, sec 3, page 16)

Responsibilities

Coordinating and Primary Agencies. Developing plans, processes, guidance partnerships and facilitating coordinated CIKR protection with the private sector during both day-to-day operations and incident response.

- Sharing and protecting information on sensitive CIKR-related matters such as threats, warnings, response activities and operational status—before, during and after an incident.
- Informing and educating private-sector owners and operators, local governments and other security partners on ARCEMP, NRF and NIPP content and encouraging and facilitating the development and coordination of equivalent planning for CIKR protection both for daily operations and during an incident.
- Coordinating and conducting incident management exercises, training events and working meetings with the private sector and local governments.
- Developing, implementing and operating information-sharing and communication strategies, processes and systems with CIKR security partners.

Support Agencies. This section discusses responsibilities of all support agencies (see Table 1). All support agencies are responsible for the following:

- Working in collaboration with CIKR private-sector security partners, owners and operators.
- Conducting operations relating to CIKR identification, prioritization and protection using their own authorities, subject-matter experts, capabilities, or resources.
- Providing available personnel, equipment or other resource support.
- Participating in training and exercises aimed at continuous improvement of CIKR-related prevention, response and recovery capabilities.

- Proposing to ASP, new technologies or procedures that have the potential to improve performance within or across CIKR protection functional areas.

Table 1 – Agencies and Functions

Agency	Functions
Arkansas Agriculture Department	Serves as the Sector Specific Agency (SSA) for the Agriculture and Food Sector. Advises and assists in assessing impacts to meat, poultry, egg,fish, cultivated/harvested food crops and forestry products. Coordinating agency for ESF #11 – Agriculture and Natural Resources
Arkansas Department of Information Systems	Works with State agencies, local government, private-sector, research, academic, and other organizations to improve cyber system technology and promote other CIKR protection efforts, including use of authority to ensure timely availability of industrial products, materials, and services to meet homeland security requirements and address economic security issues. Coordinating agency for ESF #2 - Communications
Arkansas National Guard	Serves as SSA for the Defense Industrial Base Sector, when requested, and, upon approval of the Governor, provides Defense Support of Civil Authorities (DSCA) during domestic incidents. Coordinating agency for ESF #3 – Publics Works and Engineering
Arkansas Department of Education	Provides guidance and information to the education community regarding education facility protection, both public and private, as a sub-sector of Government Facilities Sector. Helps to ensure the Education Sub-sector gets appropriate attention in steady-State protection efforts as well as in the incident management environment.
Arkansas Energy Office	Promotes energy efficiency and emerging technologies through energy education and information programs as well as managing Federal energy funds in the State. Serves as an SSA for the Energy Sector.
Arkansas Public Service Commission	Maximizes customer value and enhances the economic environment of the state by: ensuring safe, reliable and reasonably priced utility distribution service. Serves as an SSA for the Energy Sector. Coordinating agency for ESF #12 - Energy
Arkansas Department of Health	Serves as SSA for the Healthcare and Public Health Sector. Serves as SSA for food other than meat, poultry, and egg products portion of the Food and Agriculture Sector. Coordinating agency for ESF #8 – Public Health and Medical Services coordinating resources for public health and medical.
Arkansas Department of Human Services	Coordinating agency for ESF #6 – Mass Care, Housing, and Human Services. Advises and assists in assessing human impacts resulting from natural and manmade disasters.

Agency	Functions
Arkansas Natural Resources Commission	Advises and assists in assessing impacts to natural resources, habitats, public lands, and cultural areas. Manages and protects water and land resources for the health, safety and economic benefit of the State of Arkansas
Arkansas State Police	Through efforts of the state fusion center, monitors terrorist threats and investigates actual or attempted attacks on, sabotage of, or disruptions to CIKR. Coordinating agency for ESF #13 – Public Safety and Security Responsible for the protection of the State Highway System, the U.S Highway System and the Interstate Highway System (within state boundaries) by routine patrol, drug interdiction operations, enforcement of state traffic laws and other law enforcement actions as needed.
Arkansas Department of Emergency Management	Lead agency for the DHS Buffer Zone Protection Program (BZPP) and Protected Critical Infrastructure Information (PCII) program Coordinating agency for ESF #5 – Emergency Management, ESF #14 – Long-Term Community Recover and Mitigation Annex, and ESF #15 – External Affairs Serves as the SSA for the Emergency Services Sector
Arkansas State Highway and Transportation Department	Collaborates with State Police on matters of transportation security and transportation infrastructure protection. Coordinating agency for ESF #1 – Transportation The Highway Police (a division of the AHTD) is responsible for the protection of the State Highway System, the U.S Highway System and the Interstate Highway System (within state boundaries) by routine patrol, drug interdiction operations, enforcing state traffic, size and load laws and other law enforcement actions as needed.
Office of State Treasurer	Assesses incident impact to the Banking and Finance Sector. Provides expertise on the overall economic impact to CIKR. Serves as the Primary Economic Advisor to the Governor. Serves as the SSA for the Banking and Finance Sector.
Arkansas Department of Veterans Affairs	Contributes extensive expertise to both the Government Facilities and Public Health and Healthcare Sectors Staffs and operates Veterans Administration healthcare facilities throughout the state, these include 3 VA Medical Centers, 12 Community Based Outpatient Clinics and 2 Vet Centers.
Arkansas Department of Environmental Quality	Serves as the SSA for the Drinking Water and Water Treatment Systems Sector. Serves as primary agency for the ESF #10 – Oil and Hazardous Materials Response Annex, support agency for the ESF #3 – Public Works and Engineering Annex, and coordinating agency for the Nuclear/Radiological Incident Annex. Performs oil and hazardous materials as well as water and wastewater response and recovery activities.

Agency	Functions
Joint Terrorism Task Force	Partnership between the FBI, other Federal agencies, State and local law enforcement, and specialized agencies that are charged with taking action against terrorism.

Table 2 – Critical Infrastructure Key Resources Sectors and Sector Specific Agencies

Sector	Sector Specific Agency (SSA)
Agriculture and Food	Arkansas Agriculture Department Arkansas Department of Health (ADH)
Defense Industrial Base	Arkansas National Guard (AR NG)
Energy	Arkansas Energy Office Arkansas Public Service Commission
Healthcare and Public Health	ADH
National Monuments and Icons	None in Arkansas
Banking and Finance	Arkansas Department of Finance and Administration Arkansas Banking Department
Water	Arkansas Department of Environmental Quality (ADEQ) ADH
Chemical	ADEQ
Commercial Facilities	AR NG
Critical Manufacturing	Arkansas Economic Development Commission
Dams	AR NG
Emergency Services	Arkansas Department of Emergency Management (ADEM)
Nuclear Reactors, Materials, and Waste	ADH ADEQ
Information Technology	Arkansas Department of Information Systems (ADIS)
Communications	ADIS
Postal and Shipping	Arkansas State Highway and Transportation Department (AHTD)
Transportation Systems	AHTD
Government Facilities	Arkansas Building Authority – only state agencies are under ABA jurisdiction

State of Arkansas

National Infrastructure Protection Plan

Overview

The State of Arkansas fully supports and participates in the National Infrastructure Protection Plan.

The state's protection strategies include actions to mitigate the overall risk to CIKR assets, systems, networks, functions, or their interconnecting links. In the context of the NIPP, this includes actions to deter the threat, mitigate vulnerabilities, or minimize the consequences associated with a terrorist attack or other incident.

Arkansas approved and adopted its Protected Critical Infrastructure Information (PCII) Standard Operating Procedures (SOPs) in April 2009. Arkansas also approved and adopted its Automated Critical Asset Management System (ACAMS) Standard Operating Procedures (SOPs) in February 2010. These documents are the base guidelines for the ACAMS Program for the state. The state's ACAMS administrator works closely with the Department of Homeland Security Protective Security Advisor for the state to coordinate the Arkansas ACAMS database.

The Arkansas Department of Emergency Management (ADEM) assists state and local jurisdictions in obtaining grant funding to be used for the enhancement of CIKR protection. ADEM representatives actively participate in assistance with Port Security Grant Programs and Buffer Zone Protection Programs.

An ADEM representative chairs the Arkansas Homeland Security Advisory Group. Other ADEM representatives sit on the group also. This group guides the Homeland Security Grant Program funding expenditures to ensure spending is in support of the states' overall protection strategies and the NIPP.

Record of Changes

Financial Management Support Annex

Date of Change and Initials	Location and Nature of Change
9/13/2011 JRC	Changed format to APA formatting
9/17/2010 JRC	Reviewed for 2010, several minor editing corrections.
September 30, 2009 - DMcG	Reviewed for 2009

Financial Management Support Annex

Coordinating Agency:

Arkansas Department of Finance and Administration (DFA)

Support Agencies:

Arkansas Department of Emergency Management
Arkansas Department of Information Systems
Arkansas State Highway and Transportation Department
Arkansas Bankers Coalition for Disasters and Emergencies

Introduction

Policies

- The Arkansas Department of Finance and Administration directs implementation of the FMSA.
- All deploying State resources remain under the control of their respective State department or agency during mobilization and deployment.
- When responding to disaster events, the National Incident Management System (NIMS) will be used by trained/qualified staff to manage the response actions.
- State resources arriving at a State mobilization center or staging area should remain there until requested by local incident command authorities, when they are integrated into the incident response effort.
- Local entities are encouraged to conduct planning in collaboration with the State for catastrophic incidents as part of their steady-state preparedness activities.
- The State, in collaboration with local entities, develops proactive plans for activation and implementation of the FMSA, to include situations where local governments are

incapable of responding and where the State may temporarily assume roles typically performed by local governments.

Situation

Severe natural or technological disasters requiring resources beyond the capability of local government would cause an immediate and pressing need for supplies and resources.

Planning Assumptions

- Each local, state and volunteer agency will have a current, comprehensive Emergency Operations Plan.
- Emergency supplies and equipment will be made available from resources of local, state and volunteer agencies, whenever possible.
- Qualified response personnel and needed resources will be available locally for most emergency situations, but in the event of a catastrophic event i.e., earthquake, technological incident, etc., local personnel and resources will not be sufficient. In that case federal assistance will be requested through the state.

Concept of Operations

State Response

As outlined in the State Emergency Operations Plan, local governments requesting assistance must have declared that a state of emergency exists in their jurisdiction, to be eligible for assistance. This declaration may be verbal from the County Judge, followed by a written declaration submitted to the State EOC.

Requests for assistance may be submitted to the State EOC by a County Judge, Sheriff or Mayor of an incorporated city. Requests may also be submitted through the County Emergency Management Coordinator or State Area Coordinator. Through the proclamation process, the

Governor makes available all state government resources, including the National Guard, for response to disasters. The Arkansas Department of Finance and Administration is the Coordinating Agency for the procurement of resources at the state level in an emergency situation. DFA will provide direct and active support to emergency response and recovery efforts during the initial response phase and initial recovery phase following a disaster. The Arkansas Department of Finance and Administration's responsibilities include but are not limited to:

- Anticipating needs for supplies in order that the needs can be met through normal stocking and storage and/or alerting potential suppliers that their resources may be needed,
- Keeping current plans and checklists for every identified type of emergency/disaster,
- Occupying a place within the State Emergency Operations Center in the event of a catastrophic event,
- Training and exercising primary response personnel and, where possible, utilizing trained volunteers to meet personnel resource needs,
- Knowing what resources are available and how to pay for them from other support agencies through research into various potential emergencies,
- Locating, procuring, and issuing resources such as supplies, office space, office equipment, fuel, etc.,
- Coordinating, prioritizing, and documenting the furnishing of resources to local government,
- Preparing a situation analysis by reviewing reports, video, message traffic, status boards, and logs. This Situation Analysis will continue throughout the response and short-term recovery phase,
- Tracking resources to the completion of disaster use and ensuring that all recoverable resources are accounted for and placed back in inventory as they are returned.

Support Agencies

Support agencies are responsible for maintaining documentation to support requests for reimbursement, submitting final reimbursement requests within the terms of the mission assignment or reimbursable agreement, and notifying requesting agencies when a task is

completed and/or when additional time is required to complete work in advance of the projected completion date.

Support agencies are expected to maintain internal resources lists and to apply proper financial principles, policies, regulations, and management controls to ensure full accountability for the expenditure of funds.

Support agencies table. See below.

Agency	Function
Arkansas Department of Emergency Management (ADEM)	• Provides notification of emergencies • Coordinates resources • Disseminates information to other agencies • Provides back-up communications system support
Arkansas Department of Information Systems (DIS)	Assist in keeping communications and computer information systems in a ready configuration.
Arkansas Highway and Transportation Department (AHTD)	Provide services, personnel, heavy equipment, and transportation of such in coordination with ESF #1
Arkansas Bankers Coalition for Disasters and Emergencies (ABCDE)	• Collaborates with federal, state and local entities on emergency evacuation and financial credentialing strategies. • Works to ensure that financial services are available to the citizens of Arkansas in the event of a disaster. • Works to establish a climate of cooperation between financial institutions and public and private entities • Enhances communications between the financial industry and federal, state, and local entities during a disaster. • Strives to obtain effective disaster relief legislation and policy.

Record of Changes

Arkansas Emergency Operations Plan

Logistics Management Annex

Date of Change and Initials	Location and Nature of Change
9/30/09 – JC	Annex Reviewed for 2009
9/15/10 JRC	Minor editing corrections
9/13/11 JRC	Removed AR National Guard from Supporting agencies
9/13/11 JRC	Reformat into APA format

Logistics Management Support Annex

Primary and Coordinating Agency

Arkansas Department of Emergency Management

Support Agencies

Arkansas Department of Finance & Administration (DFA)
Arkansas Department of Information Systems (DIS)
Arkansas Highway and Transportation Department (AHTD)
American Red Cross

Introduction

The purpose of the Logistics Management Support Annex (LMSA) to the Arkansas Comprehensive Emergency Management Plan (ARCEMP) is to provide an overview of the framework through which the overall logistics management function operates and describe how state resources fit into this framework. This annex provides an overview of logistics management functions, roles, and responsibilities. This annex also provides a concept of operations for logistics management in support of the National Response Framework (NRF) and describes how the Arkansas Department of Emergency Management (ADEM) coordinates logistics management with the Federal Emergency Management Agency (FEMA), other state agencies, local governments and the private sector.

Policies

Logistics management is conducted primarily through the Logistics Section of the State EOC. The logistics management function is a component of Emergency Support Function (ESF) #7- Resource Support and ESF #5- Emergency Management

The State EOC is primarily responsible for coordinating, prioritizing, and documenting the furnishing of resources to local government. The State EOC is also responsible for tracking those resources to the completion of disaster use. Resources may include specialized equipment, personnel, expertise, etc., and routine supplies that are beyond the means of local governments.

Material Management

Logistics personnel find appropriate, time-sensitive, and cost-effective ways to fill the material requirements developed by operations personnel, or local governments. The primary source of equipment, supplies, and personnel shall be made from existing support agencies' resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be provided through commercial sources.

Personal Property Management

Each state agency maintains internal resource lists. All deploying State resources remain under the control of their respective State department or agency during mobilization and deployment.

Facility Management

All facilities and related support necessary for operations are sourced through the following ESFs when they are activated and requested to do so:

- ESF #7- Resource Support supports the requirements for obtaining facility setup, space management, building services, and general facility operations.
- ESF #3- Public Works and Engineering provides operational support for mobilization centers, staging areas, and distribution sites for all infrastructure and engineering service commodities (supplies and equipment) required to support assigned missions.

- ESF #2- Communications supports emergency telecommunications and information technology services for State incident managers.
- ESF #8- Public Health and Medical Services supports public health and medical services for State incident managers.

Transportation Management

ESF #1- Transportation serves as the point of contact for requesting transportation assistance. ESF #1, in coordination with the State EOC, determines the mode and carrier for all transportation requests.

Concept of Operations

Logistical Response Operations

The structure of the state logistics operation depends on logistics partners that provide resources to support emergency/disaster operations. Logistics support is provided for prevention, preparedness, response, and recovery actions during all phases of incident management. Effective logistics management contributes to mission success while ensuring all functions are executed in a unified manner to reduce costs, ensure appropriate support actions, and increase response capability.

Initial Actions

- Interagency logistics providers are alerted and logistics teams are selected to provide staff for the State Emergency Operations Center (SEOC) if deemed necessary.
- Logistics personnel assigned to the SEOC perform the following functions:
  - Provide resource tracking.
  - Analyze requests for State resources to determine cost-effectiveness and timely means to meet requirements.

    - Participate, with operations and planning, in coordination of meetings and situational awareness.

Ongoing Actions

- SEOC logistics personnel continuously perform logistics management activities.
- The SEOC logistics section's roles and responsibilities focus on providing and coordinating delivery of required resources to sustain operations.

Demobilization

- As response operations begin to diminish, Incident Commanders demobilize state agencies from their respective operations.
- The logistics section may remain active for several days following deactivation of the SEOC for the following closeout activities:
    - Coordinating and conducting activities associated with retrieving (or disposing of locally if no longer serviceable), refurbishing and restocking State and local assets used during emergency/disaster operations.
    - Ensure that all equipment and supplies are accounted for in accordance with appropriate regulations and resource tracking is completed and closed out.
- State logistics partners begin preparation activities in anticipation of the next event; identifying short-falls and developing corrective action plans.
- In the event of a catastrophic event in which local, state, and volunteer resources are inadequate to fulfill the required requests, federal assistance will be requested.

Resource Fulfillment Cycle

This section of the annex addresses the overall methodology used to anticipate and subsequently fulfill requirements of victims during emergencies/disasters. The state logistics response to emergencies/disasters is dictated by the degree, scope, and anticipated duration of the disaster.

Process

The ordering, sourcing, transportation, issuing and movement of state resources generally follow the procedural steps outlined below.

- The local jurisdiction attempts to meet its own needs from existing resources. If it can't fill the need, it issues an emergency declaration and submits a request to the SEOC.
    - The request must include the number of items needed, the location they should be delivered to, the point of contact at that location, and when the jurisdiction expects to return the item (if applicable).
- When the SEOC receives the request, a determination of availability and priority is made if the request is of a reasonable nature. If the request is approved, the state attempts to fill the request. This can be done through several means; using existing resources, through commercial sources, or through the Emergency Management Assistance Compact (EMAC) if the state has issued an emergency declaration.
- Once the resource is located, it is transported to the delivery address.
- If the requested item is to be returned, the time and date of return will be determined in coordination with the entity making the request.

Responsibilities

Arkansas Department of Emergency Management (ADEM) has the initial responsibility for locating and managing resources through the SEOC. In the event that ESF #7 is activated, Arkansas DFA will be responsible for satisfying resource requests from other state agencies. ADEM will continue to oversee the process and set the priority of each request.

See the ESF #7 Annex for Cooperating Agencies and their capabilities.

Prevention and Protection

Stakeholder Agencies

State Fire Marshall's Office
Arkansas Natural Resources Commission
Arkansas State Fusion Center
Arkansas Department of Health
Arkansas Department of Emergency Management, Public Affairs Branch

Authorities and References

National Response Framework (NRF)
Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, November 2010
Grand Challenges for Disaster Reduction, National Science and Technology Council Committee on Environment and Natural Resources, A Report of the Subcommittee on Disaster Reduction http://www.preventionweb.net/files/2538_GrandChallengesSecondPrinting.pdf.
Arkansas Code Annotated §14-268-104 which provides that each county, city, or town shall designate a person to serve as the floodplain administrator to administer and implement the community Flood Damage Prevention Ordinance or Code
www.arwarn.org
www.infragard.net
Public Affairs Support Annex to the Arkansas Comprehensive Emergency Management Plan (ARCEMP)
State of Arkansas Mitigation Plan available from the Mitigation Branch, Arkansas Department of Emergency Management.
Executive Order Proclamation: Establishing the Arkansas State Fusion Center, May 19, 2008

Introduction

This annex outlines how Arkansas addresses six key activities that enhance disaster resilience and improve the state's ability to prevent hazards and threats from becoming disasters.

Prevention is defined in the National Response Framework (NRF) as actions to avoid an incident or to intervene to stop an incident from occurring. Protection is defined in *Developing and Maintaining Emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101* as actions to reduce or eliminate a threat to people, property, and the environment.

Both prevention and protection involve actions to protect lives and property. They involve applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Policies

- A primary focus on response and recovery is an impractical and inefficient strategy for dealing with ongoing threats.
- Disaster resilience must become inherent to our culture.

Assumptions

- Hazards will always exist, but they only become disasters if the communities they touch are unprepared to deal with them.
- We cannot avoid hazards, but we can act to reduce their impacts.

Concept of Operations

Provide Hazard and Disaster Information Where and When It Is Needed

To identify and anticipate the hazards that threaten communities, a mechanism for real-time data collection and interpretation must be readily available to and usable by scientists, emergency managers, first responders, citizens, and policy makers. Developing and improving observation tools is essential to provide pertinent, comprehensive, and timely information for planning and response.

Arkansas collects data to increase understanding of the ways in which hazards evolve by monitoring manmade threats through its relationships with various federal, local and private sector partners including, but not limited to The Federal Bureau of Investigations, The Department of Homeland Security, county and municipal law enforcement agencies, private sector entities headquartered in Arkansas.

Arkansas has standards in place for sharing, storing and analyzing data. The Arkansas State Fusion Center is the states information hub for all crimes, crime trends and manmade threats in the state. The fusion center has a staff of data analysts that dissect and disseminate information to the appropriate stakeholders.

Understand the Processes That Produce Hazards

Arkansas indirectly uses models and other tools to support an improved understanding of underlying natural system processes and enhance assessment of the impacts. Some examples are discussed in the following paragraphs.

The Mid-America Earthquake Center's (MAE Center) report on the impact of New Madrid Seismic Zone Earthquakes on the Central USA is used extensively. (See http://mae.cee.uiuc.edu/software_and_tools/index.html for a list of software and tools used by the MAE Center to develop the data.) Arkansas maintains a relationship with the National Weather Service and uses the models and tools available on a number of websites to anticipate probable response needs.

The Arkansas State Fusion Center (ASFC) uses models and tools to collect, integrate, and evaluate information that has an effect on detecting and preventing criminal or terrorist-related activity. Those will not be named here to avoid giving specific information to persons who would use it to cause harm.

ADEM works closely with the FBI and the ARNG to produce the annual manmade threat assessment for the state. The results of this assessment are used to guide the state's protection efforts against current threats. ADEM continually sponsors training courses to broaden the understanding of intentional and unintentional manmade threats. These courses are (when appropriate) made available to both public and private sector partners to enhance stakeholders understanding of these threats and concepts to prevent and mitigate any manmade disaster incident.

Develop Hazard Mitigation Strategies and Technologies

To prevent or reduce damage from natural hazards, communities must implement affordable and effective hazard mitigation strategies, including land-use planning and zoning laws that recognize the risks of natural hazards. In addition, technologies such as disaster-resilient design and materials should be used for development in hazardous areas. By designing and building structures and infrastructures that are inherently hazard resistant, communities can greatly reduce their vulnerability.

The Arkansas Building Code is based on the International Fire, Building, and Residential Codes, with some Arkansas changes. The Code applies statewide, including rural and unincorporated areas.

Arkansas' Floodplain Administrator Accreditation Program assures that persons responsible for important economic decisions affecting the health, safety, and welfare of the state receive annual training to assist them in managing development in floodplains.

Effective disaster mitigation requires the ability to quantify an action's monetary benefits using economic modeling. A cost benefit analysis is performed on every mitigation project before it can be submitted for approval. A determination is made that proposed preventive ventures are cost effective before resources are committed to those actions.

Recognize and Reduce Vulnerability of Interdependent Critical Infrastructure

Protecting critical infrastructure systems, or lifelines, is essential to developing disaster-resilient communities. To be successful, scientists and communities must identify and address the interdependencies of these lifelines at a systems level (e.g., communications, electricity, financial, gas, sewage, transportation, and water). Using integrated models of interdependent systems, additional vulnerabilities can be identified and then addressed. Protecting critical infrastructure provides a solid foundation from which the community can respond to hazards rapidly and effectively.

Arkansas has relationships with science and technology partners to prevent cascading failures in public infrastructure systems. This occurs partly through ADEM's involvement with the Arkansas Water/Wastewater Agency Response Network (ARWARN) and InfraGard. ARWARN is organized to support and promote statewide emergency preparedness, disaster response, and mutual assistance for utility systems in Arkansas. InfraGuard is an association of businesses, academic institutions, state and local law enforcement agencies and other participants dedicated to sharing information and intelligence to prevent hostile acts against the United States. InfraGard Chapters are geographically linked with FBI Field Office territories.

The state also reaches out to public utility partners to involve them with exercise and training opportunities and conducts risk and vulnerability assessments at utility facilities across the state.

To enhance the ability to protect public health before and after a hazard event, Arkansas' ESF #8 reduces the vulnerability of medical infrastructure by planning and exercising to coordinate the furnishing of health and medical services and resources from unaffected areas to augment or replace local capabilities that are disrupted or destroyed.

Assess Disaster Resilience Using Standard Methods

Formal standards and metrics have not been identified for comprehensively assessing disaster resilience for Arkansas or the jurisdictions within the state. However, Arkansas is continuously working with all stakeholders to increase capabilities in every discipline and

jurisdiction. Arkansas supports intelligent community planning and investment strategies and protects natural resources with comprehensive risk assessments.

Arkansas is diligent in after action reporting for each hazard event. Information collected results in lessons learned and shared with other jurisdictions. Efforts to eliminate shortfalls revealed by hazard events and exercises continually increase resiliency across the state.

Promote Risk-Wise Behavior

To be effective, hazard information (e.g., forecasts and warnings) must be communicated to a population that understands and trusts the messages. The at-risk population must then respond appropriately to the information. The state's public information professionals, collectively and individually, are diligent in assuring that accurate, timely information is released through the various media outlets to build public trust over time.

Arkansas raises public awareness of local hazards by working through local media outlets to convey pre-disaster messages. Arkansas provides information as requested through its agencies and partners with predictive capabilities, such as the National Weather Service and the U.S. Army Corps of Engineers, and with subject matter expertise, such as the Arkansas Department of Health.

Arkansas warns its citizens with consistent, accessible, and actionable messages. During an incident a state core group develops, coordinates, and delivers information and instructions. The objectives of this group are 1) Delivery of incident preparedness, health, response, and recovery instructions to those directly affected by the incident and 2) Dissemination of incident information to the general public. Further information can be found in the Public Affairs Support Annex of the ARCEMP.

Programs have been developed to promote risk-wise behavior. The Fusion Center public outreach program includes education on recognizing suspicious behaviors and how to report those behaviors.

Stakeholder Agencies

Agency	Function
State Fire Marshall's Office	Adopts the Arkansas Building Code as part of the Fire Prevention Code.
Arkansas Natural Resources Commission	Is responsible for the Floodplain Administrator Accreditation Program.
Arkansas State Fusion Center	Collect, integrate, and evaluate information.
Arkansas Department of Health	Coordinates ESF #8 toward reducing the vulnerability of medical infrastructure.
Arkansas Department of Emergency Management, Public Affairs Branch	Raises public awareness of hazards and warns and instructs citizens for their protection.

Private-Sector Coordination Support Annex

Coordinating Agency:

Arkansas Department of Emergency Management (ADEM)

Primary Agency:

Arkansas Department of Emergency Management (ADEM)

Support Agencies:

Arkansas Agriculture Department
Arkansas Department of Information Systems
Arkansas National Guard
Arkansas Department of Education
Arkansas State Police
Arkansas State Bank Department
Office of State Treasurer
Arkansas Economic Development Commission

Authorities and References:

DHS Buffer Zone Protection Program (BZPP)
National Infrastructure Protection Plan (NIPP)
Critical Infrastructure Information Act of 2002 (CII Act)
National Strategy for the Physical Protection of CIKR
North West Arkansas Community College Private Sector Working Group (NWACC)
United States Department of Homeland Security Private Sector Office
United States Department of Homeland Security Ready Business Campaign – 2004
The Office of Intelligence and Analysis - Intelligence and Analysis Private Sector Partnership Program
Arkansas Comprehensive Emergency Management Plan (ARCEMP)

Introduction

Purpose

This annex describes the policies, responsibilities, and concept of operations for State incident management activities involving the private sector during incidents requiring a coordinated State response. In this context, the annex further describes the activities necessary to ensure effective coordination and integration with the private sector, both for-profit and not-for-profit, including the State's critical infrastructure, key resources, other business and industry components, and not-for-profit organizations (sometimes called nongovernmental organizations (NGOs)), including those serving special needs populations, engaged in response and recovery. The Critical Infrastructure and Key Resources (CIKR) Support Annex focuses on the CIKR efforts of the private sector while this annex focuses on the remaining portion of the private sector.

Scope

This annex applies to all State agencies operating under the Arkansas Comprehensive Emergency Management Plan (ARCEMP*)* in incidents requiring a coordinated State response that involves the private sector in any of the following ways:

- Impacted organization or infrastructure
- Response resource
- Regulated and/or responsible party
- Member of the State emergency management organization

The Basic Plan of the ARCEMP document describes the private-sector role in incident management activities. This annex addresses those aspects of incident management regarding the private sector that must be emphasized because of their uniqueness or importance.

This annex does not alter existing private-sector responsibilities for emergency management under the law. Existing contractual or other legal obligations are not supplanted by this annex.

The CIKR efforts involve a wide array of public and private incident managers and CIKR security partners within immediate incident areas as well as in state government. The CIKR Support Annex details the roles and relationships between the private sector and the State for CIKR.

The roles and interfaces of voluntary and other not-for-profit organizations and linkages of potential donors of goods and services to governments and NGOs are detailed in the Volunteer and Donations Management Support Annex and the Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex.

Policies

The State encourages cooperative relations between private-sector organizations and state and local authorities regarding prevention, preparedness, mitigation, response, and recovery activities.

The State supports the development and updating of voluntary preparedness standards. A private-sector firm that complies with their appropriate standards will benefit from its compliance both in its preparedness and its ability to promote public awareness of its compliance.

The State encourages processes that support informed cooperative decision making. It takes actions that engage the private sector at the strategic (e.g., chief executive officer (CEO), corporate president, or other senior leadership, etc.) and operational levels to ensure:

- Effective and efficient use of private-sector and state resources.
- Timely exchange of information.
- Public and market confidence in times of crisis or catastrophe.

The State advocates extensive multidirectional information sharing between the public and private sectors regarding operational information and situational awareness relative to potential or actual incidents. The State works cooperatively to develop and apply processes,

procedures, and communications protocols that support such sharing at the strategic leadership and operational levels.

The State encourages members of the CIKR community to organize sector-coordinating and information-sharing mechanisms suitable for their sectors or areas of concern.

The State supports owners and operators of those infrastructure elements whose disruption may have state or local impact in the development of appropriate emergency response plans and information-sharing processes and protocols tailored to the unique requirements of their respective sectors or industries, and mapped clearly to State and local emergency response plans and information-sharing networks.

The State encourages private-sector organizations to develop and maintain capabilities needed to respond to and manage a complete spectrum of incidents and emergencies, except in cases where the capabilities are inherently governmental in nature.

In certain circumstances, Federal law requires appropriate authorities to include private-sector representatives in incident management planning, operations, and exercises; when not required, it encourages such participation whenever practical.

The State may direct private-sector response resources in some cases in which contractual relationships exist. The Government also retains its full authorities to oversee and control as appropriate infrastructure involved in an incident.

The State treats information provided by the private sector, from receipt through destruction, in a manner consistent with applicable statutes and regulations. These handling procedures include safeguarding Protected Critical Infrastructure Information in accordance with the Critical Infrastructure Information Act of 2002, providing exemption from the Freedom of Information Act (Public Law 89-554, 80 Stat. 383; Amended 1996, 2002, 2007) requested disclosure(s) and protecting from unauthorized disclosure, appropriately designated proprietary or otherwise sensitive company information.

The State avoids actions that disrupt existing relationships between voluntary aid providers at the local, state, or national level when eliciting additional offers of goods and services.

The State conducts after-action critiques of the procedures detailed in this annex with private-sector participants. In an effort to improve upon these procedures, when deemed

necessary the State shares these critiques with the relevant local, state and federal entities and private-sector participants.

The State supports measures that ensure site accessibility for essential services providers responding to disasters or emergencies. Essential services providers, as defined in the Stafford Act as amended by Public Law 109-347, include: "(a) a municipal entity; (b) a nonprofit entity; or (c) a private, for-profit entity" that contributes to efforts to respond to an emergency or major disaster. These entities provide:

- Telecommunications service;
- Electrical power;
- Natural gas;
- Water and sewer services;
- Emergency medical services; or
- Other essential services

Concept of Operations

General

The private sector is encouraged to follow the operational concept for incident management specified in the National Incident Management System (NIMS).

The concept of operations in this annex covers the specific organizations and actions developed that are required to effectively and efficiently integrate incident management operations with the private sector. These are detailed in the sections that follow.

Organizations for Operations with the Private Sector

General. Specialized organizations that facilitate coordination with the private sector are designed to provide for critical needs as listed below:

- Processes to determine the impact of an incident.

- Procedures for communication that facilitate a shared situational awareness across industry and infrastructure sectors and between the public and private sectors, including individuals with special needs.
- Procedures for coordination and priority-setting for incident management support and response, and the prioritizing of the delivery of goods and services after an incident.
- Processes to inform State decision makers to help determine appropriate recovery and reconstitution measures, particularly in cases where they may result in indemnity, liability, or business losses for the private sector.
- Procedures for the State to obtain goods and services necessary for the restoration and recovery of CIKR and other key elements of the economy on a priority basis.

Sector-Specific Agencies. Sector-Specific Agencies (SSAs) are state agencies or departments responsible for infrastructure protection activities in a designated critical infrastructure sector or key resource category. (More information on critical infrastructure and key resources is available in the CIKR Annex to the ARCEMP) SSAs focus on overarching CIKR protection, risk management, and information sharing by working collaboratively with relevant State and local governments; CIKR owners and operators; and other private-sector entities.

In cooperation with ADEM, SSAs collaborate with private-sector security partners to encourage:

- Supporting comprehensive risk assessment/management programs for high-risk CIKR.
- Sharing real-time incident notification, as well as CIKR protection best practices and processes.
- Developing information-sharing and analysis mechanisms to include physical and cyber threats.
- Building security-related information sharing among public and private entities.

Private-Sector Involvement with Incident Management Organizations. Private-sector involvement with incident management organizations is determined by the nature, scope, and magnitude of the incident.

Private-Sector Incident Management Organizations. Private entities such as businesses and industry associations develop, validate, exercise, and implement security and business

continuity plans to ensure their capability to deliver goods and services. Assessments of, and contingency plans for, the disruption of a private entity's supply chain and other dependencies are usually included in this planning.

Private-sector owners and operators, in many locations, coordinate plans for security and continuity/contingency programs with State and local entities.

Representative private-sector incident management organizations may be established to assist Federal, State, or local coordination centers or field offices to facilitate interaction, communication, and coordination with the private sector.

***State and Local Incident Management Organizations*.** Many States coordinate across regions to support various response activities. Their incident management organizations act as conduits for requests for Federal assistance when an incident exceeds local and private-sector capabilities.

Private-sector organizations may be included in the Incident Command Post.

***Federal Incident Management Organizations*.** Private-sector for-profit and not-for profit organizations, as well as State, local, and NGOs are encouraged to assign liaisons to the JFO to facilitate interaction, communication, and coordination. In some instances, the Unified Coordination Group may include not-for-profit and/or for-profit organization representatives.

Notification and Reporting

Private-sector for-profit and not-for-profit organizations report threats, incidents, and potential incidents to ADEM using existing incident reporting mechanisms and reporting channels. ADEM receives threat and operational information regarding incidents or potential incidents from these organizations and jurisdictions and makes an initial determination to initiate the coordination of incident management activities.

ADEM manages the daily analysis of incident-related reports and information. This management includes maintaining communications with private-sector critical infrastructure information-sharing mechanisms.

***CIKR Incident-Related Communication*.** The ADEM Public Relations Office provides timely public information to the CIKR sectors and their affiliated entities (through conference call, e-mail, or both) during incidents that require a coordinated response.

The CIKR incident communications system is modeled after processes set forth in the ARCEMP Public Affairs Support Annex to ensure coordination with Federal, State, and local entities. Communication actions include the following:

- Providing ADEM Public Relations Office as the overarching coordination lead for incident communications to the public.
- Maintaining the Telephone Conferencing Resource that can be scheduled through Outlook as standing conference line for use by CIKR incident communications coordinators.
- Maintaining a contact list, including e-mail information, of CIKR incident communications coordinators.

ADEM works in coordination with ESFs and SSAs to identify organizations and/or individuals to act as focal points for incident communications with the private sector. These organizations and individuals are selected based on their ability to disseminate information to and coordinate with a broad array of other organizations and individuals.

Representatives serve as the primary reception and transmission points for incident communications products from ADEM, ESFs, and SSAs, and they retain responsibility for dissemination to counterpart communicators to ensure information is distributed widely.

Actions Related to Operations with the Private Sector

Pre-incident . ADEM facilitates the development and presentation of training programs available to the private sector designed to enhance the professional competency of its participants and to promote responsible safe practices throughout the state's emergency preparedness and response community.

ADEM facilitates and encourages the organization of industry sectors to cooperate on information sharing and other prevention and mitigation activities. One method for accomplishing this sharing of information within the private sector is through the InfraGard organization. Infragard is a Federal Bureau of Investigation program of information sharing and analysis serving the interests and combining the knowledge base of a wide rage of members from businesses, academic institutions, state and local law enforcement agencies and other participants

dedicated to sharing information and intelligence to prevent hostile acts against the United States.

ADEM maintains relationships with the CIKR sector to identify requirements for capabilities and support. ADEM develops and implements programs and capabilities that continuously improve the two-way exchange of information with the private sector.

ADEM assesses the data it receives to identify anomalies in sector operations, working closely with CIKR owners and operators. After assessing information on incidents and threats, it coordinates the information.

ADEM encourages CIKR and other industry sectors to develop and implement industry best practices for preparedness.

ADEM supports sector-specific and cross-sector exercises and provides representation in exercises led by the private sector and local governments.

Initial Actions . Actions are initiated at ADEM to facilitate coordination with relevant private-sector entities. The ESFs also implement established protocols for coordination with private-sector counterparts at the national and regional levels.

ADEM representatives act as a liaison to communicate at a strategic level to private-sector leadership. ADEM facilitates communication with private-sector senior leadership to maintain awareness of private-sector issues and needs.

Emergency Support Functions. The ESFs establish contact with private-sector counterpart organizations and/or industry, including representative private-sector organizations created for such incident to assist in assessment of impacts and identification of resources available to support potential or actual incident management efforts.

Ongoing Actions. Private-sector entities are responsible for the repair, restoration, and security of their property, and first seek reimbursement for disaster losses from insurance or other sources. Federal disaster assistance may be available, primarily in the form of low-interest disaster loans from the U.S. Small Business Administration.

Responsibilities

Coordinating and Primary Agency

ADEM is both the coordinating and primary agency for the private sector coordination support annex. In this context ADEM is responsible for the following:

- Develops plans, processes, relationships, and facilitates coordinated response planning with the private sector at the strategic, operational, and tactical levels.
- Shares information, including threats and warnings, before, during, and after an incident.
- Informs and orients the private sector on the contents of the ARCEMP, and encourages and facilitates the development and coordination of equivalent private-sector planning.
- Develops, implements, and operates information-sharing and communication strategies, processes, and systems with homeland security stakeholders.

Cooperating Agencies

The coordinating agency for each ESF is responsible for developing and maintaining working relations with its associated private-sector counterparts through partnership committees or other means (e.g., ESF #2 – Communications: telecommunications industry; ESF #10 – Oil and Hazardous Materials Response: oil and hazardous materials industry; etc.).

Private-Sector Entities

Private-sector organizations support the ARCEMP either through voluntary actions to help ensure business continuity or by complying with applicable laws and regulations.

To assist in response and recovery from an incident, private-sector organizations:

Take responsibility for their internal preparedness by:

- Identifying risks, performing vulnerability assessments.
- Developing contingency and response plans.
- Enhancing their overall readiness.
- Implementing appropriate prevention and protection programs.

- Coordinating with their suppliers and CIKR customers to identify and manage potential cascading effects of incident-related disruption through contingency planning.

Accept responsibility to:

- Share information appropriate within the law with the government.
- Provide goods and services through contractual arrangements or government purchases, or and where appropriate, mutual aid and assistance agreements with host communities.
- Act as corporate citizens to donate and facilitate donations by others of goods and services.

Public Affairs Annex

Coordinating Agency

Arkansas Department of Emergency Management (ADEM) Public Information Office

Supporting Agencies

Arkansas Governor's Office
Arkansas State Highway and Transportation Department
Arkansas Department of Emergency Management
Arkansas Forestry Commission
Arkansas Department of Human Services
Arkansas Department of Finance and Administration
Arkansas Department of Health
Arkansas Game and Fish Commission
Arkansas Department of Environmental Quality
Arkansas Agriculture Department
Arkansas Energy Office
Arkansas Public Service Commission
Arkansas State Police
National Weather Service
Arkansas Voluntary Organizations Active in Disaster

Introduction

Policies

Nothing in this annex limits the authority of State and local authorities to release information regarding an incident under their jurisdiction, particularly if it involves immediate health and safety issues.

In accordance with the National Incident Management System (NIMS), ADEM utilizes incident communications to manage communications with the public during incidents requiring a coordinated State response.

General guidance on the authority to release information is in accordance with existing plans, operational security, law enforcement protocols, designated coordinating and primary agency assignments, and current procedures.

Local authorities retain the primary responsibility for communicating health and safety instructions for their population.

Planning Assumptions

ADEM will be able to effectively communicate with local authorities, support agencies, and the general public during disasters.

Integration and teamwork among Federal, State, and local authorities is essential.

Local authorities are encouraged to contact Arkansas Department of Emergency Management (ADEM) Public Information Office as they release initial or follow-up information.

ADEM Public Information Office engages with local and affected private-sector counterparts as soon as possible during an actual or potential incident to synchronize overall incident communications to the public.

Concept of Operations

General

During an incident, Federal, State, and local authorities share responsibility for communicating information regarding the incident to the public. The Joint Information Center (JIC) structure will be utilized during events requiring the support of multiple agencies. The JIC develops, coordinates, and delivers messages. It supports the Incident Commander or Unified Command and the associated elements of the Incident Command System (ICS).

These actions are a critical component of incident management and must be fully integrated with all other operational actions to ensure the following objectives are met:

- Delivery of incident preparedness, health, response, and recovery instructions to those directly affected by the incident.
- Dissemination of incident information to the general public.

Functions

State core group. A State core group develops, coordinates, and delivers information and instructions to the public related to:

- State assistance to the incident-affected area.
- State departmental/agency response.
- State preparations.
- Protective measures.
- State law enforcement activities

Assignments to this core group are determined by the ADEM Public Information Office (PIO) in accordance with jurisdictional and statutory responsibilities, operational tasks, areas of expertise and responsibility, and the nature and location of the incident.

Public Information Office (PIO). The ADEM PIO has primary responsibility for coordinating the State incident communications effort by:

- Providing a leadership role during domestic incidents when significant interagency coordination is required.
- Identifying State department and interagency participants, and arranging conference calls and other activities necessary for ESF #15 coordination.
- Establishing a strategic communications flow during an incident requiring a coordinated State response.
- Designating an ESF #15 team, comprised of external affairs officials from various State Government departments and agencies.

Communications team. The State Government operates as a team to ensure successful incident communications with the public. From initial notifications to final recovery actions, the State team must operate and speak with a unified voice and consistent message that is coordinated not only with the different State authorities involved in an incident, but also with affected local authorities. The organizational approach for public affairs and incident communications with the public relies on the following organizations and positions:

Joint Information Center (JIC). In the event of an incident the JICs will be established to coordinate Federal, State, local, and private-sector incident communications with the public. Major announcements, daily briefings, and incident updates from the JIC are coordinated through ADEM Public Information Office; affected local leadership; and the interagency core group prior to release.

Incident JIC. The incident JIC is the physical location where all public affairs professionals involved in the response work together to provide critical emergency information, media response, and public affairs functions. The JIC may be established at an on-scene location in coordination with State, and local agencies depending on the requirements of the incident. If a physical location is unavailable a virtual JIC may be established. In most cases, the JIC is established at or is virtually connected to the Joint Field Office (JFO), under the coordination of ADEM Public Information Office. However, the most important consideration concerning location will be the proximity to the incident. Establishment of the JIC is dependent on the scale of the incident. This JIC is also the location military public affairs officers should deploy to if a Joint Task Force is established to support the incident.

Interagency Public Affairs Directors. State interagency public affairs directors and their public affairs offices maintain a close working relationship with the other ESF #15 supporting agencies and the ESF #15 coordinating agency.

External Affairs Officer. ESF #15 provides the External Affairs Officer to the JFO Unified Coordination Staff during an incident requiring a coordinated Federal response. The External Affairs Officer serves as the primary external affairs advisor to the Federal Coordinating Officer (FCO)/Federal Resource Coordinator (FRC), JFO Unified Coordination Group, and Principal Federal Official (PFO), if designated. The Public Information Officer on duty reports to the Team Chief . Specific duties include coordinating and developing the external affairs and communications strategy in support of the Team Chief and the Incident Action Plan; coordinating the external affairs information flow within the JFO and among other Federal, State, and local counterparts; and facilitating site visits by governmental officials and other VIPs.

Coordinating Agency. ADEM, through the PIO:

- Plans, prepares, and executes State leadership and ESF #15 resource management during incidents requiring a coordinated State response..
- Coordinates plans, processes, and resource support to field operations for incident communications with the public through ESF #15, coordinates incident communications plans and processes with the Governor's Office of Communications and HSC, and coordinates interagency core group and JIC plans and processes.
- Designates an External Affairs Coordinator to support the incident PFO, if one is designated.
- Coordinates State plans and processes for incident communications with the public with State, and local authorities as necessary.
- Coordinates plans and processes for incident communications with the public with nongovernmental organizations.
- Disseminates information related to incidents to the public.

State Departments and Independent Agencies.

- Plan, prepare, and execute their respective processes for incident communications with the public during incidents requiring State coordination.

- In conjunction with strategic communications guidance from ADEM, assume certain primary agency responsibilities for incident communications with the public when assigned or consistent with specific departmental and agency authorities.
- Disseminate incident information to the public within their functional areas of responsibility.
- Ensure that departmental and agency plans incorporate the provisions contained in the NRF for incident communications with the public.

Connectivity and Operations Center Support

In the event that normal communications are lost or degraded, the core group communicates with ADEM Public Affairs through respective State and local emergency operations and command centers. The National Operations Center (NOC) provides support for this task. Department and agency incident communications Continuity of Operations (COOP) plans should incorporate relocation and alternate operating location provisions.

Managing Incident Communications

For incidents requiring a coordinated State response, State public affairs offices must immediately work together across all departments and the ESFs to communicate with the public. The integration and coordination of the public information office associated with each ESF will ensure the State Government is communicating a complete message. This section describes incident communications control processes that delineate primary roles, primary agency functional areas, and authority for release of information.

Initial Action

The State EOC and the ADEM Public Information Office have specific responsibilities for immediate actions in the event of an incident. These include:

Initial coordination. Establishing communications with participants is a primary objective during the first minutes of plan activation. The ESF 15 lead agency will make an initial formal statement and public safety recommendations supported by senior officials and other ESF 15 support agencies. ADEM Public Information establishes communications paths to enable the following:

Consultation with the State interagency through a virtual JIC. State interagency public affairs participants are designated and a virtual headquarters-level JIC assesses control, coordination, and communications issues for incident communications with the public. The initial conference participants assess and assign primary agency roles and reach agreement on releases, talking points, and sustaining communications effort and strategy.

Establishment of contact with the incident site(s). When an incident occurs within their jurisdiction, and local authorities take the lead to communicate public information regarding the incident, ADEM Public Information makes every attempt to establish contact with the incident site(s) and participating Federal, State, and local communicators to gain incident facts, operational response updates, media coverage, and messages under consideration or already delivered.

Establishment of contact with the News Media. The ESF #15 coordinating agency will contact key news media to inform them about the incident and its status, provide initial information to counter speculation and rumors, and make available, where necessary or known, immediate health and safety guidance. Departments and agencies should closely coordinate media queries during this critical phase to ensure that the approved interagency plan is being executed.

Coordinating Actions

The ADEM Communications Officer will brief the ADEM Director and the ADEM Public Information Office on incident related communications.

Assignments: For an incident requiring a coordinated State response, ADEM Public Information coordinates the State activities related to incident communications with the public. Departments, agencies, and other authorities may retain primary incident communications

responsibility for specific tasks. Primary assignments are confirmed during initial conference calls and may include the following:

- Preparedness
- Protective measures
- Incident management
- Law enforcement
- Medical or health
- Environmental
- Family assistance and victim issues
- Special needs communications
- Evacuation/sheltering of pets, service animals, and livestock
- Search and rescue
- Technical or forensic matters
- Recovery assistance
- Federal personnel management

Sustaining Coordination

The ADEM Public Information Coordination Center will serve as the State incident communications coordination center during incidents. The virtual State interagency team is controlled from this room.

Leadership for incident communications with the public uses the Joint Information System (JIS) and incident communications processes to organize and operate a sustained, integrated, and coordinated strategy ensuring the delivery of timely, accurate, consistent, and accessible information to the public. Resources for these activities are provided through ESF #15.

ADEM Public Information coordinates department and independent agency communications with the public as necessary throughout the incident, focusing on both the incident locale and non affected areas to ensure continuity and synchronization between the Federal, State, and local communications teams.

Actions Supporting Incident Communications within the Public Sector.

Actions supporting incident communications with the public are keyed to the major components of incident management and incorporate special considerations as appropriate to the specific circumstances associated with the incident.

Preparedness.

Preparedness for incident communications activities includes those measures taken before an incident to prepare for or mitigate the effects. Preparedness as it relates to incident communications with the public includes:

- Evacuation, warning, or precautionary information to ensure public safety and health and effective transportation and sheltering of pets.
- Public and media education, including weapons of mass destruction information.
- Preparation and readiness to develop and deploy public service announcements and health advisory information.
- Testing and coordination of emergency broadcast and alerting systems.
- Maintenance of points of contacts listings for media outlets.

Preparedness communications guidance and messaging support is provided through a number of resources, including websites. The ADEM website (www.adem.arkansas.gov) and websites from other State departments and agencies provide authoritative and scientifically based information on threats, health preparedness, and recovery-phase actions.

Response.

Response processes mitigate the effects of unanticipated problems and facilitate orderly management of an incident. Response activities for incident communications with the public include:

- Rapid mobilization of incident communications resources to prepare and deliver coordinated, and sustained, and accessible messages according to a well planned strategy. The ESF #15 lead agency coordinates the State incident communications response.
- Immediate and continuing dissemination of health or safety instructions, if necessary. This may also include evacuation or decontamination instructions.
- Coordination of initial State announcements regarding an incident with local authorities to ensure that the public is receiving a consistent and accessible message.
- Activation of ESF #15 to support the incident communications effort with appropriate resources.
- Making available pre-identified subject-matter experts to the media to provide accurate scientific, medical, and technical response information.
- Designation of ESF #15 External Affairs Coordinator to support the PFO, if one is designated.
- Establishment of a JIC near the incident site to support the JFO and PFO, if one is designated.
- Dissemination of information to the public on reassurance that authorities are implementing response and recovery actions to ensure the health, safety, and security of the public.
- Deployment of public affairs resources from other State departments and agencies as required by the scope of the incident.
- Development and implementation of a joint sustaining communications plan and effort by State and local authorities that ensures accessible means of outreach to special needs populations.

General planning guidance for incident communications with the public is contained in Table 1 at the end of this annex. This matrix reflects incident actions and commensurate incident communications response activities for a nonspecific incident requiring State coordination. Key communications phase activities are summarized.

Recovery

Incident communications and public affairs efforts are sustained as long as necessary to continually reassure, inform, and respond to public information needs. These efforts are closely coordinated with local authorities. Recovery programs include mitigation components designed to avoid damage from future incidents. Typical recovery actions for incident communications with the public may include:

- Providing accessible public information on incident response and progress in restoring normalcy. Emphasis is placed on mitigating or reducing social and emotional anxiety and concern.
- Providing accessible public information on disaster assistance and support resources.
- Recognition of the efforts of responders, citizens, and the private sector.

Public Alerting and Mass Communications Systems

The Emergency Alert System (EAS). The EAS is a tool for the Governor to quickly send important emergency information to the State using radio, television, and cable systems. The EAS may also be used by local authorities to deliver alerts and warnings.

ESF #15 release authorities. Through authorized spokespersons, the State Government will respond to media requests for information, interviews, and imagery. The ESF #15 Lead Agency is authorized to approve press releases, interviews, news briefings, and statements to the media. Significant policy statements and potentially sensitive external materials should be coordinated with the Governor's Office, designated senior officials, and the other ESF #15 support agencies before release. Spokespersons are identified as early in the incident response process as possible. Spokespersons may include incident management leadership and public affairs professionals. State and local incident communications with the public must ensure that spokespersons are fully prepared with current information and incident facts, incident messages, and incident management roles and responsibilities. Scientific, technical, and medical experts should be identified and available for briefings and interviews throughout the incident. These

experts are critical to ensuring that a message is clearly transmitted into common terms and is received by the audience with credibility.

Media access. Media may be embedded in State Government departments and agencies responding to a domestic incident. Access is based on the adherence of ground rules and policies. Media access will be on a case by case basis. Media access will not be granted if ongoing law enforcement operations or forthcoming legal action against prosecuted individuals will be jeopardized.

Functional Needs Populations. Functional Needs Support Services (FNSS) must also be considered by authorities as a community prepares to respond to an incident. Emergency communications, including public information associated with emergencies, must be in accessible formats for persons with functional needs. The types of information important to be delivered to those with functional needs include the location of shelters, food, and availability of medical care and Functional Needs Support Services (FNSS) that will enable an individual to maintain their independence in a general population shelter.

Animal Evacuation and Sheltering. Authorities must consider the needs of pets, service animals, and livestock as a community prepares to respond to an incident. Emergency communications, including public information associated with emergencies, must address evacuation, transportation, and sheltering of individuals and their animals. The types of information important to deliver to these populations include:

- the identification and location of pet-acceptable shelters
- food
- specific local transportation programs available for pets
- reunification of pet populations with their human counterparts

Also critical is clear guidance in disaster messaging that differentiates animal-related issues such as decontamination, quarantine, and hazmat incidents.

Medical and Mental Health Support. State resources, local authorities, and other agencies and organizations provide mental health assistance and support to the public following an incident requiring State coordination. This includes efforts to mitigate concerns, anxiety, and fear from new attacks or incidents, and to instill public confidence in the capabilities of responders, authorities, and plans.

County Incidents. Many incidents do not require the direct involvement of the Director of the Arkansas Department of Emergency Management. However, ADEM and its PIO may assume responsibility or fill a major role during these incidents if the county asks for such assistance. Communications with the public during major county incidents are developed through the following process:

- ADEM Public Information Office assesses the requirements for incident communications with the public in coordination with the State Emergency Operations Center, SEOC, and coordinates State public affairs activities for the incident, unless otherwise directed by the Director
- ADEM Public Affairs contacts the affected and local counterparts and, through mutual agreement, confirms primary roles and plans
- In coordination with participating local counterparts, the core State departmental/agency group develops and delivers public information and instructions. Primary assignments are determined in accordance with jurisdictional and statutory responsibilities, operational tasks, areas of expertise and responsibility, and the nature and location of the incident.

Catastrophic Planning. In the event of extraordinary levels of mass casualties, damage, or destruction, communications will be challenging. The Catastrophic Incident Annex of the ARCEMP outlines the resources and capabilities used in support of such an event.

Volunteer and Donations Management Support Annex

Coordinating Agency

Arkansas Department of Human Services, Division of Community Service and Nonprofit Support

Support Agencies

Adventist Community Services Disaster Response and Arkansas/Louisiana Conference of Seventh-Day Adventists (ACS)
National Donations Management Network (NDMN)
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)

Introduction

Policies

Local governments have the primary responsibility to develop and implement plans to manage volunteer services and donated goods.

Donations. The Volunteer & Donations Management Team, coordinated by the Arkansas DHS Division of Community Service and Nonprofit Support, will work together with ARVOAD to manage donated goods. State and local governments may lead the coordination of the donations operations. It is not the state's intent to alter, divert or otherwise impede the normal operation or flow of goods or services through volunteer organizations, but to help coordinate offers of donated goods and services.

State and local government will encourage all donations be made directly to recognized nonprofit organizations that are normally active in disasters.

Full use of existing local voluntary donations management resources is encouraged before state assets are requested. The State primarily works with those voluntary organizations

with established donation structures already in place to receive and deliver appropriate donated goods to disaster victims.

Volunteers. ESF #6 will activate the Volunteer and Donations Management Annex when an event causes a spontaneous flow of or a major need for volunteers and/or donated resources, the local resources have been exhausted, and when assistance is requested by the local government.

Entities accepting spontaneous volunteers are responsible for the care and management of those volunteers. All volunteers must be screened by the voluntary organizations that will be using their services and/or by an agency such as Volunteers of America or Points of Light Foundation.

The Volunteer & Donations Management Team will work actively with member agencies to set up a Volunteer Reception Center (VRC) to filter spontaneous or unaffiliated volunteers to the areas they are needed. All volunteers will be responsible for their own feeding and lodging. They will be treated with dignity and respect for the work they bring to the response and recovery effort.

Pre-incident Activities

The state will encourage individuals interested in volunteering personal services to directly affiliate with a voluntary organization/agency of their choice or register at a local volunteer reception center.

The state encourages donations from the general public to be made as cash to voluntary, faith-based, and/or community organizations providing services to disaster victims.

Concept of Operations

State Government supports local government efforts to manage unaffiliated volunteers and unsolicited donated goods. Requests for support under this annex from local authorities generally are coordinated through the SEOC (State Emergency Operations Center) or the Joint

Field Office (JFO). State support of volunteer and donations management operations may include:

- Activation of a Volunteer & Donations Management Team to expedite service provided to donors and to address media-driven collection drives and other complex situations involving donated goods and volunteer services.
- Administration and use of the NDMN, a donations and volunteer management web-based application that enables the general public to register their offers of donated goods and services, thus providing the Volunteer & Donations Management Team a real-time view of offers and the ability to match offers to needs.
- Coordination with State ESF #6 representative, State VOAD leadership, DHS/FEMA Logistics, Public Information Officers, Community Relations, DHS/FEMA Voluntary Agency Liaisons, private-sector representatives, national VOAD leadership, the DHS/FEMA Headquarters Volunteer and Donations Coordinator, and other stakeholders as necessary.
- Facilities management and communications support, as needed.
- Activation of the Memorandum of Understanding (MOU) with ACS to provide support for donations management of donated goods.

Responsibilities

State of Arkansas/State Volunteer & Donations Management Coordinator

Pre-incident activities. In coordination with State VOAD and private-sector representatives:

- Develop and expand the network of NGO, private-sector, and government representatives and others to encourage effective volunteer and donations management collaboration at the state and local levels.
- Support and promote availability and operation of the NDMN to facilitate collection and tracking of offers of goods and services to enable effective matching of offers with needs.

- Develop, maintain, and implement a comprehensive volunteer and donations management training program.
- Encourage resource typing in support of effective volunteer and donations management in the field. Examples include typing of Volunteer/Donations Coordination Teams and volunteer and donations facilities.
- Meet with cooperating agencies such as ARVOAD and other stakeholders to enhance collaboration and information sharing.
- Establish and maintain contingency plans for an enhanced level of state support to affected local jurisdictions in a catastrophic and/or multi-jurisdictional incident.

Response activities. The affected local governments, in conjunction with their voluntary organization partners, are responsible for implementing the appropriate plans to ensure the effective management of the flow of volunteers and goods in the affected area. The state provides support through the SEOC or JFO as necessary.

In conjunction with the SEOC and/or JFO, DHS/FEMA provides communications support as needed including:

- Rapid communications between key voluntary agency, state, and private-sector coordinators
- Media relations support
- Support in the activation of the NDMN - the volunteer and donations management software
- The possible activation of a state call center

The state activates the Volunteer & Donations Management Team to:

- Provide technical assistance to other agencies which receive offers of goods and services from the private sector, and assist with the processing of those offers.
- Designate a state-level point of contact to coordinate with regional and field offices to determine significant needs for donations or unique goods and services. The point of contact provides a liaison with high-level organizations, arranging to satisfy identified needs.

Support Agencies

Agency	Functions
Adventist Community Services Disaster Response and Arkansas/Louisiana Conference of Seventh-Day Adventists (ACS)	Provides support and stability to the community based voluntary, nonprofit, and faith based organizations collecting, processing, transporting, and distributing donated goods. http://www.communityservices.org
All Hands Volunteers	Provides volunteer reception center management, utilizes unaffiliated volunteers, AmeriCorps members and CERT teams. Provides coordination services, assists with assessment needs, aid in situational awareness. (National VOAD member) www.hands.org
National Donations Management Network	The National Donations Management Network (NDMN) helps nonprofit organizations get access to offers of support. NDMN is a virtual portal to allow companies or individuals to offer their support on-line to leading organizations in humanitarian relief. This portal is designed to make it as easy to offer financial support, product donations, or to donate your skills and time to nonprofit organizations active in disaster relief. www.ndmn.us
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)	• Provides technical assistance, as needed, to ARVOAD member organizations and local Volunteer Organizations regarding their unaffiliated volunteer and unsolicited donations management activities. • Supports, as necessary, ARVOAD members that have roles in volunteer and donations management. Volunteer and donations operations functions may include: multiagency warehouse management, local distribution centers, volunteer reception centers, call center support, operational guidance on managing unsolicited donations and unaffiliated volunteers, situational assessment, and coordination of matching offers to needs. • See Appendix 2 to the ESF 6 Annex for more details on ARVOAD members. http://www.arvoad.org

Record of Changes

Arkansas Emergency Operations Plan

Workers Safety and Health Support Annex

Date of Change and Initials	Location and Nature of Change
September 8, 2011 LNB	Reviewed for 2011. APA formatting changes made.
September 23, 2010 LNR	Reviewed for 2010
September 25, 2009 - ECW	Reviewed for 2009

Worker Safety and Health Support Annex

Coordinating Agency

Arkansas Department of Labor/Arkansas Occupational Safety and Health (DOL/AOSH)

Introduction

Policies

Private-sector, State, and local employers have the responsibility to ensure the safety and health of their employees. This annex ensures that assistance is available to meet those responsibilities, but does not remove that responsibility.

DOL/AOSH assistance in the Worker Safety and Health Support Annex may also be requested by Emergency Support Functions (ESFs) or individual agencies during an incident.

Safety and health issues and tasks are prioritized in cooperation with State and/or local governments and in coordination with the State Coordinating Officer.

Several State agencies, including DOL/AOSH, have oversight authority for response and recovery workers and response operations. While these agencies retain their authorities, they are expected to work cooperatively and proactively with Federal, State, local, and private-sector response and recovery workers to ensure the adequate protection of all response and recovery workers.

This annex provides State support when an incident overwhelms local capabilities and/or when other State departments or agencies require assistance.

This annex includes planning and preparation to ensure the health and safety of response and recovery workers. It provides a consistent approach to the protection of these workers before and during a State response to an incident.

Concept of Operations

General

DOL/AOSH coordinates occupational safety and health assets to be provided to State and local response and recovery workers to support the overall response and recovery operations. DOL/AOSH coordinates among agencies, State and local governments, and private-sector organizations involved in incident response; provides proactive consideration of all potential hazards; ensures management of all safety resources needed by responders and recovery workers; and shares responder and recovery worker risk assessment and risk management information.

As the coordinator for the Worker Safety and Health Support Annex DOL/ AOSH facilitates resolution of any technical or other disputes involving worker safety and health. In the case of a dispute that cannot be resolved, DOL/AOSH will summarize the disputed areas for presentation to the Incident Command Post (ICP) Safety Officer (for site-specific issues), the Interagency Worker Safety and Health Coordinating Committee at the JFO (including representatives from State Organizations), the Unified Coordination Group, and/or the Director of Labor for resolution.

Organization

Headquarters level. DOL/AOSH coordinates the activities of the State agencies that provide response and recovery worker safety and health technical support during incidents requiring a coordinated State response.

Regional and field levels. DOL/AOSH and cooperating agencies provide staff to support the JFO. The JFO Safety Coordinator and the representatives of DOL/AOSH and other cooperating agencies make up the safety function on the Unified Coordination Staff. Additionally, these representatives may serve as technical specialists in other JFO elements as required.

DOL/AOSH Office helps provide situational awareness necessary for the mitigation of responder and recovery worker risk reduction prior to and following an incident. If the

DOL/AOSH Office is represented in the JFO, it serves on the JFO's Interagency Safety and Health Committee, which coordinates the worker safety and health program among the various agencies.

When activated, this annex determines potential needs for worker safety and health support. Staff from this annex participates on emergency response teams as requested.

Pre-incident Coordination

The Arkansas Department of Labor provides coordination of the Worker Safety and Health Support Annex cooperative agencies. The Worker Safety and Health Support Coordination Committee provide the integration of response and recovery worker safety and health assets needed for preparedness at all levels of government.

DOL/AOSH works with other worker safety and health organizations to:

- Consolidate and distribute response and recovery worker safety and health-related guidance documents, regulations, and resources.
- Develop and fund response and recovery worker training to ensure the training curricula are consistent in content and message for each level of responder and recovery worker (skilled support, operations level, etc.) and that they support the preparedness objectives listed in the National Incident Management System.
- Develop and disseminate an inventory of worker safety and health expertise and resources available for AOSH to use in its response to incidents requiring coordination, and coordinate development of a strategy for their deployment.
- Develop and disseminate information on the likely hazards associated with potential incidents, and the preventive actions that can be taken to reduce or eliminate illnesses and injuries that may result from these hazards.

Actions

Pre-incident. The worker safety and health assets of DOL/AOSH and cooperating agencies support the following pre-incident actions:

- Maintaining a high level of awareness of the emergent issues affecting responder and recovery worker safety and health at other interagency response organizations.

- Providing technical assistance and document review for State preparedness and response plans.
- Participating in State- and local-level incident preparation exercises at various levels of authority to ensure goals and objectives related to worker safety and health are met.

Incident. The support provided through the Worker Safety and Health Support Annex depends on specific incident hazards and the needs of the response and recovery organizations. Specific requests for assistance will be coordinated by the Arkansas Department of Labor. The following functional assistance is provided under this annex:

- Worker safety and health needs assessment
  - DOL/AOSH and cooperating agencies coordinates with State and local officials to determine potential needs for worker safety and health support, including participating on DHS Incident Management Assist Teams (IMATs), as requested.
  - Identifying and assessing health and safety hazards and analysis of the incident environment, including response and recovery worker safety monitoring as necessary.
  - Assessing response and recovery worker safety and health resource needs and identifying sources for those assets.
  - Providing technical assistance to include industrial hygiene expertise, occupational safety and health expertise, engineering expertise, and occupational medicine.
- Health and safety plans for managing the development and implementation of a site-specific health and safety plan (HASP) and ensuring that plans are coordinated and consistent among multiple sites, as appropriate. Elements of the HASP are typically integrated into the Incident Action Plans and other plans used by the response and recovery organizations.
- Safety and health assessment that manages and provides support and assistance in the monitoring of response and recovery worker safety and health hazards. The scope of these actions includes:
  - Onsite identification, analysis and mitigation of safety hazards.

  - Identifying and analyzing response and recovery worker health hazards by personal exposure monitoring, as needed, including task-specific exposure monitoring for chemical and biological contaminants and physical stressors (e.g., noise, heat, cold, ionizing radiation).
  - Evaluating risks from known and emergent hazards.
- Personal protective equipment
  - Managing, monitoring, and/or providing technical advice and support in developing, implementing, and/or monitoring an Incident Personal Protective Equipment (PPE) Program, including the selection, use, and decontamination of PPE.
  - In coordination with ESF #7 - Logistics Management and Resource Support, providing technical assistance and support for response and recovery worker access to required personal protective equipment (PPE) and the supplemental distribution of such PPE on an ad-hoc basis.
  - Providing assistance in the implementation of a respiratory protection fit-test program when required.
- Data management that provides technical assistance and support in coordinating the collection and management of data such as response and recovery worker exposure data (or OSHA 300 or equivalent accident/injury documentation data) to identify trends and facilitate data-sharing among response organizations.
- Training and communication for the following:
  - Coordinating and providing incident-specific response and recovery worker training.
  - Communicating worker safety and health information to response and recovery workers, labor unions, employers, contractors, and other organizations.
  - Providing technical assistance and support in the development and distribution of materials for the prevention, awareness, and abatement of safety and health hazards.
- Response and recovery worker health and medical surveillance**.** In coordination with ESF #8 - Public Health and Medical Service, this annex provides technical assistance, advice, and support for medical surveillance and monitoring as required by regulation

(e.g., asbestos and lead) and evaluating the need for longer term epidemiological follow-up and medical monitoring of response and recovery workers. It provides technical assistance and advice to identify appropriate immunizations and prophylaxis for response and recovery workers. It provides technical assistance and support for maintenance of psychological resiliency of response and recovery workers.

Post Incident. Following an incident, DOL/AOSH will lead an after-action discussion regarding worker safety and health among the ESFs, cooperating agencies, and all affected parties to identify lessons learned and implement measures to improve future response actions.

Responsibilities

Coordinating Agency

DOL/AOSH:

- As annex coordinator, provides coordination of technical support for responder and recovery worker safety and health.
- Leads the resolution of technical, procedural, and risk assessment conflicts, if necessary, through formal recourse to the JFO Coordination Group.
- Is responsible for carrying out the policies identified in this annex.
- Collects and manages incident exposure and injury/illness data for effective use of resources during and after the incident.
- Subtasks cooperating agencies as deemed necessary to most effectively support the needs of the incident and the objectives of mission assignments.

ANNEX N

RADIOLOGICAL PROTECTION SYSTEM

I. PURPOSE

The purpose of this Annex is to provide the necessary plan for protecting public health and safety in a release, spill, theft, or other incidents, which have occurred during the storage, transportation, or use of radioactive materials; from an act of nuclear terrorism; or, from a nuclear catastrophe.

NOTE: This Annex *does not* provide response procedures for a radiological incident at Arkansas Nuclear One (ANO). See ANNEX V, ARKANSAS NUCLEAR ONE.

II. ORGANIZATIONS AND ASSIGNMENT OF RESPONSIBILITIES

The Arkansas Department of Health (ADH) is the responsible state agency for overseeing all technical radiological protection planning and operational activities.

ADH Radiation Control Work Section has the trained personnel (including an on-call response team), and required instrumentation necessary for conducting advanced level radiological protection operations in the event of a radiological emergency or nuclear catastrophe.

III. ANNEX DEVELOPMENT AND MAINTENANCE

Staff members of the ADH, Radiation Control and Emergency Management Sections have developed this annex and its associated appendices, with guidance from the Work Section Chiefs. These documents will be reviewed annually and revised as necessary. The recommendations from periodic exercise critiques, as well as actual incident After-Action Reports, will be the basis for future Annex revisions.

IV. SITUATION AND ASSUMPTIONS

A. SITUATION

Any jurisdiction in Arkansas is subject to a radiological incident that could potentially expose its inhabitants to the harmful effects of ionizing radiation. Such an incident might result from:

1. An accident involving a highway vehicle, train, plane or commercial vessel, which is transporting radioactive material.

2. A release or spill at a facility or site using radioactive material for commercial, industrial, or medical purposes.

3. A loss or spread of radioactive material as a secondary effect of a theft, explosion, fire or natural disaster.

4. A nuclear powered satellite, disintegrating as it falls to the earth, spreading radioactive debris.

5. An act of terrorism

B. ASSUMPTIONS

1. Most county governments, through their appropriate emergency service organizations, have a "First Response" capability for initially dealing with a radiological incident. However, these organizations do not have the trained personnel and/or technical instrumentation required for advanced radiological monitoring, assessment, and clean-up operations.

2. The ADH Radiation Control Section has a trained and equipped Radiological Response Team (RRT) on-call and available to respond to radiological incidents.

3. This team, supported by other state agencies, will provide off-site advice and/or will conduct on-site operations required to resolve the incident, as well as providing responsible officials with the advice necessary to protect the public health. The Radiation Control Section will oversee all clean-up operations.

V. CONCEPT OF OPERATION

A. GENERAL

A well-organized operation for responding to a radiological incident ensures that on-site emergency "First Responders" will undertake the initial activities designed to minimize the hazard. The state radiological emergency preparedness organization will provide technical assistance and the support necessary to see that the public is protected, and/or that the incident is contained and cleaned up as soon as possible. *(See the Arkansas Department of Health Major Disaster Incident Response Plan (MDIRP).*

B. PHASES OF EMERGENCY MANAGEMENT

1. MITIGATION

a. Maintain radiological protection response plans and procedures. *(See the Arkansas Department of Health Radiation Control and Emergency Management Sections' EMERGENCY RESPONSE PROCEDURES (ER-01.0 thru ER-06.3)*

b. Ensure compliance with radioactive material transportation requirements.

c. Check radioactive material licensee's safety and emergency procedures as a part of periodic license compliance inspections.

2. PREPAREDNESS

a. Maintain and implement procedures for the rapid notification, on a 24-hour basis, of designated officials who will be contacted in case of a radiological emergency.

b. Organize, train, and equip a state Radiological Response Team.

3. RESPONSE

a. Assess the radiological incident situation based on available information, and determine the proper course of action.

b. Advise the "First Responders" by radio or telephone regarding initial exclusion zones and protective actions.

c. Deploy the State Radiological Response Team and other state resources to the site, if necessary.

d. Take additional radiation readings, contamination wipes, and obtain environmental samples as required.

e. Revise initial advice regarding exclusion zones and protective actions, if necessary.

f. Support efforts to contain the radioactive release or spill.

g. Initiate public information dealing with the radiological situation and discussing any recommended protective action measures. ADH is the lead in the Joint Information Center (JIC) for Radiological incidents.

NOTE: Life threatening medical emergencies ALWAYS have priority over radiological hazard assessment.

(See the Arkansas Department of Health Radiation Control and Emergency Management Sections' EMERGENCY RESPONSE PROCEDURES ER-01.0 thru ER-06.3)

4. RECOVERY

a. Continue radiation monitoring and other surveillance activities as required.

b. Initiate decontamination and clean-up oversight.

c. Continue public information activities as required.

(See the Arkansas Department of Radiation Control and Emergency Management Sections' EMERGENCY RESPONSE PROCEDURES (ER-01.0 thru ER-06.3)

VI. ORGANIZATIONAL RESPONSIBILITY

A. ARKANSAS DEPARTMENT OF HEALTH (ADH)WILL:

1. Provide direction and control from the state level, and control for all peacetime

radiological incidents requiring technical response actions.

2. Maintain an on-call, trained and equipped radiological response team with the capability to provide protective action recommendations.

3. Support the local radiological response plans and procedures.

4. Provide a toll-free telephone number, 1-800-633-1735, for radiological accident reporting.

5. Monitor food for radioactive contamination; condemn contaminated food; and supervise salvage operations.

6. Oversee disposal of all radiological contaminated items.

7. Check public water supplies for radiological contamination and provide recommendations for alternate water sources.

8. Provide environmental surveillance; collect samples; conduct laboratory analysis and review reports.

(See the Arkansas Department of Health Disaster Incident Response Plan (MDIRP) AND the Arkansas Department of Health Radiation Control and Emergency Management Sections' EMERGENCY RESPONSE PROCEDURES ER-01.0 thru ER-06.3)

B. ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

1. Provide primary statewide emergency communication system for transmitting radiological incident situation information and protective action recommendations.

2. Coordinate requests for federal and/or military assistance.

C. STATE POLICE

1. Provide an alternate statewide communications capability.

2. Secure and/or restrict access to a radiological incident site area.

D. ARKANSAS DEPARTMENT OF ENVIRONMENTAL QUALITY

1. Assistance with containment and clean-up activities, if requested.

E. HIGHWAY POLICE

1. Inspection of highway common carriers for compliance with the U.S. Department of Transportation (DOT) regulations.

F. CIVIL AIR PATROL

1. Transport of personnel in any instance must be approved by the Civil Air Patrol National Operations Center at Maxwell AFB AL. CAP will request such permission upon the request of ADEM or other State Agencies covered by this plan.

VII. DIRECTION & CONTROL

The Radiation Control Section Chief within the ADH is responsible for directing all State level radiological response activities. During radiological response operations, this individual will be referred to as the Technical Operation Control Director (TOCD).

Radiological incident response activities will be directed either from the ADH Emergency Operation Center (EOC), from on-site at the incident scene's Command Post, or from a designated Command Center.

(See the Arkansas Department of Health of Health Major Disaster Incident Response Plan MDIRP)

VIII. CONTINUITY OF OPERATIONS

If the Radiation Control Section Chief is unable to serve in the capacity of TOCD for any reason, the following personnel are the designated alternatives in the order hereinafter specified:

A. *First designate: Program Leader, Radioactive Materials Program.*

B. *Second designate:* Program Leader, X-Ray Program.

C. *Third designate:* Senior Health Physicist

IX. ADMINISTRATION AND LOGISTICS

A. NOTIFICATION AND REPORTING PROCEDURES

"First Responders" should immediately notify the ADH Emergency Communications Center using the Emergency Notification Procedure – Appendix 1, regarding any radiation incident.

B. COMMUNICATIONS

The following communication systems will be used to report peacetime radiological incidents:

1. Statewide Toll-Free Telephone: **1-800-633-1735**
   Pulaski County Only: **(501) 661-2136**

2. State Police Radio Communications System/ADEM to Police.

C. RADIATION EXPOSURE GUIDANCE

1. GENERAL POPULATION

Members of the general population will not be allowed to receive total dose exposures in excess of 100 millirem in any calendar year. If it is anticipated that an excess of this limit will be received, protective action will be recommended.

2. EMERGENCY WORKERS

Emergency workers will not be allowed to receive an exposure of 100 mR/shift, or a daily total dose in excess of 200 mR per day, or 5 REM per year, without prior approval of the Technical Operations Control Director (TOCD).

3. ALARA: As Low As Reasonably Achievable

Although the aforementioned criteria for radiation exposure establishes maximum total dose exposure limits for the general population and emergency workers, all personnel involved in a peacetime radiological incident should strive to minimize their radiation exposure in accordance with ALARA principles.

X. AUTHORITY

1. State Radiation Control Act; Act 8 of 1961, as amended.

2. Arkansas Code Annotated 12-75-101 et. al.

3. "Rules and Regulations for Control of Sources of Ionizing Radiation," **Arkansas State Board of Health.**

Appendix No. 1

RADIOLOGICAL EMERGENCY NOTIFICATION PROCEDURES

IN THE EVENT OF A RADIOLOGICAL EMERGENCY AT ANY TIME:

A. **IMMEDIATELY NOTIFY:**

1. ARKANSAS DEPARTMENT OF HEALTH
1-800-633-1735
From outside Pulaski County (a 24-hour number); or,

2. ARKANSAS DEPARTMENT OF HEALTH
(501) 661-2136
From within Pulaski County (a 24-hour number).

B. The ADH EMERGENCY **COMMUNICATIONS CENTER** can also be contacted through the **ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT (ADEM) RADIO SYSTEM**, or through any facility having access to the **NATIONAL WARNING SYSTEM (NAWAS).**

C. BE PREPARED TO PROVIDE THE FOLLOWING INFORMATION WHEN REPORTING A RADIOLOGICAL EMERGENCY:

1. **WHO**: Your name, address, telephone number, and any other telephone numbers where you may be contacted; and any other significant identification.

2. **WHAT**:

a. Type of incident (e.g., suspected terrorist event, radiation overexposure, spill, ruptured source, lost source, release, etc.);
b. Radioactive isotope and activity (i.e.,amount of curies obtained from shipping papers, package label, and/or radioactive material license);
c. Contamination;
d. Personal injuries and their magnitude; and
e. Actions that have been taken at the scene of the incident and/or any additional notifications that have been made. .

3. **WHEN**: Give the best information available as to time and date of incident.

4. **WHERE**: Give the <u>exact</u> location of the emergency site.

ANNEX V

State of Arkansas

RADIOLOGICAL EMERGENCY RESPONSE IN SUPPORT OF ARKANSAS NUCLEAR ONE

8/2008

ANNEX V
TO THE
STATE OF ARKANSAS
EOP

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LISTING OF REFERENCED IMPLEMENTING DOCUMENTS

DOCUMENT TITLE

Arkansas Department of Health

Radiation Control Procedures
Procedures for activation, testing, & verification of the Emergency Warning System.

Arkansas Nuclear One Emergency Plan and implementing Procedures

EPZ Counties Radiological Emergency Response Plan and implementing Procedures

UAMS Procedures and Checklists

St Mary's Medical Center Procedures and Checklists

Arkansas Department of Emergency Management Procedures and Checklists

DEFINITIONS

The terms used in this Annex are defined as follows, unless indicated otherwise in the Annex.

ACCIDENT ASSESSMENT GROUP
A group within the ADH Radiation Response Team that is responsible for the direction of field monitoring and surveillance operations; calculation of dose projections; performance of certain radiochemical analytical procedures; comparison and assessment of data; and performance of other health physics functions.

ARKANSAS DEPARTMENT OF HEALTH: ADH
That ADH, which exercises functions, powers, and duties under the authority, granted to the State Board of Health under Arkansas Code of 1987 Annotated (ACA), Title 20, "Public Health and Safety."

ARKANSAS EMERGENCY OPERATIONS PLAN: EOP
An official document, which is published and distributed by the Arkansas Department of Emergency Management (ADEM) as, authorized by Arkansas Code Annotated 12-75-101 et.al. and by directive of the governor. Responsibilities for specific emergency functions are assigned by appropriate state agencies, and to certain volunteer agencies with which the state may have a written letter or memorandum of understanding.

ARKANSAS EMERGENCY SERVICES ACT
Arkansas Code Annotated 12-75-101 et.al. which establishes the emergency management system under which the State of Arkansas functions.

ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT: ADEM
The department of state government established under the authority of ACA 12-75-101 et.al. for purposes that include, but are not limited to, preparation and maintenance of the State EOP; coordination of federal, state, and local emergency response activities; and coordination of the State EOP with the emergency response plans of the federal government.

ARKANSAS NUCLEAR ONE: ANO
A nuclear-powered generating facility consisting of two reactors. Unit 1 is an 836 megawatt pressurized water reactor (PWR) with once-through cooling provided from Lake Dardanelle. Unit 2 is an 858-megawatt PWR, evaporatively cooled by use of a cooling tower.

ANO EMERGENCY PLAN
The radiological emergency plan for on-site response to a radiological incident at ANO.

CERTIFIED RADIOLOGICAL MONITOR
A person holding a current certificate signifying completion of the NP&RP 16-hour Radiological Monitor Course, and/or the NP&RP Radiological Monitor Refresher Course.

CHIEF EXECUTIVE OFFICER: CEO
The highest elected official of a political jurisdiction. For the purposes of this Annex, the term CEO refers to the county judge of each county having emergency response functions requiring a County Radiological Emergency Response Plan

.

DEDICATED EMERGENCY FACSIMILE/VOICE SYSTEM: DEF/VS
A network of dedicated circuits that provide the capability to effect secure facsimile and voice communications between the utility and state or local governments.

DOSE
A generic term which means absorbed dose (RAD) or dose equivalent (REM). It is the quantity of radiation absorbed, per unit of mass, by the body or any portion of the body.

EMERGENCY CLASSIFICATION SYSTEM: EC
The four designated levels of emergency status as defined in NUREG-0654 FEMA-REP-1, Appendix 1.

EMERGENCY COMMUNICATIONS CENTER: ECC
The 24-hours-per-day and 7-day per week communications center which is located in the ADH Central Office. It is operated by the ADH Emergency Management Work Unit of Public Health Preparedness.

EMERGENCY DECLARED BY THE GOVERNOR
A written declaration issued by the Governor of Arkansas that states that an emergency exists in a defined area, the cause thereof, and the general course of action necessary to alleviate the effects.

EMERGENCY OPERATIONS FACILITY
The near-site operating facility of the utility, located 0.65 miles northeast of ANO.

EMERGENCY PLANNING ZONE: EPZ
A specific area as defined in NUREG-0396, or the latest revision thereof. For the purposes of this Annex, the EPZ refers to an area within a given radius of the center line of the ANO reactor vessels for which planning is necessary to assure that prompt and effective action can be taken to protect the public in the event of a radiological incident.

EMERGENCY MANAGEMENT LIAISON OFFICER: EMLO
As defined by Arkansas Code Annotated 12-75-101 et.al.: Personnel designated by the head of each state or volunteer agency to coordinate and consult with, advise, and otherwise support the state and local Emergency Management offices in developing plans, identifying resources, and other such activities as are deemed necessary to ensure that all required resources of state and local governments can be brought to bear in a coordinated manner to effect timely, efficient, and economical response to any disaster or major emergency.

EMERGENCY WORKER
An employee of the state or local government, or a volunteer with emergency response duties as defined by the Arkansas Emergency Services Act.

EMERGENCY WORKER CENTER
An area, which serves as a staging area for emergency workers who may be required to re-enter the EPZ. All such EWCs are located far enough from ANO to eliminate the likelihood of particulate contamination.

ENTERGY OPERATIONS, INC.
The corporate entity, a subsidiary of Entergy Corp., which is licensed to operate ANO.

EXCLUSION BOUNDARY
The boundary or circumference of the area surrounding ANO within a minimum radius of 0.65 miles of the reactor buildings. The area inside of the boundary is controlled to the extent necessary by ANO during periods of emergency.

INGESTION EXPOSURE PATHWAY
See: "Ingestion Pathway Zone" (IPZ).

INGESTION PATHWAY ZONE: IPZ
The area within a 50-mile radius of the centerline of the ANO reactor vessels that may be affected by deposition from a radiological release. The principle exposure would be from ingestion of water or foods. The potential exposure time could range from hours to months. Also referred to as "ingestion exposure pathway."

INHALATION EXPOSURE PATHWAY
The area primarily within the 10-mile EPZ where the principal sources of exposure are whole body external exposure to gamma radiation from the plume and from deposited materials and/or inhalation exposure from the passing radioactive plume. The duration of principal potential exposures could range in length from hours to days. Also referred to as "plume exposure pathway."

LOCAL EMERGENCY SERVICES ORGANIZATIONS
An organization created under the authority of Arkansas Code Annotated 12-75-101 et.al. It is composed of local government officials and volunteers who plan for and carry out emergency governmental functions within the political subdivisions of the state, under the general direction of the CEO of the local government.

LOGISTICAL SUPPORT
Activities necessary to carry out health protection and preservation. This includes, but is not limited to: evacuation; emergency feeding, housing, and transportation; decontamination; emergency medical care; disposal of contaminated foodstuffs and feed supplies; and other measures to cope with the consequences of a radiological incident.

NATIONAL RESPONSE FRAMEWORK (NRF)
All-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of domestic incidents.

NUCLEAR PLANNING & RESPONSE PROGRAM: NP&RP
A program established by Act 67 of 1980, as amended; ACA 20-21, Subchapter 4. It is operated by the ADH Emergency Management Section, Preparedness and Emergency Response Branch, Center for Health Protection, for the purpose of assisting local governments in radiological emergency planning, preparedness, and response efforts.

NUREG-0654, FEMA-REP-1, REV. 1
The joint NRC and FEMA regulation entitled "Criteria for Preparation and Evaluation of Radiological Emergency Response Plans and Preparedness in Support of Nuclear Power Plants," which provides the basis for NRC licensees, states, and local governments to develop radiological emergency plans, and improve emergency preparedness. This document is used by reviewers in determining the adequacy of state, local, and ANO emergency plans and preparedness.

PLUME EXPOSURE PATHWAY
See also, "Inhalation Exposure Pathway."

POST-ACCIDENT
The period of time from the immediate official end of an emergency situation at ANO which includes both the Recovery and the Re-Entry Phases
.

PROJECTED DOSE
An estimate of the radiation dose that exposed individuals could potentially receive if protective actions are not taken.

PROTECTIVE ACTION
An action taken to avoid or reduce a projected dose, sometimes referred to as a protective measure.

PROTECTIVE ACTION ADVISORY: PAA
Recommendations by the TOCD, or authorized representative, to local government for actions to protect the health and safety of the general public.

PROTECTIVE ACTION GUIDE: PAG
The reference from which to project the dose of an individual, resulting from an accidental release of radioactive material, at which a specific protective action in order to reduce or avoid that dose is warranted.

PROTECTIVE ACTION RECOMMENDATION: PAR
Recommendations made by the on-site emergency response organization, ANO. These recommendations are based on plant conditions/radiological releases and the resulting ECs.

PUBLIC INFORMATION TEAM: PIT
A team of ADH representatives, which prepares and disseminates information to the news media during emergency and post-emergency situations. This team is the official contact point for all news media representatives.

RADIATION CONTROL
The section of the ADH that administers the Arkansas Radiation Control Program. The Director of the ADH has designated the RC Section Chief to exercise the authority invested in the State Board of Health pursuant to the provisions of Chapter 21, Radiation Protection, of ACA, Title 20. All radiation control regulatory activities of a technical nature are performed by RC by the Central Office staff, based in Little Rock. Emergency preparedness activities and environmental surveillance in the ANO area the responsibility of the Emergency Management Work Unit and the Nuclear Planning & Response Program (NP&RP) staff based in Russellville, Arkansas.

RADIOLOGICAL INCIDENT
Any non-routine event involving ionizing radiation or radioactive materials that may affect the public health and safety.

RADIOLOGICAL RESPONSE TEAM: RRT
A team of ADH personnel who are trained and equipped to perform radiological monitoring and measurement, and to evaluate health hazards caused by a radiological incident.

RADIOLOGICAL RESPONSE TEAM LEADER: RRTL
An individual authorized by the TOCD to act as the leader of the accident assessment group, and of other health physics operations.

RECOVERY
The process of reducing radiation exposure rates and concentrations of radioactive material in the environment to levels acceptable for unconditional occupancy or use.

RE-ENTRY
Temporary entry into a restricted zone under controlled conditions.

RELOCATION
The removal or continued exclusion of people and households from contaminated areas to avoid chronic radiation exposure.

RESTRICTED ZONE
An area with controlled access from which the population has been relocated.

RETURN
The re-occupation of areas previously designated as a restricted zone, for unrestricted occupation or use.

STATE EMERGENCY OPERATIONS CENTER: EOC
The Arkansas Department of Emergency Management facility , from which non-technical state and volunteer agency emergency response and federal disaster assistance are coordinated.

STATE EMERGENCY OPERATIONS FACILITY: SEOF
The location from which state, off-site incident management is coordinated. This facility will house the TOCD and designated staff as well as ADEM personnel. . The alternate SEOF will be located at the NP&RP office at 305 South Knoxville in Russellville.

STATE HEALTH
See Arkansas Department of Health.

TECHNICAL OPERATIONS CONTROL
The authority to direct technical operations in monitoring, measuring, and evaluating radiological hazards, and in assessing health implications. It includes the authority to issue guidelines and advisories to responsible local officials pertaining to measures necessary for the protection of the public health.

TECHNICAL OPERATIONS CONTROL DIRECTOR: TOCD
The Section Chief of Radiation Control at the ADH, or a designated alternate, who is authorized to exercise technical operational control of off-site emergency response to radiological incidents.

ABBREVIATIONS

The following are abbreviations and terms that should be applied in the context of this document.

ACA	Arkansas Code of 1987, Annotated
ADEM	Arkansas Department of Emergency Management
ADH	Arkansas Department of Health
ASP	Arkansas State Police
ANO	Arkansas Nuclear One
ARC	American Red Cross
CEO	Chief Executive Officer
DCC	Designated Care Center
DEF/VS	Dedicated Emergency Facsimile/Voice System
ADHS	Arkansas Department of Human Services
DOE	United States Department of Energy
EC	Emergency Classification
ECC	Emergency Communications Center, ADH
EIB	Emergency Information Booklet
EM	Emergency Management
EOC	Emergency Operations Center
EOF	Emergency Operations Facility
EOP	Emergency Operations Plan
EPA	United States Environmental Protection Agency
EPZ	Emergency Planning Zone
EMLO	Emergency Management Liaison Officer
FEMA	Federal Emergency Management Agency
JIC	Joint Information Center
KI	Potassium Iodide

NOAA	National Oceanic & Atmospheric Administration
NP&RP	Nuclear Planning & Response Program, ADH
NRC	United States Nuclear Regulatory Commission
NRF	National Response Framework
PAA	Protective Action Advisory
PAG	Protective Action Guide
PAR	Protective Action Recommendation
PIT	Public Information Team
RC	Radiation Control
REP	Radiological Emergency Preparedness
RIM&C	Radiological Instrument Maintenance & Calibration
RRT	Radiological Response Team, ADH
RRTL	Radiological Response Team Leader
SDO	Staff Duty Officer
SEOF	State Emergency Operations Facility
TOCD	Technical Operations Control Director

INTRODUCTION

A. OBJECTIVE & PURPOSE

1. The objective of ANNEX V of the Arkansas Emergency Operations Plan is to ensure that:

   a. The primary responsibilities of state and local organizations within the EPZ have been assigned;

   b. Emergency responsibilities of logistical and support organizations have been specified;

   c. Each principal is able to respond, and to retain a response posture on a continuous basis, for a protracted period;

   d. Off-site radiological response is coordinated with on-site emergency response by ANO.

2. The purpose of ANNEX V is to:

   a. Define the roles of state and local governments in a radiological incident involving Arkansas Nuclear One (ANO);

   b. Provide guidance to local governments in planning for and carrying out emergency logistical operations necessary for the implementation of protective actions following a radiological incident at ANO; and

   c. Outline procedures for the off-site management of radiological incidents occurring at ANO.

B. SCOPE

The procedures established in ANNEX V are intended to preserve and protect the public health during emergency situations resulting from radiological incidents that occur at ANO. These procedures will:

1. Establish certain concepts and policies under which departments, agencies, and political subdivisions of the State of Arkansas will operate;

2. Provide a general framework for federal and state support of local governments.

C. SITUATION

1. The possibility of a radiological incident is inherent in the operation of a nuclear power generating facility such as ANO.

2. It is the indubitable responsibility of all levels of government to provide for the safety and welfare of their citizens; to protect property; to employ all available resources for rapid restoration of utilities and services; and to aid in recovery efforts following a disaster or major emergency situation.

3. Each level of government has public resources that can be properly employed to significantly reduce or preclude the need for logistical support from outside sources.

4. Resources from any area of the state may be requisitioned for use in a radiological incident when, in the opinion of the Director of ADEM or the TOCD, they are required.

D. ASSUMPTIONS

1. All locally available forces and logistical resources will be fully committed by the affected local government before assistance is requested from a higher level of government.

2. Direction of emergency logistical support operations will be exercised by the lowest level of government having jurisdiction over the impaired area, unless the governor declares an emergency.

3. When two or more counties are affected, coordination of logistical support will be the responsibility of ADEM.

4. Support furnished to local governments from outside sources will remain under the administrative control of that department, agency, or office that furnishes the support.

5. Assistance from federal agencies will be provided upon request from the state government. The federal government will provide only that assistance which is formally requested by the State of Arkansas.

E. APPLICABILITY

1. ANNEX V of the EOP is applicable to all elements of state government that would have functional responsibilities in a radiological incident at ANO.

2. The elements assigned in this Annex are in addition to other functions that any particular agency may perform in the discharge of their routine responsibilities.

3. The ADH Emergency Management Section is responsible for the periodic review of ANNEX V in its entirety, and for the initiation of necessary changes.

F. EXECUTION

1. ANNEX V will be executed in part or in total based upon the recommendation of the TOCD, consistent with the magnitude of a radiological incident or potential radiological incident at ANO.

2. Execution of ANNEX V in part or in total may occur under one of the following conditions:

   a. Determination by the TOCD of a potential or actual release of radionuclides from ANO, which might prove harmful to the public;

   b. Notification by the operator of ANO that one of the four official emergency classifications is in effect;

   c. A formal declaration of emergency by the governor.

3. State support given to local governments and coordination of emergency logistical support operations will be affected by ADEM in coordination with the ADH, assisted by officials or other appropriate state agencies and departments. An advisory for action to protect the public from the effects of a radiological release will be issued by the TOCD.

4. Roles and responsibilities of federal, state, and local volunteer agencies under the Arkansas system of emergency management are detailed in the Arkansas Emergency Operations Plan. Those responsibilities specific to radiological emergency response are outlined in Chapter 1, Part D of this Annex.

Annex V

Chapter 1

ORGANIZATION & RESPONSIBILITY

I. STATUTORY AUTHORITY

A. Act 8 of 1961, Arkansas Radiation Control Act; codified as Arkansas Code of 1987, Annotated, Title 20, Chapter 21.

B. Act 96 of 1913, as amended, Arkansas Public Health Act; codified as Arkansas Code of 1987, Annotated, Title 20.

C. Act 511 of 1973, as amended, Arkansas Emergency Services Act; codified as Arkansas Code of 1987, Title 12, Chapter 75.

D. Act 67 of 1980, as amended, Arkansas Nuclear Planning & Response Program Act; codified as Arkansas Code of 1987, Annotated, Title 20, Chapter 21, Sub-Chapter 4.

II. REFERENCES

A. NUREG-0654, FEMA-REP-1, Rev. 1: "Criteria for Preparation and Evaluation of Radiological Emergency Response Plans and Preparedness in Support of Nuclear Power Plants."

B. PL 83-703, the Federal Atomic Energy Act of 1954, as amended.

C. The Arkansas and NRC (formerly AEC) Regulatory Transfer Agreement.

D. The Arkansas State Board of Health, "Rules and Regulations for Control of Sources of Ionizing Radiation."

E. PL 87-563, The Southern Interstate Nuclear Compact Consent of Congress

F. The Southern Agreement for Mutual State Radiological Assistance; administered by the Southeastern Emergency Response Council (SERC) and extended to members of the Southern Interstate Nuclear Compact.

G. State of Arkansas Emergency Operations Plan (EOP)

H. ANO Emergency Plan.

III. ORGANIZATION

A. GENERAL

The Arkansas system of emergency management is a comprehensive system that addresses the four phases of mitigation, preparedness, response, and recovery. Emergency services in Arkansas are structured around government. For the purposes of this radiological emergency response plan, the following definitions shall apply:

1. STATE ORGANIZATION shall mean state government, with the principal organizations for radiological emergency preparedness and response being the ADH and ADEM, both of which maintain a 24-hours-per-day emergency response capability, including 24-hours-per-day manned communication links. ADH is the lead in the Joint Information Center (JIC) for Radiological incidents.

2. SUB-ORGANIZATIONS are those state agencies and volunteer organizations having support responsibilities. The response efforts of these sub-organizations are coordinated by ADEM. The concept of emergency operations for the sub-organizations is specified in the appropriate Annexes to the state EOP. The sub-organizations have assigned Emergency Management Liaison Officers (EMLOs) who can be contacted 24-hours per day by ADEM.

3. PRINCIPAL LOCAL ORGANIZATIONS shall mean the county governments of Conway, Johnson, Logan, Pope, and Yell Counties. Each entity maintains a 24-hours-per-day emergency response, including 24-hours-per-day staffed communication links.

B. LOCAL GOVERNMENT

1. The Arkansas Emergency Services Act requires that the Chief Executive Officers (CEOs) of political sub-divisions be responsible for emergency preparedness within their political jurisdictions. In consultation with the ADEM Director, each CEO is authorized to appoint a coordinator of emergency services to administer the jurisdiction's emergency preparedness program.

2. Five counties within the state have Radiological Emergency Response Plans in place, to be implemented in the event of a radiological incident at ANO. Included are: Johnson, Logan, Pope, and Yell Counties. Each of these four counties is partially within the inhalation exposure pathway (10-mile EPZ). Conway County provides reception and care centers for Pope County evacuees. These are additional plans, and not annexes of the county EOP's.

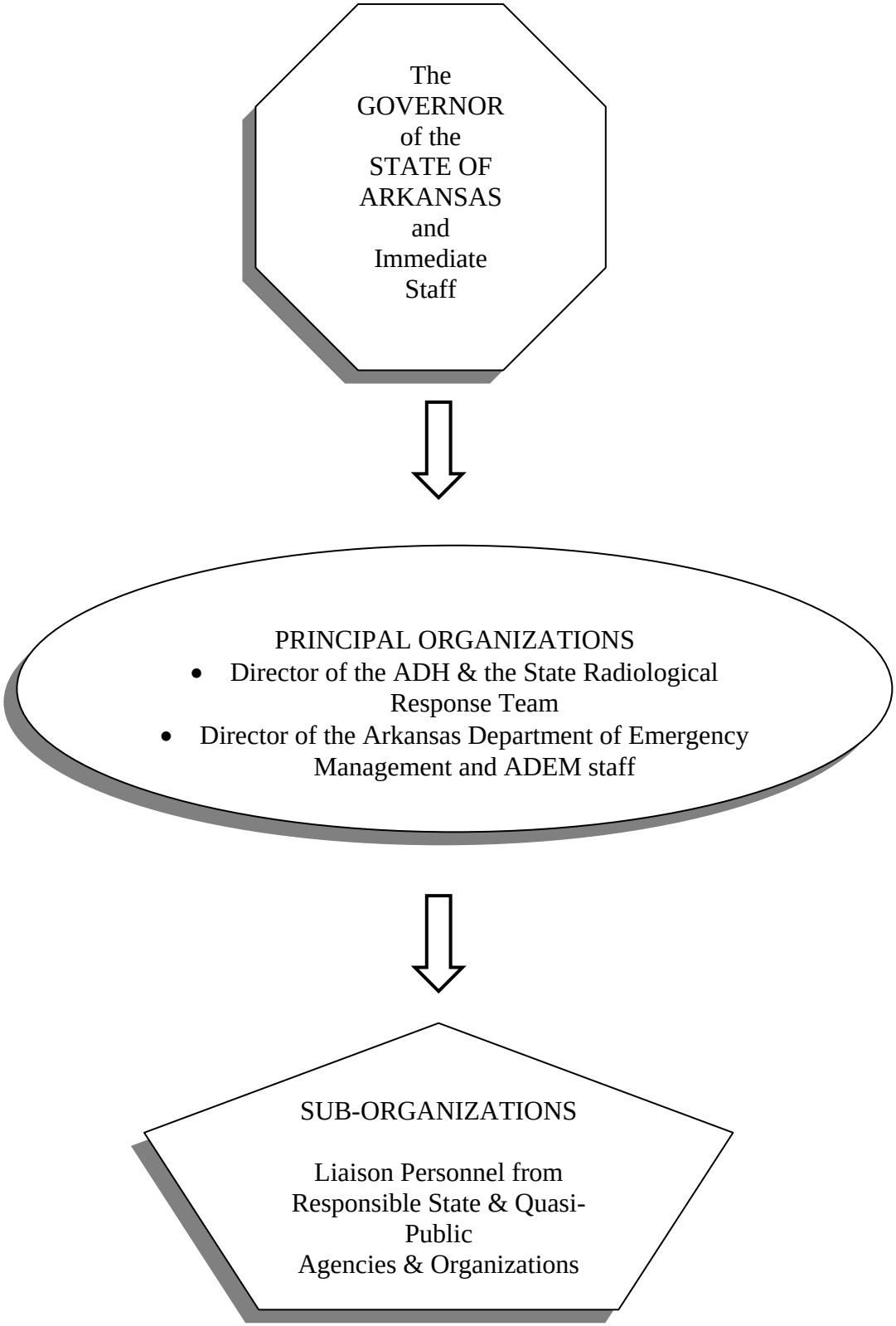
3. The county judges, CEOs, in each of the five counties have appointed emergency service coordinators to administer their emergency preparedness programs.

4. Local radiological emergency response organizations and the specific concepts of operations are outlined in the Radiological Emergency Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties

C. STATE GOVERNMENT

1. For the employment of state resources to assist local governments in managing emergencies, and for coordination of the state's efforts, the state staff is organized as follows in Figure 1-1

Figure 1-1



2. The State Government Radiological Emergency Response Functional Assignment Chart for primary and support organizations is shown in Figure 1-2:

STATE AGENCY EMERGENCY FUNCTION AND RESPONSIBILITY CHART

Figure 1-2

STATE AGENCY:	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
FUNCTION									
Command & Control/Technical *State EOF Operations*	P								
Command & Control Coordination *State EOC Operations*		P							
Alert & Notification of the Public	P					S		S	S
Communication Systems	P	S	S		S			S	S
Public Information	P								
Accident Assessment	P								
Public Health & Medical Services Coordination	P								
Social Services Coordination		P					S		
Search & Rescue Coordination		P	S	S				S	
Traffic Control			P		S			S	
Law Enforcement			P			S		S	
Transportation Coordination		P		S					
Requests for Federal Assistance TECHNICAL	P								
Requests for Federal Assistance LOGISTICAL/OPERATIONAL		P							
Requests for Assistance From VOAD Agencies		P							

KEY TO FIGURE 1-2

P = Primary
S = Support

1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
Arkansas Dept of Health	**Arkansas Dept of Emergency Mgmt.**	**State Police**	**National Guard**	**Highway & Transportation**	**Parks & Tourism**	**Dept. of Health and Human Services**	**Game & Fish Commission**	**Forestry Commission**

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D. FEDERAL GOVERNMENT

1. Federal resources are available to assist both on-site and off-site emergency response. According to the NRF the following agencies of the United States Government will respond to provide assistance, as requested:

   a. The Dept. of Agriculture, USDA
   b. The Dept. of Commerce, DOC
   c. The Dept. of Defense, DOD
   d. The Dept. of Energy, DOE
   e. The Environmental Protection Agency, EPA
   f. The Federal Emergency Management Agency, FEMA
   g. The General Services Administration, GSA
   h. The Dept. of Health & Human Services, DHHS
   i. The Dept. of Housing & Urban Development, HUD
   j. The Dept. of the Interior, DOI
   k. The Dept. of Justice, DOJ
   l. The National Aeronautics & Space Administration, NASA
   m. The National Communications System, NCS
   n. The Nuclear Regulatory Commission, NRC
   o. The State Department
   p. The Department of Transportation, DOT
   q. The Dept. of Veterans Affairs, VA
   r. The Department of Homeland Security, DHS

2. Concepts of operations are the prerogative of the federal government and should be included in the Radiation Emergency Response Plans of the individual agencies. They are therefore not delineated in this Annex.

3. A limited amount of space will be provided at the State Emergency Operations Facility (SEOF) for allocation by FEMA to representatives of federal agencies in the event that they are called upon to respond to a radiological incident.

4. If the President of the United States declares an emergency or if there is a major disaster relating to a radiological incident at a fixed nuclear facility in Arkansas, FEMA, through the NRF, may ask any federal agency for whatever assistance is deemed necessary.

IV. ON-SITE EMERGENCY RESPONSIBILITY

On-site radiological emergency planning for the ANO facility is the responsibility of Entergy Operations, Inc. That organization's responsibilities and implementation of emergency procedures are detailed in the ANO Emergency Plan. Letters and/or memoranda of agreement between Entergy Operations, Inc. and off-site response agencies are discussed in the appropriate sections of that document.

V. LOCAL GOVERNMENT RESPONSIBILITY

A. The County Judges, or CEO's, have ultimate authority over emergency management in their respective jurisdictions. The CEO's have ensured that local Radiological Emergency Response Plans are in place for Johnson, Logan, Pope, and Yell Counties, as these four counties are in the 10-mile EPZ; and in Conway County, which is a designated host county for evacuees from the 10-mile EPZ. Specific responsibilities are contained in each Plan. The Nuclear Planning & Response Program (NP&RP) of the ADH Emergency Management Section provides assistance to local government officials in preparing radiological emergency response support plans.

B. The following concepts apply to each of the five aforementioned county governments:

1. General:

   Local governments are prepared to provide citizens of the affected area within their jurisdiction with directives in order to minimize adverse health effects, including a plan of action for an orderly response.

2. Notification:

   (a) The means for immediate notification of the population-at-risk within the 10-mile inhalation EPZ is specified in each of the aforementioned county's Radiological Emergency Response Plan. In addition, notification of the public is also addressed in Chapters 4 and 5 of Annex V.

   (b) Local governments may be notified of the occurrence of a radiological incident by either the ADH or ANO.

   (c) Upon notification that a radiological incident has occurred or is imminent, local governments will implement their Radiological Emergency Response Plans to the degree consistent with the magnitude of the incident.

3. Immediate Actions:

   Local governments may take actions necessary to limit the consequences of the incident, as recommended by the Technical Operations Control Director (TOCD), in accordance with local plans and procedures. Such actions might include:

   (a) Evacuation, remain indoors or sheltering people from the affected areas, which may include some institutionalized or otherwise infirmed persons.

   (b) Provisions for emergency first aid and arrangements for medical assistance from the nearest available medical facility.

   (c) Restriction of unnecessary movement of personnel into the affected area.

(d) Discontinuing the use of contaminated food and water supplies.

VI. STATE GOVERNMENT RESPONSIBILITIES

The ultimate responsibility for the welfare of the citizens and continuity of the government of the State of Arkansas rests with the Governor. Under the emergency management system of the State of Arkansas, as authorized by the Arkansas Emergency Services Act and the state EOP (which is published by directive of the Governor), each emergency function assigned to state and volunteer agencies requires that some agency assume primary responsibility for accomplishing a particular task. In each instance, one or more state agencies are assigned supporting roles in order to provide specialized assistance to the primary agency.

In keeping with the federal regulations and guidelines for radiological emergency response plans in support of fixed nuclear facilities, the responsibilities of principal organizations for off-site planning and preparedness in support of ANO are shared between two agencies:

A. ARKANSAS DEPARTMENT OF EMERGENCY MANAGEMENT

1. Director of the Arkansas Department of Emergency Management (ADEM), the designated liaison between the state and FEMA, has primary responsibility for management of the ADEM, operation of the State Emergency Operations Center (EOC), and the request for and coordination of:

   (a) All logistical support operations among state and volunteer agencies;

   (b) Non-technical federal assistance.

2. OPERATION

   ADEM is operated on a 24-hours-per-day, continuous basis. The State EOC has the capability of continuous operations for a protracted period, in order to insure continuity of administrative and material resources in the event of a radiological incident. During such periods, the State EOC is operated by ADEM personnel and may be staffed with liaison officers from support organizations as hereinafter listed.

3. SUPPORT ORGANIZATIONS

   Concepts of emergency operations for these organizations and the various response capabilities are set forth in the State EOP. The concept of operations utilized by supporting state agencies and volunteer organizations in responding to a radiation incident at ANO is further described in Part VIII, "Concept of Operation," of this Chapter.

a. **AHTD**: Arkansas Highway & Transportation Department will provide backup communication and assist in setting up road blocks to control traffic in the vicinity of any area that is to be evacuated, and any designated care center being activated. AHTD will provide signs and barriers for traffic control points. AHTD will provide personnel and equipment to ensure evacuation routes remain passable.

b. **National Guard**: Arkansas National Guard will support ADEM on an as-needed basis, such as physical security, emergency evacuations, etc.

c. **ASP**: Arkansas State Police will provide traffic control, law enforcement, investigation, and backup communications support where necessary.

d. **State Department of Parks & Tourism** will provide notification of the public within the park system. When necessary, they will ensure the evacuation of state parks within the ANO emergency planning zones. e.

e. **State Game & Fish Commission** will provide backup communications and notification of the public in the national forests, and on rivers and lakes. In addition, uniformed personnel will be made available to assist in traffic control and law enforcement.

f. **DHS**: Arkansas Department of Human Services will make USDA food available to supply the short-term requirements of the designated care centers. DHS will arrange for deliver of USDA foods to designated care centers in order to replenish depleted stock, and to provide supplies for feeding personnel who are sheltered in the designated care center.

g. **ARC**: American Red Cross will arrange for registration of evacuees and will perform shelter management activities in accordance with the local EOP and/or letters of agreement executed by the ARC and ADEM.

h. **CAP**: Civil Air Patrol will provide aerial reconnaissance and logistic support for aerial monitoring and search and rescue activities.

i. **State Forestry Commission** will provide backup communication, and personnel for notification purposes in remote forest areas, as needed. Forestry Commission vehicles may be used to evacuate personnel from disaster situations, particularly in remote areas.

B. ADH RADIATION CONTROL & EMERGENCY MGT. SECTIONS:

1. ADH has been designated as the State Radiation Control Agency and primary liaison between the state and the NRC.

2. The Section Chief of RC has been authorized by the Director of ADH to manage the state's Radiation Control Programs, to direct all functions of the SEOF, and to have primary responsibility for the following listed items.

   a. All state technical operations, to include initiation of protective action advisories.

   b. ADH emergency response functions as specified in the State EOP

   c. Request and coordination of federal assistance of a technical nature.

   d. The SEOF has a capability of continuous operation for a protracted period to assure continuity of technical resources in the event of a radiological incident. The ECC system, based at the ADH Central Office, functions 24-hours a day, continuously, and has a system of on-call staff duty officers.

3. The Emergency Management Section:

   a. Directs the NP&RP operations

   b. Is responsible for the planning, training, and implementation of the Off Site Responsible Organizations response to an ANO event.

   c. Is responsible for the maintenance and operation of the Alert and Notification System.

C. IMPLEMENTATION AGREEMENTS

1. PRINCIPAL ORGANIZATIONS

   a. Response functions for the two principal state organizations are statutory, under Arkansas Code Annotated 12-75-101 et.al.; Act 8 of 1961, as amended; and Act 67 of 1980, as amended. (See also, "I. Statutory Authority," Chapter 1, Part A.)

b. Letters of agreement in effect between the state and the utility identify the responsibilities of the parties in emergency response, and the emergency services to be provided, formalize the emergency notification interfaces and establish mechanisms for exchange and dissemination of information relevant to emergency planning and response.

c. The letters of agreement are on file in the offices of Entergy, and include the following:

(1) A letter of agreement between Entergy Operations, Inc. and ADEM.

(2) A letter of agreement between Entergy Operations, Inc. and the ADH.

(3) A letter of agreement between Entergy Operations, Inc and the National Weather Service, North Little Rock

(4) A letter of agreement between Entergy Operations, Inc. and Arkansas Tech University, Russellville

2. SUPPORT ORGANIZATIONS

a. Response functions for state and volunteer agencies are covered under Arkansas Code Annotated 12-75-101 et.al.

b. Agreements for support by hospitals and other private providers in support of ANO radiological incident response are held between Entergy Operations, Inc., and the provider. These letters of agreement are included in Appendix 1 of the ANO Emergency plan.

VII. FEDERAL GOVERNMENT

A. Disaster assistance from agencies of the federal government is authorized under the provisions of applicable federal laws, as specified in the state EOP. It is to be requested by the Director of ADEM or an authorized representative. Federal assistance is supplementary to, and not a substitute for, relief afforded by the state and local governments. Specific information regarding federal disaster assistance may be obtained from ADEM.

B. Off-site radiological monitoring and assessment assistance under the NRF, will be requested by the TOCD or an authorized representative.

VIII. CONCEPT OF OPERATION

A. RADIOLOGICAL EMERGENCY CONCEPTS

1. GENERAL

Radiological incident response planning for Arkansas is based on the principle that local authorities bear the initial responsibility for logistical support activities in coping with emergencies, and that relief will be requested from the next higher level of government only after resources at the local level prove to be inadequate.

2. TECHNICAL OPERATIONS

a. Local governments have minimal capability to monitor, measure, and assess radiological contamination of the type likely to occur in peacetime radiological incidents. Neither do they have the capability to evaluate the biological and environmental effects of such an incident.

b. The RC and EM Sections of the ADH possess the equipment and expertise to perform the above-mentioned functions. Therefore, responsibility for such monitoring, measurement, assessment, and evaluation rests with the ADH.

c. The operator of ANO will provide basic technical information to the ADH concerning potential or actual release of radionuclides from the facility. ADH will, in turn, provide radiological incident information to ADEM.

d. The SEOF will be activated to the extent necessary, depending on the magnitude of the situation.

e. Based upon evaluation of the situation, the TOCD will provide responsible local government officials with advisories, and any necessary instructions as to actions required to protect the public health.

3. SUPPORT & LOGISTIC OPERATIONS

a. Upon notification by the ADH of a radiological incident at ANO, ADEM will activate the State EOC to the extent necessary to provide off-site logistic support services.

b. ADEM will notify liaison officers for state agencies and volunteer organizations. Depending on the nature and severity of the incident, the EMLO will either report to the State EOC, or maintain telecommunication contact with ADEM in order to provide support as necessary.

B. DECLARED EMERGENCY

1. The Governor of Arkansas may declare an emergency to exist within the state, or any portion thereof, whenever in his opinion the safety of the state requires the exercising of extreme emergency measures, and when local resources are insufficient to cope with the effects of an emergency situation.

2. If an emergency is declared to exist by the governor, state agency heads and the executive heads or governing bodies of political subdivisions are directed to utilize the services, equipment, supplies and facilities of existing departments, offices and agencies of the state, and the political subdivisions thereof, to the maximum extent practicable in coping with the emergency.

3. Coordination of state emergency response efforts will be under the direction of ADEM, utilizing concepts of operation for each agency as outlined in the state EOP.

C. STATE ASSISTANCE IN THE ABSENCE OF A DECLARATION

1. Under the Arkansas Emergency Services Act, and this Radiological Emergency Response Plan, state assistance may be provided to local governments in the absence of a declaration of an emergency by the governor whenever, in the opinion of the governor, the TOCD, or the Director of ADEM, such assistance is needed due to the lack of expertise or equipment on the local level to cope with the situation.

2. Technical assistance such as radiological monitoring and measurement, assessment of real or potential contamination levels, and evaluation of biological and environmental effects, will be provided by the Radiological Response Team (RRT) from the ADH, under the direction and control of the TOCD.

3. Coordination of all other assistance will be under the direction and control of the Director of ADEM.

D. TERMINATION OF STATE ASSISTANCE

Once implemented, state assistance will be terminated only by mutual recommendation of the Director of ADEM and the TOCD.

Chapter 2

EMERGENCY RESPONSE SUPPORT & RESOURCES

I. FEDERAL ASSISTANCE

As stated in Chapter 1, Part VII, disaster assistance by agencies of the federal government is authorized under provisions of the NRF. Such assistance is requested by the Director of ADEM, or an authorized representative. Federal off-site radiological monitoring and assessment assistance is requested by the TOCD, or an authorized representative. Federal assistance is supplementary to, and not a substitute for, relief afforded by the state and local governments.

A. In the event that a radiological incident at ANO exceeds the technical capability of state resources for adequate assessment, federal assistance may be required through the NRF. The Nuclear/Radiological Incident (NRI) Annex lists the types of support available and from which federal agencies the support will be provided.

B. The TOCD may request monitoring and assessment assistance from the DOE through the NRF. The expected time of arrival for assistance would be from 18 to 48 hours from the time of the initial request, depending on the type of assistance requested. This assistance may include, but is not limited to:

1. Health physics personnel.
2. Radiochemistry personnel.
3. Collection and analysis equipment.
4. Portable whole-body counting.
5. Dose projection and assessment.

C. Concepts of operation are the prerogative of the various agencies of the federal government, which are defined in the NRF.

D. Operations space and a telephone line will be provided for a Dept. of Homeland Security (DHS) liaison at the state's primary SEOF. A limited amount of space and a limited number of telephone lines may be provided at the backup SEOF that DHS may requisition as a command post for representatives of federal agencies in the event they are called upon to respond to a radiological incident. An airfield is available within one mile f the field team staging area and backup SEOF.

II. STAFFING OF STATE EOF AND STATE EOC

A. SEOF

After arrival and a proper briefing from utility and state counterparts, the TOCD and the RRTL Leader will establish team headquarters at the primary SEOF. The primary SEOF is located along with the ANO EOF at the Reeves E. Ritchie Nuclear Training Center. Technical operational control of all off-site response actions will be provided from this facility.

B. STATE EOC

Depending upon the nature and severity of a given emergency situation, the EMLOs from agencies with support responsibilities may report to the State EOC.

III. RADIOLOGICAL LABORATORY SUPPORT

A. PRIMARY

1. Primary radiochemical analytical laboratory support will be provided by the Division of Public Health Laboratories of the ADH, located in the ADH Central Office, Little Rock, Arkansas.

2. The capabilities and detection limits are adequate to support emergency response and routine environmental surveillance functions as evidenced by EPA certification of this laboratory.

B. SECONDARY

Secondary radiological laboratory support will be provided through the NRF.

IV. ADDITIONAL EMERGENCY ASSISTANCE

A. OTHER EMERGENCY PLANS

The following emergency plans may be incorporated into the total response effort to support and/or augment the response plan of the ADH:

1. ANO Emergency Plan

2. Arkansas Hospital Emergency Plans and Emergency Treatment Procedures maintained by the following:

   a. St. Mary's Hospital, Russellville, Arkansas.

   b. University of Arkansas for Medical Sciences, Little Rock, Arkansas.

3. Local Radiological Emergency Response Plans for the following Arkansas counties:

   a. Conway County
   b. Johnson County
   c. Logan County
   d. Pope County
   e. Yell County

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B. ASSISTANCE FROM OTHER STATES

The TOCD is authorized to request assistance from other states under provisions outlined in, "The Southern Agreement for Mutual State Radiological Assistance."

ADEM is authorized to request assistance from other states under provisions outlined in. The Emergency Management Assistance Compact (EMAC).

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Chapter 3

EMERGENCY CLASSIFICATION SYSTEM

I. GENERAL

A. An Emergency Classification and Action Level scheme is in use by the operator of ANO, which includes facility system and effluent parameters set forth in NUREG-0654, FEMA-REP-1, Rev. 1, Appendix 1. This system is detailed in the ANO Emergency Plan, Section D., "Emergency Classification System."

B. The state and local emergency classification system is consistent with the ANO system.

C. As required by NUREG-654, FEMA-REP-1, Rev.1, four classes of emergency are established:

1. Notification of Unusual Event
2. Alert
3. Site Area Emergency
4. General Emergency

D. The system would normally develop sequentially. Gradation is provided to ensure adequate emergency management preparations for more serious indicators. The rationale behind the "Notification of Unusual Event" and "Alert" classes is to provide prompt notification of relatively minor events which could lead to more serious consequences, given operator error or equipment failure, or which might be indicative of more serious conditions which are not yet fully realized.

E. The SEOF is activated at the "Alert" Emergency Classification (EC), or at a higher level, should the higher level be declared without first declaring "Alert." At the direction of the TOCD, it may also be activated prior to an "Alert" EC declaration.

F. Notification methods and procedures are discussed in Chapter 4.

G. Methods and procedures for emergency actions to be taken at the state and local levels are addressed and/or referenced in Chapters 5 through 14 of this Annex.

H. Agriculture PAAs will be considered during all phases of the event. If Agriculture PAAs cannot be issued for areas before a release occurs or PAAs are issued to the public for evacuation, sheltering, or remaining indoors, agricultural products in these areas will be quarantined.

II. EMERGENCY CLASSES

These classes of emergencies are anticipated to develop sequentially. However, the possibility exists that the first indication of a problem could result in immediate declaration of any of the emergency classes.

A. NOTIFICATION OF UNUSUAL EVENT

1. CLASS DESCRIPTION
Unusual events, which indicate a potential degradation of the level of safety at ANO, are either in the process of occurring or have already occurred.

2. RELEASE POTENTIAL
No release of radioactive material requiring off-site response or monitoring is expected, unless further degradation of safety systems should occur.

3. PURPOSE OF CLASSIFICATION
Declaration is made to ensure that the first step in any response later found to be necessary has been carried out, and to bring the operations staff to a state of readiness. It is also to provide systematic handling of unusual event information and decision-making, as well as provide authorities with current information on ANO plant status and parameters.

4. OFF-SITE ACTIONS

a. Provide fire or security assistance, if requested.
b. Escalate to a more severe class, if appropriate.
c. Stand by until closeout.

B. ALERT

1. CLASS DESCRIPTION

Events are in process or have occurred which involve an actual or potential substantial degradation of the level of safety at the plant.

2. RELEASE POTENTIAL

Any release of radioactive material is expected to be limited to small fractions of the EPA Protective Action Guide exposure levels and will not significantly affect off-site areas.

3. PURPOSE OF CLASSIFICATION

Declaration is made to ensure that emergency personnel are readily available to respond if the situation becomes more serious, or to perform confirmatory radiation monitoring if required. In addition, they can provide authorities with current information on ANO plant status and parameters.

4. OFF-SITE ACTIONS

a. Provide fire or security assistance if requested.
b. Activate certain primary emergency response centers.
c. Augment resources, if necessary.
d. Alert to standby status the other key emergency systems and personnel.
e. Escalate to a more severe class, if appropriate.
f. Maintain "Alert" status until closeout or reduction of emergency class

C. SITE AREA EMERGENCY

1. CLASS DESCRIPTION

Events are in process or have occurred which involve actual or likely major failures of ANO plant functions needed for protection of the public.

2. RELEASE POTENTIAL

Any release of radioactive materials is not expected to exceed EPA Protection Action Guide exposure levels, except near the site boundaries.

3. PURPOSE OF CLASSIFICATION

Declaration is made to ensure that emergency response centers are staffed and that monitoring teams are dispatched. Also, to assure that personnel required for evacuation of near-site areas are at duty stations if the situation becomes more serious, and to provide consultation with off-site authorities. It addition, it is to provide updates to the public through government authorities.

4. OFF-SITE ACTIONS

a. Provide any assistance requested.
b. The TOCD will make PAAs if required.
c. Provide periodic status updates to the public.
d. Activate primary response centers if this has not already been done.
e. Dispatch key personnel, including monitoring teams and associated communications.
f. Alert other emergency personnel, such as those needed for evacuation.
g. Provide off-site monitoring results to licensee and others as necessary.
h. Continuously assess information from licensee and off-site monitoring with regard to changes in protective actions already initiated for public and mobilizing evacuation resources.
i. Provide media briefings in conjunction with ANO.
j. Escalate to "General Emergency" class if appropriate, or maintain the "Site Area Emergency" class until closeout or reduction of emergency class.

D. GENERAL EMERGENCY

1. CLASS DESCRIPTION

Events are in progress or have occurred which involve actual or imminent substantial core degradation or melting with potential for loss of containment integrity.

2. RELEASE POTENTIAL

Release of radioactive materials can be reasonably expected to exceed EPA Protective Action Guide exposure levels off-site for more than the immediate site area.

3. PURPOSE OF CLASSIFICATION

"General Emergency" is declared to initiate predetermined protective actions for the public; to provide continuous assessment of information from the licensee and off-site organizational measurements. It is to initiate additional measures as indicated by actual or potential releases, to provide consultation with off-site authorities, and to provide updates for the public through government authorities.

4. OFF-SITE ACTIONS

a. Provide any assistance requested.
b. Activate immediate public notification of emergency status and provide periodic public updates.
c. The TOCD will issue PAAs when required.
d. Activate primary response centers if this has not already been accomplished.
e. Dispatch key personnel, including monitoring teams and associated communications.
f. Alert and/or dispatch other emergency personnel, such as those needed for evacuation.
g. Provide off-site monitoring results to licensee and others as necessary.
h. Continuously assess information from licensee and off-site monitoring with regard to changes in protective actions already initiated for public and mobilizing evacuation resources.
i. Provide media briefings in conjunction with ANO.
j. Maintain "General Emergency" status until closeout or reduction of emergency class.

Chapter 4

NOTIFICATION METHODS & PROCEDURES

I. BASIS FOR NOTIFICATION

The basis for the decision by the operator of ANO to notify appropriate response organizations that any one of the four emergency classifications (ECs) are in effect or are anticipated will include, but not be limited to, the EC and action level criteria set forth in the ANO Emergency Response Plan.

II. PROCEDURES FOR INCIDENT NOTIFICATION

In the event that operations at ANO deteriorate from "normal" into any of the four ECs, the notification procedure herein listed will be followed. The ADEM authenticator code system will be used to verify all contacts made via commercial telephone.

A. The operator of ANO will utilize the Dedicated Emergency Facsimile/Voice System (DEF/VS) to notify the warning points in Conway, Johnson, Logan, Pope, and Yell Counties; the ADH ECC, and ADEM.

1. In the event that the ANO DEF/VS is not operating properly, the operator of ANO will notify the ADH 24-hour ECC directly by one of the following means:

   a. Commercial telefax (501) 661 - 2468; and/or,

   b. Commercial telephone 1 - 800 - 633 - 1735, or (501) 661 - 2136.

2. ADH will, in turn, complete the process of notifying the county warning points and ADEM, using various means such as the DEF/VS, ENS radio, ADEM radio, and/or commercial telephone.

3. Should both procedures outlined herein fail, the operator of ANO will notify ADEM by the following commercial telephone number:

   a. (501) 683-6700

   b. ADEM will, in turn, notify the ADH Emergency Communications Center (ECC).

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III. NOTIFICATION & MOBILIZATION OF THE ADH EMERGENCY RESPONSE STAFF

Upon notification from the ADH ECC, the Radiation Control Staff Duty Officer (RCSDO) Health Physicist will:

A. Notify the TOCD and the RRTL.

B. If the situation warrants, the SDO will instruct the ECC to mobilize the remainder of the Radiological Response Team (RRT).

IV. DISSEMINATION OF INFORMATION TO THE PUBLIC

A. The means for notifying the public and for relaying information concerning protective actions are contained in the local governments' Radiological Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties.

B. Specific procedures for activation of the warning system, which are outlined in the "Guide for Evaluation of Alert & Notification Systems for Nuclear Power Plants" (FEMA-REP-10), are contained in the procedures for activation, testing and verification of the Emergency Warning System. The ESW is also discussed in Chapter 5 of ANNEX V.

C. Protective Action Advisory (PAA) messages are transmitted to local government. They provide instructions concerning specific actions to be taken by occupants of affected areas. These messages may be transmitted from the SEOF, the ADH ECC, or the Nuclear Planning & Response Program (NP&RP) offices as necessary.

D. The procedure for news releases is addressed in Chapter 6 of ANNEX V.

1. The ADH and ANO will be officially notified that all information is to be passed directly from ANO to the SEOF. This is illustrated in Figure 5.3.

2. The SEOF will be responsible for passing all information to local governments and the general public, as well as for redundant notification of schools.

V. NOTIFICATION OF THE PUBLIC

The Emergency Warning System (EWS) can be fully activated from the ADH ECC, the ADH NP&RP office, or the alternate SEOF. The method for utilization of this system is outlined in, procedures for activation, testing, and verification of the Emergency Warning System. These documents also specify the system testing intervals.

VI. COMMUNICATION CAPABILITIES & EQUIPMENT

A. The ADH telecommunications system is used for both routine day-to-day and emergency communications.

B. The ADH system provides reliable communications and paging capability for the response elements of the ADH Radiation Emergency Response Team, which includes radiological field monitoring components. All two-way ADH radio traffic can be conducted in the secure-speech/scramble mode. Equipment inventories and other information concerning the system are available at the ADH. When necessary, backup radio capability is provided by the ADEM system.

C. Communication capabilities, which support local REP efforts, include the following:

Using the ADH repeater system, local government warning points, schools, and local broadcast stations within the inhalation exposure EPZ can be alerted through the Early Notification System (ENS) component of the EWS.

Chapter 5

EMERGENCY COMMUNICATIONS

I. OFFICIAL NOTIFICATION

A. Prior to the full activation of the SEOF

The ADH ECC is the official 24-hours-per-day point of contact between the State of Arkansas and ANO for the initial notification of a radiological incident, and for any other communication prior to the activation of the SEOF. Contacts are authenticated.

1. Under normal conditions, primary contact with the state and county warning points is via the DEF/VS, as illustrated in Figure 5.1. The alternate commercial (unsecured) telephone or the ADEM radio network is illustrated in Figure 5.2.

2. Once an EC notification has been received from ANO, the ADH Radiological Response Team (RRT) Staff Duty Officers (SDOs) are notified using the methods outlined in the Emergency Communications Center (ECC) standard operating procedures.

3. If an **ALERT** or a higher level EC is declared, or if the TOCD or an authorized representative should request, then:

   a. The ECC will activate the ADH emergency response organization according to established protocol.

   b. The State EOC will activate according to established protocol.

B. Full activation of the SEOF occurs when the designated TOCD has arrived at the SEOF and assumes command and control of technical operations for the state. The SEOF becomes the primary point of contact between ANO and the state only after it has been declared fully activated or operational by the TOCD. All Emergency Classifications (ECs) and other communications from ANO will then be directed to the SEOF. Technical operational control of all offsite response actions will be provided from this facility.

1. The ADH and ANO will be officially notified that all information is to be passed directly from ANO to the SEOF. This is illustrated in Figure 5.3.

2. The SEOF will be responsible for passing all information to local governments and the general public, as well as for redundant notification of schools.

II. NOTIFICATION OF THE PUBLIC

The Emergency Warning System (EWS) can be fully activated from the ADH ECC, the ADH NP&RP office, Ritchie Training Center. The method for utilization of this system is outlined in procedures for activation, testing, and verification of the Emergency Warning System. These documents also specify the system testing intervals.

III. COMMUNICATIONS CAPABILITIES & EQUIPMENT

A. The ADH telecommunications system is used for both routine day-to-day and emergency communications.

B. The ADH system provides reliable communications and paging capability for the response elements of the ADH Radiation Emergency Response Team, which includes radiological field monitoring components. All two-way ADH radio traffic can be conducted in the secure-speech/scramble mode. Equipment inventories and other information concerning the system are available at the ADH. When necessary, backup radio capability is provided by the ADEM system.

C. Communication capabilities, which support local REP efforts, include the following:

1. Using the ADH repeater system, local government warning points, schools, and emergency broadcast stations associated with the inhalation exposure EPZ can be alerted through the Early Notification System (ENS) component of the EWS.

2. If it is necessary to communicate with local governments that are within the 50-mile EPZ, yet outside the inhalation exposure EPZ, then the SEOF will communicate the information directly to the State EOC. The State EOC will then pass the information to the affected county warning points.

D. In addition to the comprehensive testing of the ADH Telecommunications System, which occurs during semiannual drills and exercises, discrete aspects are tested routinely.

E. The communications link between the state and federal emergency response organizations is via the commercial telephone system, with the National Warning System (NAWAS) serving as the back-up system. During an incident at Arkansas Nuclear One , the State will notify and request assistance directly from DHS-FEMA, or other federal agencies with which preexisting arrangement or relationship have been developed providing that the agency with regulatory authority is also notified.

F. The communications links between state and local governments, and medical support facilities are described herein. These links are demonstrated and tested through routine use. The commercial telephone system is used as a back up for radio systems.

1. The ADH ECC maintains radio contact with medical facilities and ambulance vehicles within the central Arkansas Area, and with air ambulance services operating statewide via the EMS network.

2. Radio systems exist in each county for communications between local governments and county EMS systems, and local hospitals.

G. Communications between local governments and emergency workers is detailed in the Radiological Emergency Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties.

Figure 5 – 1

Primary Pre – Activation of the SEOF

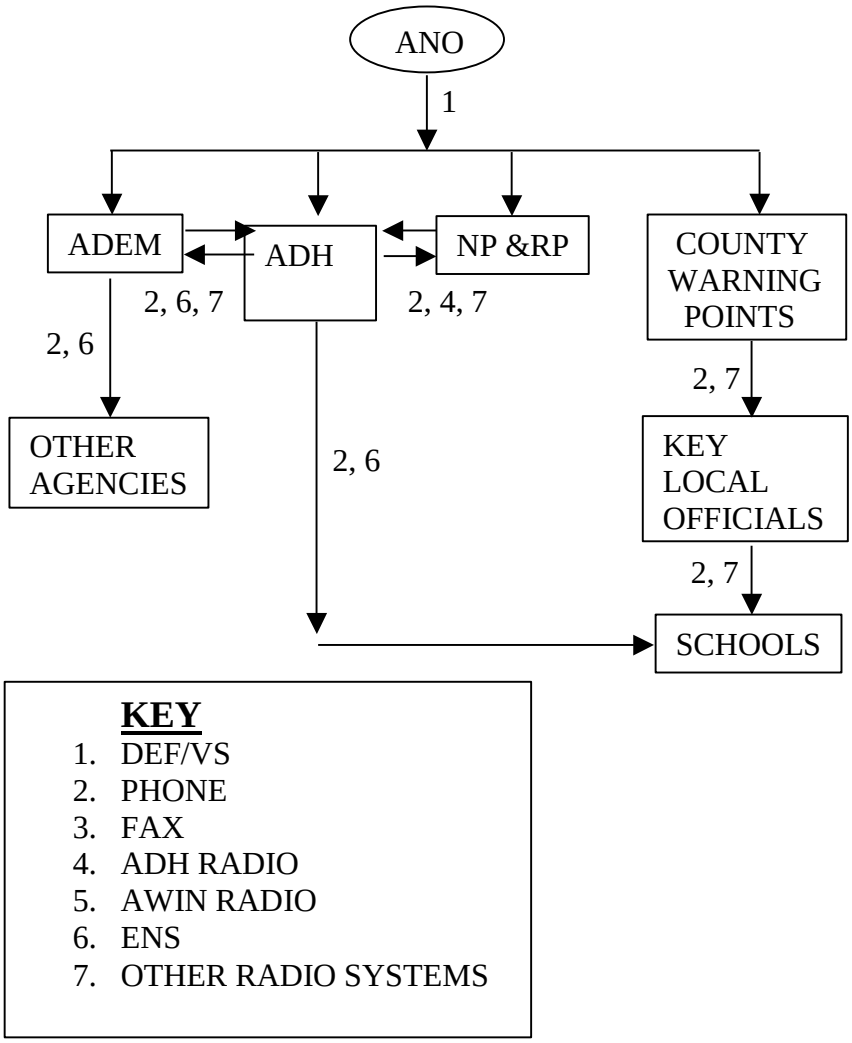

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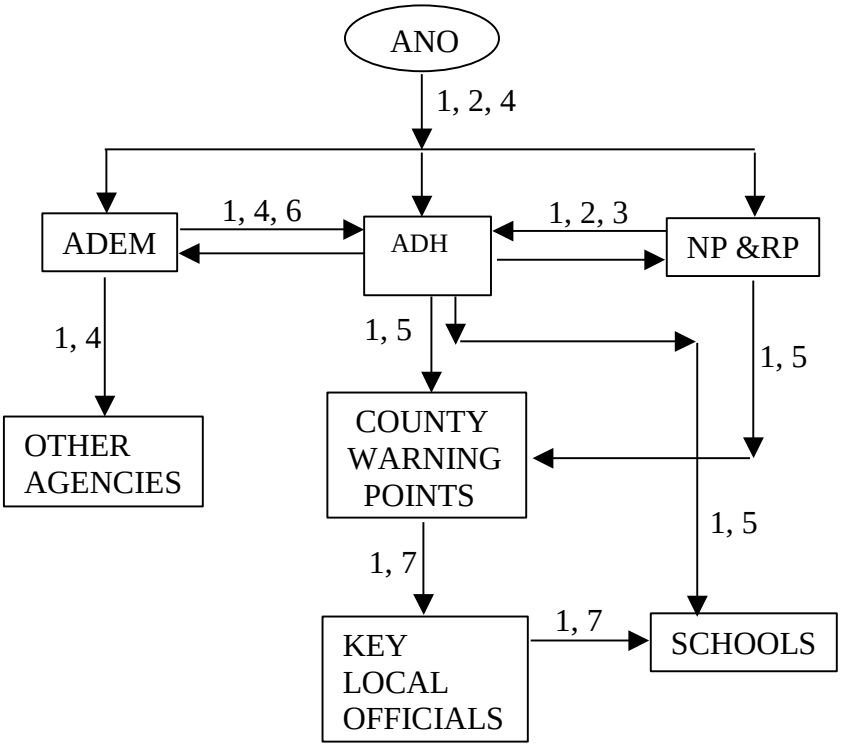
Figure 5 – 2

Alternate Pre – Activation of the SEOF



KEY

1. PHONE
2. FAX
3. ADH RADIO
4. AWIN RADIO
5. ENS
6. NAWAS
7. OTHER RADIO SYSTEMS

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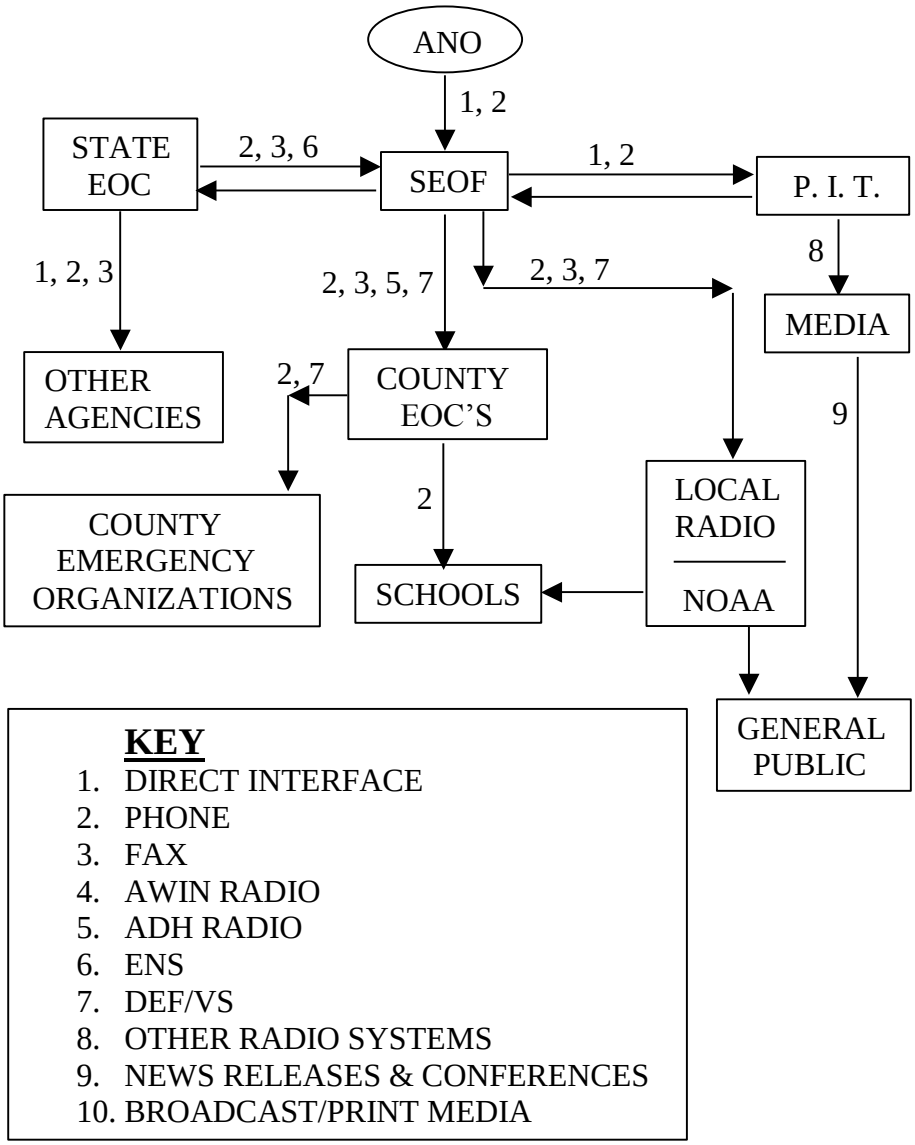
Figure 5 – 3

Post Activation of the SEOF



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Chapter 6

PUBLIC EDUCATION & INFORMATION

I. GENERAL

Radiological Emergency Preparedness (REP) in Arkansas consists of the four phases of comprehensive emergency management: mitigation, preparedness, response, and recovery. As an integral component of REP, the primary objectives of the public education and information system are to provide:

A. Pre-incident mitigation and preparedness programs for educating and informing all segments of the public within the ANO EPZ.

B. Programs for keeping the public informed during the response and recovery phases of a radiological incident.

II. PRE-INCIDENT EDUCATION & INFORMATION

A. Ten-Mile Emergency Planning Zone (EPZ)

The public will be periodically provided with information including specifics detailing: 1) how they will receive notification of a radiological incident; and 2) how they should react to such an incident. The methods for meeting this objective will include, but not be limited to the following.

1. An *Emergency Instruction Booklet* (EIB), which will be updated and annually mailed to each household within the 10-mile EPZ. The EIB will contain:

a. Information on the nature of radiation and on protective measures such as evacuation routes and procedures, location of designated care centers, and sheltering.

b. Where specifically to request additional information.

c. A postage-prepaid, detachable postcard is provided for use by persons who may have special needs, such as for out-of-the-ordinary notification or transportation requirements. This form is to be mailed to the ADH NP&RP office. The information is to be subsequently provided to the appropriate local government.

d. Information contained in the EIB is also posted and/or placed in those recreation and other areas within the 10-mile EPZ, which are routinely visited by transient populations (persons vacationing in, or passing through, the area).

e. It is the policy of the state to not recommend radioprotective drugs or respiratory protection for the general public. Therefore, information on such is not included in the EIB. Radioprotective drugs are discussed in Chapter 9 of ANNEX V.

2. Emergency information regarding notification procedures and those steps that should be taken in an emergency is included in the official telephone directory distributed and used within the 10-mile EPZ. This includes a map showing evacuation zones and routes.

3. Special education programs for public and private schools are conducted annually. The programs include details of procedures used to protect the public; procedures to be followed by students during an emergency situation, whether the student is in, or away from, school; and the locations and functions of the designated care centers.

4. Education and information programs are offered annually to area civic and service organizations. These programs include information on the Emergency Warning System (EWS), evacuation routes, and designated care centers.

5. An annual media workshop is conducted to provide pre-incident information to the news media. This includes information pertaining to the nature of radiation, specific radiological emergency plans, points of contact, and where media representatives may report in the event of an emergency situation.

B. The 50-Mile EPZ

A pamphlet providing information to the agricultural population within the 50-mile EPZ has been produced. Copies are printed and distributed when a radiological release event, which may affect the agricultural community, has been verified. This pamphlet contains information on the nature of radiation, protective actions for dairy cattle and other livestock, methods for dealing with milk and other substances in the food chain, and the U.S. EPA guidelines for dealing with protective action levels.

III. INFORMATION DURING THE RESPONSE/RECOVERY PHASES

The Public Education & Information System during an emergency, including the response and recovery/re-entry phases, is divided into two areas.

A. The information that is transmitted over NOAA Weather Radio and information transmitted over local broadcast stations within the 10-mile EPZ.

B. The information that is provided to the news media by the state's Public Information Team (PIT), which is the official contact point between the state and local governments, and the news media during radiological incidents. PIT operations are outlined in "Procedures for Emergency Activation and Operation of the Public Information Team (PIT)."

1. PIT activities will occur primarily at the EOF in conjunction with ANO Media Center operations.

2. The PIT will prepare and disseminate information to the news media representatives who are present at the Media Center.

3. All information will be approved by the TOCD before it is released by the PIT.

4. The PIT will conduct, coordinate, and/or participate in periodic news conferences in order to inform media representatives of state actions and the current incident response status. News conferences may be conducted as necessary to update media representatives whenever a new PAA is issued, or a change has occurred in the emergency classification level (ECL).

5. The state PIT will coordinate its activities with the ANO Media Team.

   a. When appropriate, the ANO and State of Arkansas spokespersons will appear together at the news conferences.

   b. The PIT may also conduct news conferences without direct participation by ANO representatives.

IV. RUMOR CONTROL

In any emergency, the possibility exists for the spread of misinformation and rumors among the news media and the general public, as well as throughout the various levels of the emergency response organization. The following protocol has been developed to control the spread of rumors and misinformation.

A. For purposes of rumor control, the EOF Media Center is considered to be the official point of contact for the news media. Annual training provided to media representatives will stress that information received from outside the media center should be verified. The NP&RP telephone lines described hereinafter may also be accessed by the media for updates on the situation.

B. The telephone numbers for NP&RP are listed in all emergency information publications. Toll-free TDD telephone numbers for the deaf and hearing impaired are also included in the listings.

   1. Inquiries are answered as expeditiously as possible.

   2. Any information that is doubtful will be verified.

   3. State and local government officials are informed that questions should be directed to the SEOF.

C. Rumor control for the general public is considered a joint venture between the state and the utility. Although rumor control centers on providing timely information through the EBS and the news media, it is recognized that other methods may be employed to answer the concerns of the public during times of emergency.

   1. It is anticipated that many calls from the general public and others may be made directly to the utility. If the situation warrants, the utility will operate a rumor control phone bank, which will work in concert with the state PIT and others to provide information in as timely a manner as possible.

      Inquiry types and substance are periodically analyzed to assess possible rumor trends, and to determine whether news releases should be issued to address specific issues of concern.

D. All emergency workers are cautioned during training sessions that any doubtful information should be verified.

Chapter 7

EMERGENCY FACILITIES & EQUIPMENT

I. EMERGENCY OPERATING FACILITIES

A. Utility

1. ANO maintains an Emergency Operations Facility (EOF) at the near-site building, which is approximately 0.65 miles north of the reactor site.

2. Staffing for the EOF is detailed in the ANO EMERGENCY PLAN.

B. State of Arkansas

1. Technical Operations

a. The primary SEOF is located at the ANO EOF, with accident assessment and decision-making activities of the state Radiological Response Team (RRT) occurring at this location. Technical operational control of all off-site response actions will be provided from this facility. This facility is maintained by ANO. Diagrams and facility information are found in the ANO Emergency Plan and supporting procedures. Field monitoring and sample media coordination activities are conducted from the National Guard Armory in Russellville.

b. The SEOF is activated at the "Alert" EC, or at a higher level, if the higher level is declared without going through a declaration of "Alert" first. At the direction of the TOCD, it may also be activated prior to an "Alert" EC declaration.

c. SEOF staffing includes ADH and ADEM personnel.

d. A limited amount of space and a limited number of telephone lines will be provided at the SEOF for FEMA to allocate to federal government personnel, should assistance be requested via NRF.

e. The Alternate SEOF is located at the Entergy Arkansas, INC office , 305 S Knoxville, Russellville, AR. This facility is maintained by ANO. Diagrams and facility information is found in the ANO Emergency Plan and supporting procedures. Criteria for relocating to the Alternate EOF are found in the ANO Emergency Plan and implementing procedures.

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2. Support & Logistic Operations

a. ADEM operates from its State Emergency Operations Center (EOC) to manage and coordinate state support resources. Diagrams and facility information are found in the SEOP and ADEM implementing procedures.

b. The State EOC may be fully or partially activated at the Alert or higher EC, at the discretion of the Director of ADEM, or a designee. ADEM procedures document levels of activation to support ANO emergencies.

c. Depending on the nature and severity of the situation, State EOC staffing will include ADEM personnel and liaison officers from state and volunteer agencies. Staffing will be IAW ADEM procedures

d. Liaison officers from support agencies may choose to operate from their own offices while maintaining communications with the State EOC via telephone.

3. Public Information Team (PIT)

The state PIT operates from facilities adjacent to the ANO EOF. The EOF provides space and telephone lines for media representatives, and facilities for coordination of the release of news items, and other information from the state and the utility. The alternate JIC is located at the Entergy Offices at 9th Street and Louisiana in Little Rock. This facility is maintained by ANO. Diagrams and facility information is found in the ANO Emergency Plan and supporting procedures.

C. Local

1. Each of the five appropriate county governments maintains an Emergency Operations Center.

2. Facility and staffing details are contained in the local Radiological Emergency Response Plans for Conway, Johnson, Logan, Pope and Yell Counties.

II. RADIOLOGICAL MONITORING EQUIPMENT & MANPOWER

A. Equipment

1. ADH will supply the equipment necessary to provide off-site evaluation of the radiological impact of an incident, and will provide data for use in recommending appropriate protective actions.

a. Radiation Control Procedures present the specific information regarding the inspection, inventory, and operational checks each calendar quarter for all emergency equipment. This equipment includes: dosimetry, portal monitors, survey equipment, sampling equipment, and

equipment. The procedures also identify the information on the reserves of equipment to replace those that are removed from emergency kits for calibration and repair.

b. Radiation Control Procedures and County Radiological Emergency Plans include detail lists of emergency kits and emergency supplies.

2. The required equipment is available from the following sources:

a. Radiological Response Team (RRT)

(1) The equipment maintained and used by the RRT is used by team members for monitoring and generating data for decision making.

(2) Current inventory and calibration data are maintained by the ADH.

b. Nuclear Planning and Response Program (NP&RP)

(1) The CDV-700 G-M instrument is used to equip personnel manning decontamination stations which will support any evacuation effort which may become necessary.

(2) These instruments will be provided either directly from the NP&RP, or through local instrument repositories under the operation control of the of the county Emergency Management Coordinators.

(3) Current inventory and maintenance/calibration data for survey meters and equipment available in Conway, Johnson, Logan, Pope and Yell Counties are maintained by the ADH.

c. Locations of fixed monitoring stations are listed in Radiation Control Procedures

d. Federal Agencies & Other Sources

Any equipment requirements, which exceed the resources of the ADH, will be met by requesting assistance through the means described in Chapter 2 of ANNEX V.

B. Staffing

1. In-field radiological monitoring and assessment in support of protective action decision-making is performed by members of the RRT.

2. Radiological monitoring for decontamination purposes at the designated care centers is performed by personnel trained in the Radiological Monitor Program, within the appropriate counties.

Chapter 8

ACCIDENT ASSESSMENT

I. GENERAL

A. Management

The management objective of a radiological incident is to minimize the detrimental effects of the incident on persons and property. To accomplish this, the capability to measure and assess the impact of a radiological incident is needed. The Accident Assessment Group of the RRT possesses the necessary capabilities.

B. SEOF Coordination and Direction

Field Team Control or the TOCD will direct all State Field Teams

1. Coordination and direction of all state accident assessment activities, including field monitoring and collection of samples, will be from the SEOF. In accordance with "Procedures for ADH Field Operations," the ADH field teams will be deployed to track and define plume parameters, as described hereinafter. Whole body dose projections are made using terminal links to the ANO Radiological Dose Assessment Computer System (RDACS) site-specific dose projection model. RASCAL dose assessment model will be used as the backup model to RDACS.

2. Radiation Control Procedures include the following:

   a. Composition of Field Teams
   b. Transportation resources used by teams
   c. Pre-designated sampling locations

3. ANO Field Teams are responsible for taking near peak plume measurements.

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II. FIELD MEASUREMENT

A. Fission Products

To support the recommendation of protective action for persons and property, specific parameters must be measured. Those of primary interest involve gaseous fission products. The measurement of these requires plume location and tracking. The parameters are as follows:

1. Radioiodine

   a. Radioiodine concentrations in the plume will be determined by taking air samples with portable samplers on fiber filter and silver zeolite cartridges.

   b. These samples may first be evaluated at or near, the sample site by use of a NaI probe and a portable survey meter. The lower limit of detection in the field, under any weather condition, is at least 1E-7 micro curies per cubic centimeter. Procedures to ensure Noble gases and background readings do not reduce this detection limit are found in the Radiation Control Procedures.

   c. If further analysis is necessary, samples will be transported to the Radiochemistry Laboratory, ADH, in Little Rock, Arkansas.

2. Ambient Radiation Reading

This reading will be determined by using the following:

a. Direct Radiation Measurements: Expected radiation field intensities will be measured with the following survey meters, or the equivalent:

(1) Ludlum, Model 19, micro-R meter, 0 to 5,000 uR/hr.

(2) Ludlum, Model 3, with GM sidewall, Model 44-66 probe, 0.01 to 200 mR/hr.

(3) Ludlum Model 17, ionization chamber, 0 to 5 R/hr.

(4) Ludlum Model 2241-3. 0 to 100 R/hr.

b. Thermoluminescent Dosimeters (TLDs): Threshold 0.1 mR integrated exposure.

B. Environmental Sampling

1. Environmental indicators of radiological hazards through liquid or gaseous release pathways to be sampled include, but are not limited to:

a. Water samples will be collected at the following locations:

(1) ANO Unit 1, discharge canal, at the exclusion boundary.

(2) The Arkansas River.

(3) Other streams, lakes, ponds, reservoirs, wells and private water supplies, as deemed necessary by the TOCD or the RRTL.

b. Soil samples will be collected where appropriate in areas where deposition of radionuclides may have occurred, for determination of milk-chain and other ingestion pathway protective action requirements, and for ground shine exposure levels.

c. Vegetation samples will be collected where appropriate in the areas where deposition of radionuclides may have occurred for determination of milk-chain and other ingestion pathway protective action requirements, and for ground shine exposure levels.

2. Environmental sampling is expected to continue for a considerable time into the post-accident period. As a result, environmental data will provide both information for decisions regarding protective actions, and a basis for total-impact assessment.

3. All samples may undergo analytical screening prior to being sent to the Radiochemistry Lab at the ADH in Little Rock, for more definitive analysis. As stated in Chapter 2, the capabilities and detection limits are adequate to support emergency response and routine environmental surveillance functions, as evidenced by EPA certification of this lab. In all cases, controls will be collected and analyzed.

4. Sample collection, receipt, transportation, analysis, and reporting procedures are described in the FIELD TEAM OPERATIONS PROCEDURES MANUAL. and Radiation Control Procedures

III. ASSESSMENT OF FIELD DATA

A. Responsibility for Accident Assessment

1. All field monitoring data will be received by the Accident Assessment Group at the SEOF.

2. The use of field data for the assessment of radiological hazards will be the responsibility of the TOCD via the Radiological Response Team Leader (RRTL). All data received will be analyzed as rapidly as possible, to assess the magnitude of release and the locations of populations affected through the various pathways.

3. The concept of protective actions guides and protective actions to be used are those found in the U.S. EPA MANUAL OF PROTECTIVE ACTIONS GUIDES AND PROTECTIVE ACTIONS FOR NUCLEAR INCIDENTS.

4. Specific procedures used for dose projections and for relating measured parameters to does rates for key isotopes, are described in , ADH dose assessment procedures. Procedures for comparing State and Utility results are found in the Radiation Control Procedures.

B. Activation, Notification & Deployment

The notification and activation of the Radiological Response Team is described in Chapter 4 of Annex V. Deployment time is approximately sixty (60) minutes for the team component based at the ADH Nuclear Planning & Response Program office in Russellville, and approximately four (4) hours for the component of the team based at the ADH Central Office in Little Rock, Arkansas.

Chapter 9

PROTECTIVE RESPONSE

I. GENERAL

A. Recommendation of protective actions will be the responsibility of the TOCD or an authorized representative. All protective action recommendations will be transmitted to local government as Protective Action Advisories (PAAs).

B. The means for notifying all segments of the resident and transient populations are outlined in ANNEX V, Chapter 4, "Notification Methods & Procedures," and in the Radiological Emergency Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties.

C. Maps showing population distribution within the 10-mile EPZ are contained in the Local Radiological Emergency Response Plans, which complement ANNEX V.

II. PROTECTIVE ACTION OPTIONS

A. Plume Exposure Pathway

It is the policy of the State of Arkansas to issue protective action advisories to the public within the 10-mile EPZ. The process for distributing advisories to the Counties and the decision making process are described the County Radiological Emergency Response Plans. The potential risks of implementing a given protective action will be considered against the reduction of radiological risk to be achieved by that protective action. Optional advisories that may be issued by the TOCD are:

1. Evacuation

a. Advisory:

If evacuation has been determined to be the appropriate protective measure, the state will advise that it be carried out according to zones that have been established to correspond with landmarks, which are easily recognizable, both to the public and to the agencies responsible for carrying out the evacuation. Evacuation may be advised when:

It has been determined by the TOCD or an authorized representative that, based on plant conditions, the situation is sufficiently volatile to threaten the public health and safety.

b. Implementation: The ordering and enforcement of an evacuation is the responsibility of the local government.

(1) Procedures for conducting an evacuation are contained in the Radiological Emergency Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties.

(2) Each designated care center (DCC) for relocation of evacuees is located outside the 10-mile EPZ. DCC operational procedures, including the means for registering and monitoring evacuees, and the conversion to Mass Shelters are contained in the Radiological Response Plans for Conway, Johnson, Logan, Pope, and Yell Counties.

(3) Up-to-date maps, showing evacuation routes and care center locations, are depicted in the local Radiological Emergency Response Plans, which complement ANNEX V. Projected capacities for evacuation routes are also included.

(4) A formal Evacuation Time Estimate Study was conducted during October and November, 2002, for use in formulating protective action recommendations, planning evacuation routes, and associated purposes. The results of this study are contained in the ANO EMERGENCY PLAN, and are not repeated in ANNEX V.

c. Restriction of Access: Access to evacuated areas will be permitted only at the recommendation of the TOCD. Health physics activities within these areas will be supervised by the RRTL.

(1) Local government, assisted as needed by state authorities, will maintain control of access to evacuated areas.

(2) Up-to-date maps depicting traffic detour points and county roadblocks are available.

2. Sheltering

Based upon an evaluation of the potential risks of evacuation, versus the reduction of radiological risk achieved by the evacuation, sheltering would be recommended in situations as described hereinafter:

a. Institutionalized Individuals

(1) Sheltering is recommended for all persons residing in nursing homes or incarcerated in detention centers within the 10-mile EPZ. The residents and staffs of those nursing homes and detention facilities have been provided with radioprotective drugs under the provisions outlined in Section 4 hereinafter. Figure 9-1 contains estimated Protection Factors (P.F.) for health care and detention facilities located within the 10-mile EPZ.

(2) Hospitals will be informed of the situation and will be allowed to discharge those patients whom the medical staff feels would be able to relocate with no ill effects. Other patients and the hospital staff will be provided with radioprotective drugs, as described in Chapter 9 Section II. A. 4.

FIGURE 9-1

HEALTH FACILITY	LOCATION	PHONE	CAPACITY	P.F.
St. Mary's Hospital	Russellville AR	968-2841	144	10
Dardanelle Hospital	Dardanelle AR	229-4677	44	5
Dardanelle Nursing Center	Dardanelle AR	229-4884	90	5
Stella Manor	Russellville AR	968-4141	144	5
Russellville Nursing Center	Russellville AR	968-5256	92	5

DETENTION FACILITY	LOCATION	PHONE	CAPACITY	P.F.
Pope County Detention Center	Russellville AR	968-2558	62	5
Yell County Jail	Dardanelle AR	229-4175	10	5

b. Other situations in which the adverse affects of evacuation might be greater than the risk of radiological exposure will be considered on an individual basis.

3. Remain indoors

Stay indoors with heating and cooling systems operating. Monitor local radio stations or NOAA radio for further instructions.

4. Radioprotective Drugs

Potassium Iodide (KI) will be made available for emergency workers and other persons who are not evacuated from areas affected by the plume.

a. By authorization of the ADH Director, the decision to use KI shall be the responsibility of the TOCD. A copy of the letter providing this authority is on file with the TOCD.

b. The dosage of KI shall be 130 milligrams. It is to be administered prior to exposure to radiation, or as shortly thereafter as possible.

c. The NP&RP office is responsible for the purchase and placement of KI. Routine inventory inspections will be conducted to ensure that KI is in place and ready for use.

d. KI will be stored at the following locations:

(1) Each EOC.
(2) The Emergency Workers Center at Atkins.
(3) Various state facilities.
(4) Each health care and detention facility within the 10-mile EPZ.

f. KI will be disposed of and replaced in accordance with the manufacturer's suggested shelf life.

5. Protective Measures for Emergency Workers

a. It may be necessary for emergency workers such as field monitoring teams, fire fighters, and law enforcement or traffic control personnel, to enter or remain within areas where the risk for exposure to radiation exists. Government, utility, and industry employees may also have a need to enter or remain in affected areas.

b. It is the responsibility of the TOCD to ensure that protective measures are available to emergency workers.

(1) KI, protective clothing, and equipment are provided as standard emergency response gear for the ADH RRT.

(2) KI, protective clothing, and equipment for all other emergency workers will be provided by NP&RP.

6. Protective measures for schools are described in the County Radiological Emergency Response Plans.

7. Protective measures for special populations are described in the County Radiological Emergency Response Plans.

B. Ingestion Exposure Pathway

Protective response may be necessary in the 50-mile EPZ. The protective action guideline is to restrict the dose commitment for the whole body, bone marrow, or any other organ. The action levels and procedures for protective response are those found in the ADH Protective Action Guidelines. Other possible actions will be considered on a case-by-case basis.

1. Pasture Lands

a. The recommended protective action where pasturelands are affected by passage of the plume is removal of lactating dairy herds from contaminated pasturage, and placement on uncontaminated stored feed.

b. The USDA will, via the NRF, provide the ADH with information concerning the location of growing crops, grains, forage, etc.. so that

samples may be taken to determine if there is a hazard to humans or animals.

c. If the ADH declares a particular area quarantined for cattle grazing, the USDA will provide farmers with information concerning the availability of uncontaminated feed. Requests for this information can be made through ADEM.

2. Water

If a water sample analysis indicates levels of radionuclides above specified limits, the protective action advised by the TOCD and ordered by the ADH will be to transport uncontaminated drinking water (potable) from other locations.

3. Milk

Samples will be taken from dairy and milk producers in the affected area to determine if contamination is present.

a. Contaminated milk will be withheld from the market to allow for the decay of short-lived radionuclides. This may be achieved by:

(1) Freezing and storage of milk, concentrated milk, or milk products.
(2) Storage for prolonged periods at reduced temperatures, provided that ultra-high temperature pasteurization has been applied during processing.

b. Fluid milk may be diverted to the production of dry whole milk, nonfat dry milk, butter, evaporated milk, or other milk products.

c. Assistance in carrying out these protective actions will be provided by ADH and the U.S. FDA.

4. Fruits and Vegetables

If sample analyses indicate contamination of fruits and vegetables, the following protective actions will be taken:

a. Washing, brushing, scrubbing, or peeling to remove surface contamination.

b. Storage to permit decay of short-lived radionuclides, or preservation by canning, freezing, or dehydration.

5. Grains

If sample analyses indicate contamination of grains, the recommended protective action is milling and polishing.

6. Meat and Fish

If sample analyses indicate contamination of meat or fish, the following protective action will be recommended: Withholding products from the market to allow for decay of short-lived radionuclides. This may be achieved by storage of frozen products, or by other types of processing such as smoking and curing.

III. SAMPLING LOCATIONS: Monitoring sites for RRT field teams are pre-designated; however, samples may be taken at other sites if deemed appropriate. Air samples may also be taken at these sites. Maps of the pre-designated monitoring sites are available at the SEOF.

Chapter 10

RADIOLOGICAL EXPOSURE

I. GENERAL

It is the policy of the ADH to provide adequate systems for the radiation exposure monitoring of all emergency workers responding to a radiological incident, and evacuees reporting to a designated care center (DCC). It is also the policy of ADH to ensure that systems are adequate for maintaining radiation exposure at a level as low as may be reasonably achievable.

II. PERSONNEL DOSIMETRY

24-hours-per-day dose determination capability is to be provided to all emergency workers. Provision for distribution of self-reading dosimeters and permanent-record devices (TLDs) have been developed and are in place. Detailed information on exposure control, dose limits, TEDE conversion factors, briefings, tracking, and equipment is listed in Radiation Control Procedures and County Radiological Emergency Response Plans.

A. Self-Reading Dosimeters

1. Pocket dosimeters such as the CDV-138 (0-200 mR) will be issued to each emergency worker, unless a group monitoring system is being utilized.

2. Pocket dosimeters such as the CDV-730 (0-20 R) and the CDV-742 (0-200 R) will also be issued to all health physicists and to other personnel as necessary.

B. Thermoluminescent Dosimeters (TLDs)

The TLD will be read by the dosimetry provider as soon as possible following an incident to which the worker responds, or when otherwise deemed necessary by the TOCD.

III. MAINTENANCE OF DOSE RECORDS

A. During an incident, self-reading dosimetry will be read at approximate intervals. Individual dose records will be maintained for all emergency workers, unless a group monitoring system is being utilized.

B. At the conclusion of the incident, all dose records will become permanent records maintained at the ADH Central Office.

C. Because of possible occupational exposure in the course of their day-to-day activities, permanent dose records for Health Physicists and certain other ADH personnel are maintained at the ADH Central Office.

IV. UNUSUAL EXPOSURES

If necessary, the TOCD or RRTL may authorize emergency workers engaged in lifesaving activities to incur exposures in excess of the EPA General Public Protective Action Guides

(PAGs). However, exposure will be limited to levels specified in the EPA PAGs for Emergency Workers and Lifesaving Activities.

V. CONTAMINATION CONTROL

A. Decontamination stations will be set up at the Emergency Workers Center, operating DCCs, and wherever else deemed necessary. The locations of these centers and procedures for setting up and monitoring are listed in the County Radiological Emergency Response Plans.

B. Emergency workers reporting back to their duty stations, and each evacuee reporting to a DCC, will be surveyed for radioactive contamination by Certified Radiological Monitors. Whenever radiation readings above the background level are observed, triggering the alarm on the portal monitor, decontamination will be performed.

1. Personnel will be showered or otherwise washed if possible. Injured contaminated personnel will be treated at medical facilities identified in Chapter 11.

2. Contaminated clothing will be stored in plastic bags and turned over to the ADH for proper disposition.

3. Contaminated tools and equipment will be washed to remove the contamination. When this is not feasible, contaminated tools and equipment will be disposed of as radioactive waste, in accordance with the Arkansas State Board of Health Rules & Regulations for Control of Sources of Ionizing Radiation.

C. The vehicles used by emergency workers, and the vehicles driven by evacuees to the DCC, will be surveyed by Certified Radiological Monitors.

D. If survey meter readings are equal to 300 CPM or greater, the vehicle will not be released until it is decontaminated IAW County Plans.

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E. Waste, and other materials that cannot be decontaminated, will be collected, tagged, and held for proper disposal as contaminated waste, in accordance with the Arkansas State Board of Health Rules & Regulations for the Control of Sources of Ionizing Radiation.

Chapter 11

MEDICAL & HEALTH SUPPORT

I. GENERAL

Adequate medical and public health support services are available for evaluation and treatment of radiation contaminated individuals.

II. MEDICAL SUPPORT

A. The greatest potential for injury involving radiological contamination is to those working on-site at ANO. However, occurrences such as traffic accidents within the plume exposure pathway could result in members of the public becoming injured and contaminated.

B. The utility maintains written agreements with the medical facilities listed below. The agreements, which are updated annually by the utility, are incorporated into the ANO EMERGENCY PLAN, as Appendix 1. They provide for medical response and treatment of both ANO personnel and members of the general public who may be radiation contaminated, or overexposed. The medical facilities have the capability to evaluate radiation exposure and provide treatment of injuries. Personnel providing the services have received adequate training in the handling of contaminated individuals.

1. St. Mary's AMI Medical Center, Russellville, Arkansas, is designated as the primary facility to provide in-hospital treatment. Diagrams of facilities and equipment listings are found in the hospital's plans, procedures, and checklists. St Mary's can treat 10 contaminated patients at a time and has a total bed capacity of 170.

2. Pope County Ambulance Service, Russellville, Arkansas, is designated as the primary provider of ambulance service, including pre-hospital first aid and care.

3. The University of Arkansas for Medical Science Hospital, Little Rock, Arkansas, is designated as the back-up facility to provide in-hospital treatment Diagrams of facilities and equipment listings are found in the hospital's plans, procedures, and checklists. UAMS can treat 5 contaminated patients at a time and has a total bed capacity of 430.

C. Overflow hospitals for treating contaminated and injured patients will be coordinated through the ADH Emergency Communications Center. These hospitals will be contacted if the primary and backup Hospitals reach capacity.

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III. TRANSPORTATION

Transportation for injured and radiation contaminated patients will be provided by the most expedient means available as identified in the County Radiological Emergency Response Plans. This includes, but is not limited to:

A. If available, local ambulance services which normally provide service to those counties within the 10-mile EPZ will be dispatched first.

B. The National Guard will provide service, if assets are available, once the Governor tasks them with a mission.

Chapter 12

RECOVERY & RE-ENTRY PLANNING OF POST-ACCIDENT OPERATIONS

I. GENERAL

A. The TOCD shall advise whether re-entry into any evacuated area may be allowed. The TOCD will issue this advisory after consultation with the RRTL, an authorized representative of ADEM, and an authorized representative of ANO.

B. Advisories for the relaxation of other protective measures, which have been implemented, will also be made by the TOCD, based upon:

1. A comprehensive evaluation of exposure levels which exist at the time of consideration; and,

2. The projected long-term exposure, which may result in dose commitments to residents and transients in the affected area.

II. RECOVERY AND RE-ENTRY

A. Re-entry into an evacuated area may be allowed when projected whole body doses for those members of the population who have been evacuated do not exceed EPA guidelines

B. Unrestricted personal and public property use of contaminated materials and possessions will be allowed when contamination is less than EPA Guideline..

C. Decontrol of foodstuffs, water supplies, or any agricultural activity will be indicated when limits fall below those in the ADH Protective Action Guides.

D. Long-term sampling and more intensive monitoring may be required, at the discretion of the TOCD, until radionuclide concentrations and external dose levels, as determined by radiochemical analysis, radiation monitoring, and/or TLD readings, reach pre-incident levels.

III. DISSEMINATION OF INFORMATION

A. The TOCD will advise the Director of ADEM and an authorized representative of ANO that recovery is to commence. The TOCD will continue to have control of State Resources until the event is terminated.

B. The SEOF notification and communications section will notify the local governments within the 50-mile EPZ that recovery operations are to commence.

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IV. ESTIMATION OF POPULATION EXPOSURE

Population exposure will be determined from TLD data. Some TLDs may be left in the field during the entire accident time frame. From the data, two population exposure figures may be determined:

A. MAXIMUM EXPOSURE

A value for the maximum exposure an individual could have received if she or he remained in the plume throughout the incident.

B. AVERAGE EXPOSURE

An average exposure value can be obtained for all persons residing in the plume exposure EPZ.

Chapter 13

EXERCISES & DRILLS

I. GENERAL

In order to maintain an adequate preparedness posture for response to a radiological emergency at ANO, off-site organizations and agencies conduct exercises and drills. The results of exercises and drills provide a basis for identifying changes necessary in response plans and implementation procedures, and for future scheduling of training for emergency response personnel.

A. Planning

1. Scenarios for exercises and drills are formulated by the appropriate individuals, with consideration given to the following:

   a. Basic objectives and appropriate evaluation criteria.

   b. Dates, time periods, places, and participating organizations.

   c. Simulated events.

   d. Time schedule of real time and simulated initiating events.

   e. Weather Conditions

2. A narrative summary is developed which describes the scope of the exercise or drill.

3. Prior to each exercise, a detailed briefing is held for official observers. Advance materials, including copies of the complete scenario, and state and local plans, are provided.

B. Evaluation

1. A critique will be conducted at the conclusion of each exercise and drill to evaluate the adequacy of the capabilities demonstrated. Participants will be invited to submit critique notes, in writing, for inclusion in the official after-action report.

2. Exercises may be formally evaluated by the Federal Regional Assistance Committee (RAC). These evaluations will be reviewed by state and local personnel. Observer and participant comments on areas of deficiency and/or areas needing improvement will be assessed. If necessary, corrective actions will be implemented under the direction of the appropriate state and local officials.

3. Each drill will be evaluated by the instructor for that drill.

II. EXERCISES

A. Exercises are conducted to demonstrate the ability to implement radiological emergency preparedness plans, and to ultimately protect the public health.

B. In accordance with federal regulations, a full-participation exercise will be conducted at least once every two (2) years, and an ingestion pathway exercise will be conducted at least once every six (6) years. Participants will include the state, selected local governments, and ANO. These exercises will be designed to ensure than all major elements of the plans are demonstrated at least once every six (6) years.

III. DRILLS

A. The drills conducted by the state are educational in nature and provide a means for personnel of the state and local off-site response organizations to develop skills and knowledge of their roles in the radiological emergency response plan. Some drills will be components of an exercise.

B. Types and frequencies include, but are not limited to:

1. Communication drills which verify the capability to exchange information among organizations, to include:

a. Tests of communications with federal emergency response organizations; one per quarter.

b. Tests of communications between ANO, state and local emergency operations centers, and field teams are conducted at least monthly.

c. These tests include message content tests

2. Medical emergency drills, which include the transportation and treatment of a contaminated person; one per year. These drills are performed by either the primary or backup hospital and the primary EMS agency

3. Radiological monitoring drills, which may include collection and analysis of environmental samples, record keeping, and communications; one per year.

4. Health physics drills to test response and assessment capabilities, which may include environmental sampling and direct radiation measurements; two per year.

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Chapter 14

RADIOLOGICAL EMERGENCY RESPONSE TRAINING

I. GENERAL

A system has been established by the ADH to ensure that radiological emergency preparedness training, mandated by NUREG-0654, is provided for all individuals at the state and local levels who are involved in decision making, planning, and response activities.

A. The state is responsible for assuring that state agency emergency personnel participate in the appropriate radiological emergency preparedness training annually.

B. Each county is responsible for assuring that the county emergency workers participate in the appropriate radiological emergency preparedness training annually.

C. Training will be provided for Emergency Workers for performance of their duties as assigned in the radiological emergency response plans.

1) RRT member training described in Radiation Control Procedures covers the following areas:

a. General Radiation and Emergency Worker Training.
b. Health Physics, Field Team, and Field Team Leader Training
c. Dose Assessment and Accident Assessment Training
d. Radiological Response Team Leader Training.
e. Nuclear Planning and Response Team Training which includes:
    i. Local Government Liaison Training
    ii. Public Information Training
f. Laboratory Staff Training
g. Technical Operations Control Director (TOCD) Training

2) County Emergency Worker training described in County Radiological Emergency Plans covers the following personnel:

a. Police
b. Security
c. Firefighting
d. First Aid
e. Rescue
f. Support Services
g. Medical Support
h. Communication

II. FREQUENCY OF TRAINING

Training and re-training, which may include exercises and drills will be provided on an annual basis.

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Chapter 15

THE PLANNING EFFORT

I. STATE GOVERNMENT RESPONSIBILITIES

A. Off-Site Radiological Emergency Response Planning

ADH is responsible for off-site radiological emergency response planning for the state. All off-site radiological emergency response plans for state government are contained in Annexes to the State EOP. The Emergency Management Section Chief will ensure that:

1. Planning efforts are coordinated with:

   a. The Arkansas Department of Emergency Management and, through ADEM, with other state and volunteer agencies, which have assigned responsibilities.

   b. The utility, in order to assure continuity with the ANO EMERGENCY PLAN.

2. All portions of off-site radiological emergency plans are prepared and reviewed by qualified individuals.

3. Initial and continuing training, as it becomes available, is arranged for all staff members who are assigned to the planning effort.

4. Annual review and certification of the Arkansas radiological emergency preparedness programs, including radiological emergency response plans, is performed.

5. Update and revision of plans as necessitated by federal or state regulations or by changes identified during exercises and drills.

6. Support is provided to the CEO in each of the five Arkansas counties that have direct radiological emergency planning responsibilities.

7. Copies of the state radiological emergency response plan and all changes thereto are provided to every organization or individual identified herein as having responsibility for full or partial implementation of the plan; and revised pages are dated and revision number indicated.

8. Telephone numbers listed as part of emergency procedures are verified and updated each calendar quarter.

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B. State EOP

The Director of the Arkansas Department of Emergency Management (ADEM) is responsible for the maintenance and distribution of the State EOP, and coordination of other state emergency planning efforts. ADEM Director will ensure the State EOP and its Annexes are updated when major changes in the concept of operations or emergency response capabilities of state and volunteer agencies warrant.

C. ANNEX V Format: Chapters 1 through 15 of this Annex address state planning requirements as specified in NUREG-064, REP-1, REV.1, Part II, Planning Standard and Criteria. Specific cross-references are listed in Attachment No. 1.

D. Supporting Plans

Supporting plans and their sources are described in Chapter 2, "Emergency Response Support & Resources."

II. LOCAL GOVERNMENT RESPONSIBILITIES

A. The chief executive officers of Conway, Johnson, Logan, Pope, and Yell Counties are responsible for local radiological emergency planning in their respective jurisdictions.

B. The ADH Nuclear Planning & Response Program, under the direction of the TOCD, will provide assistance to the CEOs in developing, reviewing, updating, and/or revising the local radiological emergency response plans, and the annexes and attachments thereto.

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ATTACHMENT NO. 1

NUREG-0654 FEMA REP-1
Arkansas Emergency Operations Plan
Annex V

Cross Reference Index

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ANNEX V REFERENCE

NUREG-0654 Planning Standard	Chapter	Title/Subject
A.1.a.	Ch. 1, III.A. & C	Organization: State
	Ch. 1, III.B.	Local Government
	Ch. 1, III.D.	Federal Government
	Ch. 1, IV.	On-Site Radiological Emergency Planning
A.1.b.	Ch. 1, III.B.	Local Government
	Ch. 1, III. A. & C	State Government
	Ch. 1, III.D.	Federal Government
	Ch. 1, V.B	Local Government
	Ch. 1.VI. A.	State Government
	Ch. 1. VI. B.	State Government
A.1.c.	Figure 1-1	"Authority for Coordination of the State Effort"
	Figure 1-2	"State Government REP Function"
A.1.d.	Ch. 1, III.C.	State Government
	Ch. 1, V.A.	Local Government
	Ch. 1, VI..C.	State Government
A.1.e.	Ch. 1, III.A.	Organization: General
	Ch. 1, III.B.	Local Government
A.2.a.	Ch. 1, III.C.	State Government
	Figure 1-2	"State Government REP Function"
	Ch. 1, V.	Local Government Responsibilities
	Ch. 1, VI	State Government
	Ch. 1, VII	Federal Government
A.2.b.	Ch. 1, I.	Statutory Authority
	Ch. 1, II.	References
	Ch.1,V.A	Local Government
	Ch. 1, VI	State Government
A.3.	Ch. 1, VI..C.	State Government
A.4.	Ch. 1, VI.	State Government
B*		*Not applicable to State Plan
C.1.a.	Ch. 1, VII.	Federal Government
	Ch. 2, I.B.	Request for Federal Monitoring & Assessment Assistance
C.1.b.	Ch. 2.	Request for Federal Monitoring & Assessment Assistance
C.1.c.	Ch. 2, I.D.	Office Space & Telephones
C.2.a.	Ch. 2, II.A.	State Emergency Operations Facility (SEOF)
C.2.b.*		*Not applicable to State Plan
C.3.	Ch. 2, III.	Radiological Laboratory Support
C.4.	Ch. 2, IV.	Additional Emergency Assistance
D.1. – D.2.*		*Not applicable to State Plan
D.3. – D.4.	Ch. 3, I. Ch. 3, II.	General Emergency Classification System E. Alert Classification F. Notification G. Emergency Methods
E.1.	Ch. 4., I.	Basis for Notification
	Ch. 4., II.	Procedures for Incident Notification
E.2.	Ch. 4, II.	ANO Utilization of DEF/VS
	Ch. 4, III.	Notification & Mobilization of the ADH Emergency Response Staff

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ANNEX V REFERENCE

NUREG-0654 Planning Standard	Chapter	Title/Subject
E.3. – E.4.*		Not applicable to State Plan
E.5. – E.6.	Ch. 4, IV.& V	Dissemination of Information to the Public
E.7.	Ch. 4, IV.C.	Protective Action Advisory
F.1.a.	Ch. 5, I.A.	Prior to Full Activation of the SEOF
F.1.b.	Ch. 5, I.	Official Notification
F.1.c.	Ch. 5, III.E.	Communications Between State & Federal
F.1.d.	Ch. 5, I.	Official Notification
	Ch. 5, III.B.	ADH Communications & Paging
F.1.e.	Ch. 5, I.	Official Notification
F.1.f.*		*Not applicable to State Plan
F.2.	Ch. 5, III.F.	State & Local Communications Links
F.3.	Ch. 5, II.	Notification of the Public
	Ch. 5, III.D.	System Testing
G.1. – G.2.	Ch. 6, II.A.	Ten-Mile Emergency Planning Zone (EPZ)
G.3.a. – G.4.a.	Ch. 6, III.	Information During the Response/Recovery Phases
G.3.b.*		*Not applicable to State Plan
G.4.b.	Ch. 6, III.B.	News Media
G.4.c.	Ch. 6, IV.	Rumor Control
G.5.	Ch. 6, II.A.	Ten Mile EPZ
H.1., H.2., H.5., H.6.*		*Not applicable to State Plan
H.3., H.4, .	Ch. 7, I.B.	State of Arkansas
H.7., H.10., H.11.	Ch. 7, II.A.	Radiological Monitoring Equipment
H.8., H.9.*		*Not applicable to State Plan
H.11.	Ch 7. II. A	ADH RC Section Instrumentation Inventory
H.12.	Ch. 7, I.B.	State EOF
	Ch. 8., II.B.	Environmental Sampling
I.1. – I.6.*		*Not applicable to State Plan
I.7.	Ch. 8, I. B	Accident Assessment
I.8.	Ch. 8, II.A. Ch. 8, I, B	Fission Products
	Ch. 8, II.B.	Environmental Sampling
	Ch. 8, III.	Assessment of Field Data
I.9.	Ch. 8, II.A.	Fission Products
I.10.	Ch. 8, III.	Assessment of Field Data
I.11.	Ch. 8, I.B.	State Coordination & Direction
J.1., J.3. – J.8.*		*Not applicable to State Plan
J.2.	Ch. 9, II.A.	Plume Exposure Pathway
J.9.	Ch. 9, II.	Protective Actions Options
J.10.a.	Ch. 9, II.A.	Plume Exposure Pathway
	Ch. 9, III.	Sampling Locations

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ANNEX V REFERENCE

NUREG-0654 Planning Standard	Chapter	Title/Subject
J.10.b.	Ch. 9, I.C.	Population Distribution Maps
J.10.c.	Ch. 9, I.B.	Resident & Transient Population Notification
J.10.d. – J.10.e.	Ch.9, II..	Protective Actions Options
J.10.f.	Ch. 9, I.B.	Plume Exposure Pathway: Evacuation
	Ch.9, II.A.4	ADH Radiological Emergency Protective Action Policy
J.10.g – J.10.m.	Ch.9, II.A.1..	Evacuation
J.11.	Ch. 9, II.B.	Ingestion Exposure Pathway
J.12.	Ch. 9	Plume Exposure Pathway
K.1., K.2., K.6., K.7.*		*Not applicable to State Plan
K.3.a.	Ch. 10, II.	Personnel Dosimetry
K.3.b.	Ch. 10, II&III.	Maintenance of Dose Records
K.4.	Ch. 10, II&IV.	Unusual Exposure
K.5.a. – K.5.b.	Ch. 10, V.	Contamination Control
L.1.	Ch. 11, II.B.	Utility & Medical Facility Agreements
L.2.*		*Not applicable to State Plan
L.3.	Ch. 11, II.C.	ADH Listing of Other Medical Facilities
L.4.	Ch. 11, III.	Transportation
M.1.	Ch. 12, I.	General: Recovery & Re-Entry Planning of Post-Accident Operations Recovery & Re-Entry
M.2.*		*Not applicable to State Plan
M.3.	Ch. 12, III.	Dissemination of Information
M. 4	Ch 12, IV	Estimation of Population Exposure
N.1.a	Ch. 13 II. B.	Evaluation
N.1.b	Ch.13 I & II	Exercises
N.2.a	Ch 13. III	Drills
N.2.c	Ch 13 III	Drills
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N.3.a	Ch 13 I.A.1.a	Planning
N.3.b.	Ch 13 I.A.1.b	Planning
N.3.c.	Ch 13.!.A.1.c	Planning
N.3.d.	Ch 13 I.A.1.d	Planning
N.3.e.	Ch 13.I.A.2.	Planning
N.3.f.	Ch 13.I.A.3	Planning
N.4	Ch 13 I. B	Evaluation
N.5.	Ch 13.I.B.2	Evaluation
O.1.	Ch. 14	General: REP Training
		Levels of Training
O.2. – O.3.*		*Not applicable to State Plan
O.4.a. – O.4.j.	Ch. 14	General: RERT
	Ch. 14	Levels of Training
	Ch. 14.	Frequency of Training
	Ch. 14	Organizations Requiring Training
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P.1. – P.5., P.10.	Ch. 15, I.A.	Off-Site REP Planning
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P.7.	Ch. 15, I.C.	Annex V Format
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P.9.*		*Not applicable to State Plan
P.10	Ch.15 I.A	REP Planning

Biological Incident Support Annex

Coordinating Agency:

Arkansas Department of Health

Support Agencies:

Arkansas Department of Emergency Management (ADEM)
Arkansas State Police (ASP)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas State Highway and Transportation Department (AHTD)
Arkansas Agriculture Department
Arkansas Game & Fish Commission (AG&F)
Arkansas Department of Human Services
Arkansas Department of Finance and Administration
Arkansas Department of Information Systems
American Red Cross (ARC)
Arkansas State Crime Laboratory
Arkansas Department of Corrections
Arkansas Department of Education
Arkansas Department of Higher Education
Arkansas National Guard (AR NG)

Introduction

Purpose

The purpose of the Biological Incident Support Annex (BISA) to the Arkansas Comprehensive Emergency Management Plan (ARCEMP) is to provide a framework for implementing the ARCEMP for those emergencies within the State which require the following:

- Coordination of health and medical services from unaffected areas to augment or replace local capabilities which have been disrupted or destroyed.
- Augmentation of normal health protection and surveillance activities
- Assistance in damage assessment and restoration of essential health and medical services.

The Arkansas Department of Health (ADH) is the agency of state government which has been entrusted with coordination of health and medical response activities in the event of a major emergency or disaster situation. The processes and procedures described in this annex ensure that assistance is provided expeditiously and that health and medical operations are conducted in accordance with established law, policies, regulations, and standards in the event of a biological incident of catastrophic magnitude. The provisions of this Annex also provide general guidance to mitigate the effects of an influenza pandemic and are intended to complement the Arkansas Comprehensive Emergency Management Plan (ARCEMP) and its annexes. The biological incident function is a component of Emergency Support Function (ESF) #8 – Public Health and Medical Services.

Scope

The provisions of this Annex constitute general guidance for activities intended to mitigate the harmful effects of accidents, or natural and/or man-caused disasters, which result in a threat to public or individual health.

An influenza pandemic is considered to be a high-probability event. Influenza pandemics struck three times in the 20th century, causing varying degrees of increased illness and death.

Authorities

To acquire a more comprehensive understanding of the Arkansas Department of Health's response to an influenza pandemic, several documents should be referenced. These include the ESF #8 Annex of the ARCEMP; the Arkansas Department of Health ADH EOP Emergency

Operations Plan (EOP); and the Arkansas Influenza Pandemic Response Plan. The Arkansas Influenza Pandemic Response Plan and ADH EOP are on file at ADH.

Policies

- All deploying State resources remain under the control of their respective State department or agency during mobilization and deployment.
- State resources arriving at a State mobilization center or staging area should remain there until requested by local incident command authorities, when they are integrated into the incident response effort.
- Local entities are encouraged to conduct planning in collaboration with the State for catastrophic incidents as part of their steady-state preparedness activities.
- The State, in collaboration with local entities, develops proactive plans for activation and implementation of the BISA, to include situations where local governments are incapable of responding and where the State may temporarily assume roles typically performed by local governments.

Situation

- Residents of Arkansas are vulnerable to disasters or major emergencies which could result in a need for augmentation of health protection and surveillance activities, as well as medical services support.
- The Arkansas Department of Health (ADH) is the state agency with regulatory authority over health and medical services provided by individuals, local organizations, governments, and quasi-governmental organizations.
- Communicable disease control and epidemiological surveillance, food and drug inspection, analysis and evaluation of public water and waste water, radiation protection, as well as other functions are performed directly by ADH on a statewide basis.
- Activities necessary to protect public health against hazards from radioactive materials, including but not limited to: the search for lost, dispersed, melted,

vaporized, or misplaced sources of radiation; the proper disposal of such sources; supervision and assistance as necessary to ensure decontamination of persons and property which may come into contact with radioactive materials; off-site surveillance of areas surrounding nuclear power reactors and other licensed users of radioactive sources.

- Influenza pandemics are expected, but unpredictable. Outbreaks can be expected to occur simultaneously throughout much of the U.S., preventing shifts in human and material resources that usually occur in the response to other disasters. Many geographic areas within the state, or the entire state, may be affected simultaneously.

Planning Assumptions

- Disasters or major emergencies could overload or destroy the capability of local emergency service organizations and medical care providers.
- The Central Office of the ADH may be required to augment the capabilities of the Regional and Local Health Units.
- The ADH may be required to provide coordination of medical and/or mortuary services. The ADH will work closely with the Arkansas Medical Society, the Arkansas Hospital Association, the Arkansas Ambulance Owners & Operators Association, Arkansas Board of Funeral Directors and Embalmers, and other provider organizations as necessary.
- Local emergency service organizations and medical care providers that are still functional after a disaster or major emergency may need assistance and/or guidance from the ADH concerning how best to provide services on a temporarily accelerated basis.
- Local services that are damaged or destroyed will require ADH assistance and/or guidance in restoration or replacement of facilities and equipment.
- The public will require guidance concerning how best to avoid health hazards created by or arising from conditions existing in the affected area during the recovery and rehabilitation phase.

- The ADH will provide the necessary support as available and appropriate. When additional resources are required, the ADH will coordinate the solicitation and provision of federal and/or private provider support.
- An influenza pandemic in Arkansas will present a massive test of any emergency preparedness system. It is likely to cause substantial illness, death, social disruption, and widespread panic.
- Surveillance of influenza disease and virus will provide information critical to an effective response.
- Widespread illness in the community will increase the likelihood of sudden and potentially significant shortages of personnel in other sectors who provide critical community services.
- There may be critical shortages of health care resources such as staffed hospital beds, mechanical ventilators, morgue capacity, temporary holding sites with refrigeration for storage of bodies and other resources. CDC models estimate increases in hospitalization and intensive care unit demand of more than 25% even in a moderate pandemic.
- Businesses should be prepared to operate with 50% of their personnel.
- The effect of the pandemic will be relatively prolonged (weeks to months) in comparison with other types of disasters.
- Assuming that prior influenza vaccination(s) may offer some protection, the annual influenza vaccination program, supplemented by pneumococcal vaccination when indicated, will remain a cornerstone of prevention.
- Effective preventative and therapeutic measures (vaccines and antiviral medications) may be in short supply or arrive in phases if they are available at all.
- The Federal government may assume the cost for purchase of vaccines, antiviral medications and related supplies.

The state may request the Strategic National Stockpile (pharmaceuticals, vaccines, medical supplies, equipment and other items to augment local supplies of critical medical items) from the Centers for Disease Control and Prevention.

Concept of Operations

Coordinating Agency

Under ESF #8, the Arkansas Department Health (ADH) will be the Coordinating Agency and has been entrusted with coordination of health and medical response activities in the event of a major emergency or disaster situation.

- The ADH Emergency Communications Center (ECC) serves as the official point of contact for notification by the Arkansas Department of Emergency Management (ADEM) of incidents requiring response from the ADH. Notification will normally be made by ADEM to the ECC.
- In the event of any situation within the state requiring an emergency response by the Arkansas Department of Health (ADH), the ADH EOP will be activated, either fully or partially, depending on the nature of the incident.
- The Arkansas Department of Health's responsibilities are outlined in the ADH EOP and are, therefore, not repeated in this Annex.
- ADH is the lead agency in the event of an influenza pandemic and has the power to contain and control disease outbreaks (Arkansas Code 20-7-109, 2000). The State Health Officer may choose to initiate the Arkansas Influenza Pandemic Response Plan and the ADH EOC and/or to request the Strategic National Stockpile.
- The ADH will receive support in performing functions related to the influenza pandemic from other state agencies and organizations. The ADH will access the resources of these other agencies and organizations through coordination with the State EOC, Building 9501, Camp Joseph T. Robinson, North Little Rock.
- The ADH coordinates Bioterrorism Preparedness efforts to enable the public health system to prepare for and respond to bioterrorism, communicable disease outbreaks, and other public health emergencies.
- The ADH will notify the Arkansas Department of Emergency Management (ADEM) in the event of an actual or suspected bioterrorism related event. ADEM will notify all relevant support agencies.

- The ADH coordinates the activation and implementation of the Strategic National Stockpile in response to bioterrorism, communicable disease outbreaks, and other public health emergencies. (See ADH, Plan for Acquisition and Distribution of the Strategic National Stockpile under separate cover). This document is available at the ADH, Emergency Operations Center 24/7.
- The Public Health Preparedness and Emergency Response section is responsible for the Bio-Terrorism Program including the Strategic National Stockpile and the oversight of the Emergency Communication Center.
- The Infectious Disease Branch (IDB) of the Arkansas Department of Health maintains situational awareness of reports of pandemic influenza internationally and nationally as well as conducts surveillance within Arkansas. IDB provides guidance and direction in the management of communicable disease outbreaks. At the outset of a pandemic, the information and guidance provided by IDB will enable the State Health Officer to make a determination on activation of the ADH Emergency Operations Center (EOC) for enhancing a coordinated response to the pandemic (protocols for the EOC are found in the ADH EOP). Information and guidance from IDB will also serve to advise the State Health Officer, Arkansas Department of Emergency Management (ADEM) and the Governor.
- The Arkansas Influenza Pandemic Response Plan gives general information and guidance about public health policies, concepts, and activities employed in the event of an influenza pandemic. The plan is dynamic and will be updated in response to changes in planning assumptions, response capacities, or information on potential pandemic strains and disease. The plan gives consideration to the following:
  - Influenza Surveillance and Epidemiology
  - Laboratory Diagnostics
  - Planning for Health Care Coordination and Surge Capacity
  - Guidance on Infection Control and Clinical Guidelines for Patient Management
  - Vaccine Distribution and Use
  - Antiviral Drug Distribution and Use
  - Community Disease Control and Prevention, including Isolation and Quarantine
  - Management of Travel-related Risk of Disease Transmission

- Public Health Communication
- Workforce Support: Psychosocial Considerations and Information Needs

Support Agencies

When coordination of medical or mortuary services is required, the ADH will work closely with the state and local representatives of the Arkansas Medical Society, the Arkansas Hospital Association, the Arkansas Ambulance Owners and Operators Association, Arkansas Board of Funeral Directors and Embalmers, and other provider organizations as necessary. The ADH will receive support, if required from the following agencies:

Support Agency Functions

Agency	Functions
Arkansas Department of Emergency Management (ADEM)	Provide notification of emergencies Coordinate resources Disseminate information to other agencies Provide back-up communications system support
Arkansas State Police (ASP)	Assist local law enforcement in providing security for medical facilities, food establishments, drug repositories, or other facilities which may have been extensively damaged Escort for or relay of emergency medical supplies, equipment, or personnel to/from the disaster site Information pertaining to casualties (ASP will perform in accordance with its Field Operations Policy and Procedures Manual located at any ASP Troop or Company.) Perform initial investigation in the event of a bioterrorism related incident. Notify appropriate federal agencies in the event of a bioterrorism related incident
Arkansas Department of Environmental Quality (ADEQ)	Cooperate with ADH personnel to mitigate adverse health effects from the release of hazardous materials

Agency	Functions
Arkansas Army National Guard (AR NG)	Provide medical personnel and equipment for first aid and transport of disaster victims to ambulance transfer points or emergency medical facilities – per MSCA SOP on file at AR NG.
Arkansas Highway and Transportation Department (AHTD)	Provide assistance in clearing debris Provide assistance in the coordination of vehicles for emergency evacuation of disaster victims Provide support for ADH engineers responding to affected water supplies or sewer systems
Arkansas Forestry Commission (AFC)	Coordination of transportation and aircraft for use in emergency evacuation of disaster victims Provide personnel trained in first aid to assist in triage and initial medical assistance
Civil Air Patrol (CAP)	Provide transportation for medicines, blood plasma, laboratory analytical samples, communications, ground personnel teams and/or key personnel with the approval of the Civil Air Patrol National Operations Center, Maxwell AFB AL
American Red Cross (ARC)	Provide first aid assistance, blood and blood products Provide assistance in compiling casualty and survivor listings Conduct welfare inquiry (Note: Personal information on ARC clients is confidential and requires a release from the individual prior to it being provided to any other agency.)
Arkansas Agriculture Department	Assists with the sanitation, hygiene and treatment of animals in the event of a zoonotic disease outbreak. Assist with epidemiological monitoring and reporting of zoonotic diseases, as well as emergency-related animal health issues.
Arkansas Department of Human Services	Assists with the implementation of the Mass Dispensing Plan.

Agency	Functions
Arkansas Department of Information Systems	Supports disaster operations as requested by utilizing the agency's personnel and communication equipment throughout the state.
Arkansas Department of Finance and Administration	Provides logistical and resource support in emergency response and recovery efforts for natural and technological disasters and other catastrophic events such as a pandemic.

Support agencies are responsible for maintaining documentation to support requests for reimbursement, submitting final reimbursement requests within the terms of the mission assignment or reimbursable agreement, and notifying requesting agencies when a task is completed and/or when additional time is required to complete work in advance of the projected completion date

Support agencies are expected to apply proper financial principles, policies, regulations, and management controls to ensure full accountability for the expenditure of funds.

Federal Response

When an event occurs for which local, state, and volunteer resources are inadequate to fulfill the required response, federal assistance will be requested.

Medical Care & EMS Support

The National Disaster Medical System (NDMS) is a federally coordinated initiative to augment the national emergency medical response capability. The Little Rock Metropolitan Area NDMS Operations Center is located at the VA Medical Center, North Little Rock Division.

The overall purpose of the NDMS is to establish a single national medical response capability for:

- Assisting state and local authorities in dealing with the medical and health effects of major peacetime disasters; and

- Providing support to the military and VA medical systems in caring for casualties evacuated back to the United States from foreign armed conflicts.

In the event a pandemic develops, the World Health Organization (WHO) will notify the Centers for Disease Control (CDC) and Prevention and other national health agencies on the progress of the pandemic. CDC will communicate with ADH and other stakeholders about pandemic status, information about the virus, vaccine availability, recommendations for prioritizing vaccine and anti-virals/antibiotics, national response coordination and other recommended strategies for pandemic detection, control and response.

Health Protection Support

In a situation that exceeds the capability of ADH resources for monitoring, assessment, and/or disease control activities, assistance may be required from certain federal agencies. The ADH is the appropriate liaison agency in such a situation, and may directly request assistance from the following:

The U.S. Department of Health & Human Services, Public Health Service (DHHS, PHS) this includes:

- The Food & Drug Administration (FDA), and
- The Centers for Disease Control & Prevention (CDC).
- The Assistant Secretary for Preparedness and Response (ASPR)

Record of Changes

Arkansas Emergency Operations Plan

Catastrophic Incident Annex

Date of Change and Initials	Location and Nature of Change
9/28/11 KW & LB	Formatted to APA
08/02/10 - MJB	Referenced ESF #12 and 13 in Transportation
10/16/09 – VVP	Changes made to clarify existing text
11/03/09 – VVP	Changes to Transportation/Evacuation

Authorities and References

Mass Casualty Plan

ADH Major Disaster/Incident Response Plan (MDIRP)

Guidelines for Comprehensive Emergency Management of Health and Medical Services

Act 96 of 1913, as amended (Arkansas Public Health Act); codified as Arkansas Code of 1987 Annotated, Title 20

Act 8 of 1961, as amended (Arkansas Radiation Control Act); codified as Arkansas Code Ann., 20-21-201, et seq.

Arkansas Code Annotated 12-75-101 et.al.

Public Law 93-523, the Federal Safe Drinking Water Act

Federal Radiological Emergency Response Plan (FRERP)

Federal Radiological Monitoring and Assessment Plan (FRMAP) National Disaster Medical System (NDMS) Operations Plan, Little Rock Metropolitan Area

Arkansas State Board of Health (ASBH) Rules & Regulations (promulgated under authorities of the Arkansas Public Health Act, et al.). References in this category include, but are not limited to, the ASBH Rules & Regulations pertaining to:

- Arkansas Food, Drugs, and Cosmetics Act
- Collection, Processing and Storage of Whole Blood, Blood Plasma, and Related Products
- Communicable Disease Control
- Control of Sources of Ionizing Radiation
- Food Salvage
- General Sanitation
- Public Water Systems
- Semi-Public Water Supplies

Arkansas Petroleum Set-Aside Program

www.emacweb.org

Arkansas Wing Civil Air Patrol Earthquake Standard Operating Plan dated June 1, 2009

New Madrid Seismic Zone Catastrophic Earthquake Response: FEMA Region 6 – State of Arkansas Operations Plan 10 December 2010

Arkansas Aviation Operations Plan

Arkansas Pandemic Flu Plan

Introduction

The National Response Framework defines a catastrophic incident as "Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions." The nature of a catastrophe is that the disaster is of such magnitude that full recovery will take years and possibly decades. The affected area is likely never to be the same as before the catastrophe. 'Normal' will be a new normal.

Policies

In a catastrophic earthquake event, the Arkansas Department of Emergency Management (ADEM) directs implementation of the New Madrid Seismic Zone Catastrophic Earthquake Response: FEMA Region 6 – State of Arkansas Operations Plan.

The occurrence or threat of multiple, successive catastrophic incidents may significantly reduce the size, speed, and depth of the state response.

The state may hold certain resources in reserve in case of additional incidents.

The state will allocate finite resources in such a way that they make the greatest possible positive impact.

Situation

Following a catastrophic incident, segments of local governments, nongovernmental organizations (NGOs) and the private sector will be severely compromised. The State will assist these entities toward continuity of government and operations (COG and COOP).

Arkansas has identified ten response areas as most critical. They are direction and control, communications, transportation/evacuation, medical and mass care, sheltering, damage assessment, debris management, infrastructure recovery, evacuee reception, and first responder issues.

Normal procedures for certain Emergency Support Functions (ESFs) may be expedited or streamlined to address the magnitude of urgent requirements of the incident. All ESFs will maximize utilization of scarce resources.

Assumptions

- Cascading/Secondary effects will occur and cause additional damage. Each succeeding event will require that the damage assessment process start over.
- Individuals will focus on family support and care first. Specific disaster conditions will affect each individual's ability to perform in their typical response capacity.
- Weather conditions will affect every aspect of response.
- Communities and individuals in earthquake peril have been encouraged to prepare to be self sufficient for 7-10 days. Others have been instructed to prepare to be self-sufficient for a minimum of 3 days.
- Damaged counties will be attempting to meet their own emergency needs and will be unable to provide assistance to adjacent counties. Response capability will also be limited by damage to emergency facilities and equipment.
- In the greatest impact area the communications system will likely be compromised. Ham radios will be used extensively during the first 72 hours.
- Affected residents will try to shelter in place as long as possible, but will evacuate unless conditions improve quickly. There is potential for mass migration.
- There will be service animals and/or pets that require shelter.
- Initially air traffic control may be limited or unavailable.
- Crime will increase.
- Critical infrastructure will be compromised.
- The amount of debris resulting from a catastrophic earthquake will exceed the state and local governments' ability to dispose of it. The presence of or search for human remains will negatively impact the debris mission.
- Banking and financial institutions will not be fully operational. The affected areas will become cash and barter societies until the financial infrastructure is restored.
- The President will declare a federal disaster.

- Movement of fuel from storage to end user will be a challenge. After resolution of that issue, fuel will simply become scarce in the affected areas.
- Initial reports of damage will provide an incomplete or distorted picture of the extent of the damage.
- Working relationships already exist between municipal officials (including those at the state level), emergency managers, school superintendents, Public Health, medical/hospital administration, utilities and others with roles in disaster response.
- Infrastructure recovery will begin after the initial response phaseand there will be resources available to support the repair personnel and equipment.

Concept of Operations

Watch Phase

During the watch phase, conditions are such that a catastrophic incident could develop. Activities triggered by a watch phase are primarily informational. Potential responders maintain awareness of the threat, the likelihood that it will manifest itself into an event, and its potential to become a disaster or for the situation to deteriorate further into a catastrophic incident.

Watch phases for some catastrophes, such as earthquakes, are perpetual because there is no warning. Watch phases for others, such as hurricanes, are for well defined time periods – June through October. In some cases steps can be taken to eliminate the threat. An example would be a widespread and long term power failure. A work-around or temporary repair might prevent the incident altogether.

Warning Phase

During the warning phase, an incident is impending. Activities triggered by a warning phase are aimed at leaving the area at risk and/or withstanding the effects of the hazard. Information is also very important during this phase. The at risk population needs to know where to go, how much time is left, what to expect upon impact, etc. These activities must generally be

completed in a very short time. Tasks can be most effectively performed during the warning phase if due diligence was exercised during the preparedness phase.

Preparedness Phase

The actions during this phase are those that require time to complete. They include mitigation, training, planning, public awareness and any activities that require long-term programs to accomplish their objectives.

These preparedness activities take place in the normal living and working environments of the participants.

Response Phase

The actions during this phase are emergency response activities taken during the first few days, or few weeks, after the incident.

These actions are taken immediately after an incident with the goal of saving lives, alleviating suffering, preventing further damage, injury, or loss of life after the disaster.

Recovery Phase

Short-Term.

- The actions during this phase are the first steps toward restoring the affected area to an inhabitable condition. Short term recovery will likely begin while the response phase is still in progress..
- These actions will begin as early as possible with the intent of returning the affected area to normal conditions.
- Short term recovery truly begins when life saving efforts are no longer necessary or productive.

Long-Term.

- Long term recovery from a catastrophic event will, by definition, take years. It may take decades and the area may never again resemble what it was before the incident.
- These actions will continue, as reason dictates, for as long as it takes to restore some

form of normalcy to:

- State and local governments.
- School, water and other special districts.
- Private medical care.
- Industry and business.
- Citizens' health, safety, food acquisition, housing and employment.

- Emphasis will be placed upon restoration and rehabilitation of the damaged areas. A major part of long term recovery is to mitigate – rebuild i that the same scenario doesn't unfold again.

Organization

Catastrophic incident response will be the same as any other response, but on a larger scale. Arkansas follows NIMS guidelines and the principals in the Incident Command System.

Responsibilities

The Basic Plan section and the fifteen emergency support function annexes to the ARCEMP offer details about how the roles are filled and responsibilities are met in Arkansas emergency operations.

Preparedness. The Arkansas Department of Emergency Management (ADEM) is the lead agency in proposing legislation and developing programs for catastrophic incident preparedness. While earthquake is by no means Arkansas' only potential catastrophe, Arkansas recognizes that earthquake is the most likely cause of such a disaster in the state. Further, the same capabilities required to respond effectively to earthquake will be required to respond to other disasters – catastrophic or not. For those reasons, Arkansas plans response to a catastrophic seismic event. The knowledge, skills, and abilities developed for earthquake will be appropriately used in response to other disasters.

With support from other state agencies and other organizations, ADEM has accepted the

following responsibilities.

State-wide seismic safety planning. This policy and program development includes conduct that can reduce or prevent the threat to life and property from earthquakes and their secondary effects. Examples are:

- Planning for future development and redevelopment, taking into account the potential threat of earthquakes and the secondary effects of landslides, liquefaction, fire, and ground rupture.
- Encouraging local governments to enact and enforce zoning ordinances and other appropriate land-use controls.
- Formulating, enacting and promoting seismic building codes and performance standards for new building construction and reconstruction.
- Formulating a post-earthquake plan for recovery and redevelopment.
- Updating the State Hazard Mitigation Plan.
- Encouraging communities to participate in hazard mitigation planning efforts.

Development of mutual aid and joint powers agreements. These are the actions taken to establish agreements with public and private sector entities to provide resources and logistical support for earthquake response:

- Continued subscription to the nationwide Emergency Management Assistance Compact (EMAC) and to the FEMA Region 6 Interstate Emergency Response Support Plan (IERSP).
- Formulating and adopting specific mutual aid agreements among local, general, and/or special purpose governments (e.g. water districts, school districts, etc.) and with private entities.
- Negotiating pre-arranged purchase agreements between emergency service providers and vendors or contractors.
- Encouraging local and single-purpose governments, private utilities and other institutions to participate in mutual aid or joint powers agreements.

Development of disaster assistance programs. Disaster assistance actions are designed to lessen the financial impact of the event on the public and private sectors. Guidelines have been developed for eligibility and procedures have been established for the effective delivery of disaster assistance after a catastrophic earthquake. Some examples are:

- Inventorying and analyzing sources of financial or in-kind grant assistance to earthquake victims.
- Proposing or supporting legislation to grant increased financial contributions for disaster assistance.
- Support for the development of seismic hazard analysis to estimate the potential for lives lost, injuries sustained, structural damage, transportation losses, business interruptions, income losses, power outages, etc from the direct and indirect effects of damaging seismic events.
- Offering instruction in post earthquake building evaluation to personnel who will likely be tasked with inspecting structures that have sustained varying levels of damage.

Engineering preparedness. This task includes:

- Coordinating with the American Society of Civil Engineers Arkansas Section for organization and preparation of their voluntary support of structural surveys.
- Encouraging structural hazard mitigation in the area of the state subject to earthquake damage.

Encourage nonstructural hazard mitigation. This task includes:

- Identifying nonstructural items such as fixtures and components in homes, workplaces and elsewhere which can fall during earthquakes and cause injury.
- Proposing a range of cost effective strategies for reducing or eliminating these threats.

Determine the short falls of existing resources.

Response. As in response to any disaster the Governor directs and controls overall emergency operations in the state through the State Emergency Operations Center (SEOC). When catastrophic conditions are reported within the state, the SEOC will activate and mobilize emergency response assets as usual for disaster. Additionally:

- The SEOC will formulate a comprehensive picture of the damage, needs, and state resource shortfalls and forward the information to FEMA.
- Emergency response personnel will be directed to remove critical equipment and supplies from facilities and/or areas threatened by secondary or cascading events.
- EMAC will be activated and Arkansas will begin to coordinate with less affected

states to meet response needs.

- Disaster Support Areas (DSAs) will be identified by the affected counties as they are able. When activated they will be used to receive, stockpile, allocate and dispatch disaster relief supplies (manpower and material), and for receipt and emergency treatment of casualties and evacuees.
- The Walnut Ridge and Stuttgart airports are pre-indentified DSAs.
- DSAs supporting assisting counties outside the affected areas will receive evacuees for registration, feeding, first aid, counseling, guidance, and assignment to shelters if necessary. They will serve as receiving depots for resources sent to assist evacuees.
- Request assistance as needed from FEMA Region 6. As the state in FEMA Region 6 at greatest risk from earthquake, Arkansas expects significant regional assistance if the catastrophic conditions are due to earthquake.

The Arkansas Attorney General will handle the following tasks:

- Determining Right-of-Entry.
- Hold-Harmless agreements:
  - For individual properties, the owner has to give permission. The owner's permission typically takes the form of Right-of-Entry and Hold Harmless Agreements. The agreements are combined in one document.
- Price gouging and other disaster issues (Consumer Protection and Better Business Bureau):
  - Announcements are made by the Attorney General.
  - Individuals can call or email the Attorney General's Office if they suspect price gouging.
- Contract reviews.

Recovery. A catastrophic incident will require a very long recovery period. The amount and severity of damage sustained by the state will be the determining factor. The sooner the elements of long-term recovery begin, the greater the likelihood of ensuring the continued existence of the damaged communities.

After catastrophic damage, possible incentives for evacuees to return to their communities could include:

- Low interest loans to repair or replace homes and businesses.
- Ease permit requirements for rebuilding
- Fines and penalties for price gouging and/or unfair practices.
- Tax exemptions and/or reimbursements.

Redevelopment and reconstruction is the implementation of a plan to rebuild the damaged areas, generating capital resources, setting priorities for outlays and preventing reinvestment in high-risk areas. Private industry will have a major impact on recovery. The state will impact redevelopment and reconstruction by:

- Making capital resources readily available to public and private investors in the damaged areas.
- Helping special governmental districts and general-purpose governments to file and document insurance claims and applications for federal disaster grants and loans.
- Promoting coordination between the Federal Coordinating Officer, State Coordinating Officer and local governmental agencies, private service organizations and specific representatives of the private sector.

Re-establishment of government services will occur as state employees are called back to their customary assignments, emergency personnel are reassigned to their usual duties, and equipment, records, supplies and furniture lost in the incident have been repaired, replaced, or restored.

Evacuation

The mass evacuation that will be necessary in response to some catastrophic events will require support on a much greater scale than the short term evacuations that typically occur in Arkansas.

In order for evacuation to be timely and effective, Arkansas' plans consider the following:

- Evacuation routes will be taken into consideration:
    - The conditions of pavements, bridges and access ramps.

    - Fastest routes out of damaged areas into pre-designated reception areas.
    - Refueling stations along evacuation routes. The ability to provide Security and control traffic along the route.
    - Availability of mass transportation (i.e., school buses, commercial buses, trains, etc).
    - Feasibility of air and water transportation as alternate means of transport.
    - Feasibility of rapidly clearing or repairing damaged egress/ingress routes.
- Designation of Reception Areas (RAs) will be based on:
    - Memoranda of Understanding (MOU) between counties if they exist.
    - Ability of neighboring jurisdictions, state, and/or federal governments to support host counties.
    - Ability of volunteer organizations to support host counties.

Damage Assessment

The Damage Assessment mission is much more complicated in a catastrophic incident. There will likely be exponentially more damage than in a more typical disaster. At catastrophic levels of damage, Civil Air Patrol is tasked with air reconnaissance. Refer to Arkansas Wing Civil Air Patrol "Earthquake Standard Operating Plan" dated June 1, 2009.

Damage assessment after a catastrophic event will be more time consuming and information will be less reliable than in a typical incident. What this means for emergency management is that response has to proceed more slowly and carefully than in an environment where there is reliable situation reporting.

Debris Management

A catastrophic incident, depending on its nature, can generate vast quantities of debris, posing an immediate threat to public health and safety due to fire, disease, and reduced access for emergency personnel and vehicles. Equally important, as debris is cleared, the volume of debris

will strain the ability to store, process, and dispose of the various materials in a safe and environmentally responsible manner.

Massive quantities of debris will particularly over task ESF #10 – Oil and Hazardous Materials. The coordinating agency for ESF #10 has a long-standing working relationship with the Federal Environmental Protection Agency and other partners. These partners and assistance requested through EMAC will augment Arkansas' debris management capability.

To respond to a catastrophic earthquake, there will be working groups for function specific processes.

- Removal of debris that hinders immediate lifesaving actions or poses an immediate threat to public health and safety.
- Removal and disposal of debris that hinders the orderly recovery of the community and poses less immediate threats to health and safety.
- Development of debris management strategies incorporating a program for recycling, reuse, and management of household hazardous wastes.
- Areas inundated with water or impacted by liquefaction will be approached as soon as it is operationally feasible to do so.
- Technical assistance will be available through ESF #10 and its partners.
- All responders to the Debris Management mission will be coordinated by ESF #10 to identify materials that are considered hazardous waste.

Even under catastrophic incident conditions, local, state, and federal responders must still obtain proper permits for debris disposal.

Infrastructure Recovery

There are any number of possible catastrophic scenarios involving infrastructure. Major pipelines running through northeast Arkansas are particularly at risk for damage from a catastrophic earthquake. Significant, widespread damage has been done to the power grid over large areas of the state in past ice storms and a similar catastrophic event is certainly possible. Severe and prolonged drought conditions could do irreparable damage to Arkansas' water resources. An infrastructure to carry and store water would have to be built in record time to restore the viability of affected communities.

Infrastructure issues are different because infrastructure typically belongs to private

rather than public entities. In these cases the state will take steps to support the private sector's effort to restore the services that allow large groups of people to live close together.

Evacuee Reception

As much as possible, Arkansas will support affected citizens within the state. Arkansas Nuclear One event reception centers have been identified as possible evacuee reception points after a catastrophic incident. To support family reunification efforts and to help evacuees who can go to unaffected family for shelter, every "jurisdiction sponsored" shelter in the state, including points of assembly within the affected area, will have a form of registration. Arkansas will also make use of online registration programs available from the American Red Cross and/or FEMA.

First Responder Issues

In any catastrophic incident, local first responders will be among the affected population and those who can respond will be quickly overwhelmed. Arkansas maintains trained staff to augment in-state first responders through EMAC and the Region 6 IERSP.

Record of Changes
Arkansas Emergency Operations Plan
Cyber Incident Support Annex

Date of Change and Initials	Location and Nature of Change
9/17/2010- JRC	Minor editing corrections throughout document.
10/1/09 JC	Pg 3: reworded first sentence to clear up confusion.

Cyber Incident Support Annex

Primary and Coordinating Agency

Arkansas Department of Information Systems (DIS)

Support Agencies

Office of the Governor
Arkansas Department of Emergency Management
Multi-State Information Sharing and Analysis Center (MS-ISAC)

Cooperating Public Organizations

All Arkansas agencies, boards and commissions
Institutions of Higher Education
Public Schools (K – 12)

Authorities and References

Act 751 of 2007
National Response Framework (NRF)
National Incident Management System (NIMS)

Introduction

The Cyber Incident Support Annex discusses policies, organizations, actions, and responsibilities for a coordinated approach to prepare for, respond to, and recover from cyber-related incidents impacting critical state government and educational processes.

This appendix describes the framework for state cyber incident response coordination among state and local government, institutions of higher education, and the public schools of Arkansas. The framework may be utilized in any incident of state significance with cyber-

related issues, including significant cyber threats, disruptions, and crippling cyber attacks against state critical infrastructure information systems.

Concept of Operations

Large scale cyber incidents have overwhelmed government resources by disrupting the Internet, taxing critical infrastructure information systems and infecting critical infrastructure information systems. Similar events will likely happen in the future as more threats are revealed. The results of these events can lead to unavailability of information and systems that supports law enforcement personnel, health officials, health professionals, state emergency management professionals, educational professionals, and all the other organizations that sustain and provide critical services to Arkansas' citizens. Cyber incidents can hinder the state's ability to provide information to organizations outside the state during events that effect public safety and public health.

The Department of Information Systems is the focal point for cyber information on the state's network which provides Internet and network connectivity to state agencies, institutions of higher education, public schools, and some county and city governments. DIS will coordinate response to cyber incidents to minimize damage. DIS' responsibilities include:

- Providing indications and warnings of potential threats, attacks, and incidents;
- Information-sharing both inside and outside the government, including best practices, investigative information, coordination of incident response, and incident mitigation;
- Analyzing cyber attacks;
- Providing technical assistance;
- Assisting law enforcement with cyber related investigations, forensics analysis, and prosecution;
- Attributing the source of cyber attack; and
- Removing known sources of attack from within the state network.

This is a concerted effort among the coordinating public organizations.

Organizations

Department of Information Systems. Personnel from the Department of Information Systems' divisions make up the response coordination group. The Department of Information Systems maintains round-the-clock contact information for appointed technical professionals from organizations on the state network in order to communicate during a cyber event.

Emergency Response Actions. Upon detection of a threat or significant event on the state network, the Department of Information Systems response team meets to determine appropriate action to mitigate damage. Depending on availability of infrastructure and the nature of the communication, communication can take place by fax, voice, or email. Communications can include methods of prevention, instructions for cleaning, requests to disconnect infected machines, updates on the general health of the network and other types of communication.

During a significant incident, the Department of Information Systems will report information to the Multi-State Information Sharing and Analysis Center (MS-ISAC) which can share the information with the United States Computer Emergency Readiness Team (US-CERT) of the Department of Homeland Security. The Department of Information Systems may also consult with the InfraGard Arkansas Members Alliance chapter, an FBI-sponsored group of public and private organizations sharing information related to cyber and physical security.

Challenges and Considerations. The state network supports most Arkansas government agencies that provide critical services, including those that support public safety and public health. Most local law enforcement personnel depend on the state network to provide current, accurate information. The technical personnel within state agencies must keep up with current technologies as cyber threats change and the training can be expensive. Redundancy must continue to be built into the state network and the continuity of operations plans created by the state agencies must continue to be maintained and tested.

Responsibilities

Table 1. Agency Roles and Responsibilities

Function	Responsibilities
Office of the Governor	Ensure that critical state government services remain available in the event of a cyber attack Keep Arkansas citizens abreast of efforts to reestablish unavailable services.
Arkansas Department of Information Services (DIS)	Provide training to agencies on conducting table top exercises involving cyber security scenarios. Facilitate table top exercises when requested. Monitor the state network at all times for suspicious cyber activity. Report any suspicious activity to MS-ISAC, the Office of the Governor, and ADEM when critical infrastructure is significantly threatened by a cyber incident. Communicate with organizations experiencing cyber infections on the state network. Provide information regarding infection eradication. Configure or, if necessary, disconnect infected equipment from the state network. Provide access to hosted services within 72 hours of a disaster through a disaster recovery alternate site.
Arkansas Department of Emergency Management (ADEM)	Work with DIS, teaching and leading table top exercises involving cyber security scenarios. Activate the state EOC to coordinate response and recovery during a large scale cyber attack.
Multi-State Information Sharing and Analysis Center (MS-ISAC)	Provide access to the United States Computer Emergency Readiness Team (US-CERT) of DHS. Provide a means of communications with other states' chief security officers. Provide a focal point for information related to state government cyber security Can aid in establishing trends from reported information. Offer technical expertise to states during potential cyber incidents. Notifies states when it becomes aware of compromised systems owned by state and local governments.

Function	Responsibilities
All Arkansas Agencies, Boards, Commissions, Institutions of Higher Education and Public Schools (K – 12)	Employ appropriate cyber security measures to defend their organizations systems Communicate with DIS about organizational cyber events Agree to disconnect and clean infected machines.

Food and Agriculture Incident Annex

Annex Coordinator

Arkansas State Plant Board (within AAD)

Primary Agency

Arkansas Agriculture Department (AAD)

State Support Agencies

Arkansas Department of Emergency Management (ADEM)
Arkansas Livestock and Poultry Commission (within AAD)
Arkansas Department of Health (ADH)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas State Police (ASP)
Arkansas State Highway and Transportation Department (AHTD)
Arkansas Game and Fish Commission (AGFC)
UA Division of Agriculture -Cooperative Extension Service (UAEX)
Arkansas Forestry Commission
Arkansas Natural Resources Commission (ANRC)
Arkansas Department of Human Services (DHS)

Federal Support Agencies

Federal Emergency Management Agency
United States Department of Agriculture
United States Department of the Interior
United States Fish and Wildlife Service

Introduction

Special Considerations

Detection of an intentional or unintentional contamination/adulteration of food, animals, plants, or a pest outbreak may occur in several different ways and involve several different modalities:

- A terrorist attack on food or agriculture may initially be indistinguishable from a naturally occurring event; moreover, depending upon the particular agent and associated symptoms, several days could pass before public health, food, agriculture and medical authorities even suspect that terrorism may be the cause. In such a case, criminal intent may not be apparent until sometime after illnesses are recognized.
- A devastating attack or the threat of an attack on the domestic animal population and plant crops through use of highly infective exotic disease or pest infestation could result in severe economic loss. Early detection, allowing for early intervention, would come from agriculture expert authority reports as well as unusual patterns in surveillance systems.
- A food or agricultural incident may involve international trade.

Policies

This annex supports policies and procedures outlined in the National Response Framework, the Emergency Support Function (ESF) #8 – Public Health and Medical Services Annex; the ESF #10 – Oil and Hazardous Materials Response Annex; the ESF #11 – Agriculture and Natural Resources Annex; the Terrorism Incident Law Enforcement and Investigation Annex.

If an agency becomes aware of an overt threat involving biological, chemical, or radiological agents or indications that instances of disease may not be the result of natural causes, Arkansas State Police and the Federal Bureau of Investigation (FBI) will be notified. The FBI, in turn, immediately notifies the National Operations Center (NOC) and the National Counterterrorism Center.

Participating State agencies may take appropriate independent emergency actions within the limits of their own statutory authority to protect the public, mitigate immediate hazards, and collect information concerning the emergency. This may require deploying assets before they are requested via normal Arkansas Comprehensive Emergency Management Plan protocols.

Local governments are primarily responsible for detecting and responding to food and agriculture incidents and implementing measures to minimize the health and economic consequences of such an incident or outbreak.

Planning Assumptions

A food and agriculture incident may threaten public health, animal nutrition, food production, aquaculture, livestock production, wildlife, soils, rangelands, and agricultural water supplies. Responding to the unique attributes of this type of incident requires separate planning considerations that are tailored to specific health and agriculture concerns and effects of the disease (e.g., deliberate contamination versus natural outbreaks, plant and animal versus processed food, etc.). Specific operational guidelines, developed by organizations with responsibility for the unique aspects of a particular disease or planning consideration, will supplement this annex and are intended as guidance to assist State, and local public health and agriculture authorities.

The first evidence of dissemination of an agent will mostly likely be the presentation of disease in humans, animals, or plants; manifested either in clinical case reports to domestic or international public health or agriculture authorities or in unusual patterns of symptoms or encounters within domestic or international human and animal health and crop production surveillance systems.

Food and agriculture surveillance systems will detect the presence of a radiological, chemical, or biological agent and trigger directed environmental sampling and intensified human and animal surveillance to rule out or confirm a case. If a case is confirmed, then these systems will allow for mobilization of a public health, medical, and law enforcement response in advance of the appearance of the first human and/or animal cases, or quick response after the first human and/or animal cases are identified.

A food and agriculture incident can be distributed across multiple jurisdictions simultaneously. Response to this type incident will require the simultaneous management of multiple "incident sites" from national and regional headquarters locations in coordination with multiple State and local jurisdictions.

An act of food tampering or agro-terrorism, particularly an act directed against large sectors of the industry within the United States, will have major consequences that can overwhelm the capabilities of many State, tribal, and local governments to respond and may seriously challenge existing State response capabilities.

A food or agriculture incident can include biological, chemical, or radiological contaminants, which will require concurrent implementation of other State plans and procedures.

Concept of Operations

General

The key elements for an effective response to a food or agriculture incident include the following:

- Rapid identification, detection, and confirmation of the incident.
- Implementation of an integrated response to a food attack/adulteration, highly contagious animal/zoonotic, or exotic plant disease or plant pest infestation.
- Identification of the human and animal population, and/or plants at risk.
- Determination of how the agent involved was transmitted, including an assessment of the efficiency of transmission.
- Determination of the public health and economic implications.
- Control, containment, decontamination, and disposal.
- Protection of the population(s) and/or plants at risk through appropriate measures.
- Dissemination of information to advise the public of the incident.
- Communication with all relevant stakeholders.
- Assessment of environmental contamination and extent of cleanup, decontamination, and disposal of livestock carcasses, plants, or food products involved.

- Identification of the law enforcement implications/assessment of the threat.

Primary State functions include supporting local public health, food, and agriculture entities according to the policies and procedures detailed in the State Emergency Operations Plan.

Incident Detection and Identification

Determination of incident. Local authorities may be among the first to recognize the initial indication of intentional or naturally occurring contamination of food, of highly infective plant or animal disease, or of an economically devastating plant pest infestation or animal disease. Recognition may come from a significantly increased number of people reporting ill to public health care providers, increased reporting of sick animals to veterinarians or animal health officials, or numerous plant anomalies reported by State officials or the public. Other sources may include routine laboratory surveillance, inspection reports, consumer complaint systems, and hotlines. Therefore, the most critical decision making support requires surveillance information, identification of the cause of the incident, a determination of whether the incident is intentional or naturally occurring, and the identification of the human or animal population and/or plants at risk.

Laboratory testing. Identification and confirmation of contaminated food or the environment, highly infective animals and plants, or an economically devastating plant pest infestation may occur through routine surveillance and laboratory testing.

The Arkansas Plant Board has four labs. There is a chemical lab that tests for such substances as pesticides and residues. There is a seed lab which audits package contents against package labels. There is a petroleum products lab which tests samples of petroleum products for content and quality. There is a metrology lab which is the state standard for weights and measures. The UA Division of Agriculture Cooperative Extension Service Plant Health Clinic in Fayetteville collaborates with the ASPB on plant disease diagnosis.

The Arkansas Livestock and Poultry Commission's Veterinary Diagnostic Laboratory assists the livestock and poultry industries, private veterinarians, and animal owners of Arkansas by diagnosing and monitoring animal diseases that can affect humans, reduce the productivity or

marketability of animals, threaten animal populations, and/or affect the safety or quality of animal products.

The laboratory also participates in federal cooperative disease programs and works with other state agencies to provide veterinary diagnostic testing, disease surveillance, animal health monitoring, drug testing, collaborative research, and animal health education.

The ARLPC Veterinary Diagnostic Laboratory is the only lab in Arkansas that is accredited by the American Association of Veterinary Laboratory Diagnosticians. The AAVLD establishes acceptable criteria for quality assurance, safety, personnel qualifications, and laboratory facilities.

Notification

A potential or actual incident requiring a coordinated State response involving contaminated food, infected animals or plants, or economically devastating plant pest infestation shall be brought to the immediate attention of the Arkansas Department of Emergency Management (ADEM). ADEM will coordinate with the Federal Emergency Management Agency (FEMA), the United States Department of Agriculture (USDA), USDA APHIS, and other federal agencies as needed, and will coordinate with local/regional Emergency Operation Centers (EOCs) to facilitate response activities.

Actions

The following steps are required to contain and control a food or agricultural incident:

1. Ensure the safety and security of the food and agricultural infrastructure in the affected area, as needed.
2. Inspect food facilities that can continue to operate in the affected area, as needed.
3. Conduct laboratory tests to identify contaminated food, animals, or plants.
4. Conduct product trace back and trace forward investigations of identified food, animals, or plants.
5. Detain, seize, recall, or condemn affected food, animals, or plants.

6. State authorities will request approval from the EPA for the use of pesticides to decontaminate plants, animal facilities, and food facilities from biological contaminants.

Responsibilities

Table 1. Agency Roles and Responsibilities Matrix

Function	AAD	AADPB	AADL&P	ADEM	ADH	ADEQ	ASP	DHS	AHTD	AGFC	UAEX	AFC	ANRC	FEMA	USDA	USDOI	USFWS
Coordination	♦	♦	♦	♦							♦						
Security							♦		♦	♦		♦					♦
Rapid ID of Agent	♦	♦	♦		♦	♦					♦				♦		
Laboratory Confirmation	♦	♦	♦		♦						♦				♦		
Outbreak Transmission Information	♦	♦	♦		♦					♦					♦		♦
Control and Contain Outbreak	♦	♦	♦		♦				♦	♦		♦			♦		♦
Decontamination and Disposal	♦	♦	♦		♦	♦				♦		♦	♦		♦		♦
Food Safety and Food Defense	♦	♦	♦		♦										♦		

Public Health					♦	♦									♦		
Public Information	♦	♦	♦	♦	♦	♦					♦			♦	♦		
Law Enforcement Issues							♦		♦	♦		♦			♦		♦
Economic/ Market Issues	♦	♦	♦							♦	♦	♦	♦		♦	♦	♦
Support Services (Feeding, Facilities, Counseling, Transport								♦						♦	♦		

*Additional information may be found in ESFs #8 and #11.

Mass Evacuation Incident Annex

Primary Agency

Arkansas Department of Emergency Management

Support Agencies

Department of Education
Arkansas Agriculture Department, Forestry Commission
Arkansas Game and Fish Commission
Arkansas Department of Parks and Tourism
Arkansas Department of Corrections
Arkansas Trucking Association
National Defense Transportation Association
Department of Homeland Security (DHS, US Coast Guard)
Transportation Management Services (TMS) through the Federal Emergency Management Agency (FEMA)
Arkansas Department of Human Services (DHS)

Authorities and References

Arkansas Code Annotated 12-75-101 et al.
Americans with Disabilities Act

Introduction

Policies

- According to the Americans with Disabilities Act, service animals are extensions of their owners and have the same access to public transportation as their owners at all times.
- State departments, agencies, or divisions are responsible for developing evacuation plans for state facilities, including correctional facilities, hospitals, universities, offices and office buildings, and other state owned or leased facilities. These plans are coordinated with local jurisdictions.
- State evacuation measures will be taken when local governments indicate that their resources may or have become overwhelmed and the County Judge or designee by Judge's proclamation request state assistance or after a catastrophic incident if local governments are incapacitated and the Governor directs state mass evacuation support.
- State assistance is supplied in conjunction with a locally mandated mass evacuation.

Planning Assumptions

- A catastrophic incident will cause significant disruption of the area's critical transportation infrastructure, hampering evacuation operations.
- Local jurisdictions have up to date Local Emergency Operations Plans (LEOP) that contain integrated information on transportation operations, debris and vehicle clearance, points of assembly, shelters, and other components of a mass evacuation and have ensured that these plans are shared.
- Local governments in affected areas, in conjunction with State authorities, will decide on the destinations for evacuees and will regulate the flow of transportation assets accordingly.

- State agencies, working with local governments, have ensured that the Governor(s) of State(s) receiving evacuees from an impacted area agree to accept these individuals prior to evacuation.
- Local governments recognize there is a substantial need to coordinate with State support agencies on population movement.
- State resource requirements for a precautionary evacuation are based on the expected magnitude of the event.
- State policies and guidelines governing companion animal evacuations are utilized when incorporating companion animal issues into evacuations.
- State agencies coordinate with local authorities to ensure synchronization between State actions and local emergency evacuation plans and requirements.
- Residents of the evacuated area will need to return to the area post-event.
- Members of the functional needs population may require additional support or assistance.

Key Considerations

Lead time required to conduct mass evacuations. It may be necessary to begin evacuation as much as 72 hours prior to the time an evacuation is likely to be ordered. Resources may need to be mobilized as much as 48 hours prior to the start of evacuations to have sufficient capacity in place once the evacuation order is given.

Limits in weather forecasting. The variables in forecasting track, intensity, and forward speed of tropical weather systems (the most likely and frequent reason for evacuations) make it extremely difficult for decision makers to commit costly resources as much as 5 days before the onset of tropical storm-force winds for hurricanes and tropical storms. In some cases, storms at this stage are not sufficiently well formed to indicate the need for evacuation. No notice events do not allow forecasting to assist in preparation for a mass evacuation, i.e. earthquakes.

Interdependencies between shelters and transportation. The transportation solution to a mass evacuation is based on the numbers of people needing evacuation, availability of transportation, numbers of evacuees with mobility and medical needs, the time available to conduct operations, and the distance to and availability of shelters. If shelters are located too far from embarkation points, transportation assets (buses, trains, and aircraft) cannot be recycled and

may only make one trip during the operation. As a result, the distance traveled can reduce capacity to evacuate exponentially. It is critical to identify and pre-designate shelters as close to the embarkation points as safely possible. The designation and distance to household pet shelters or shelters that will accommodate pets are equally important to the success of an evacuation.

Needs of children. It is critically important to recognize the needs of children during mass evacuations. In a no-notice evacuation, children could be gathered in large numbers away from their parents, whether at schools, childcare facilities, summer camps, hospitals, or other locations. Reunification of children separated from their parents will be an issue during evacuation and consideration must be given to accomplishing this. The National Emergency Family Registry and Locator System (NEFRLS) is addressed in the ESF 6 Annex.

Functional needs populations. Accommodations must be made for the needs of all of the citizens of the affected area. These needs may include practical and/or functional assistance in communication, mobility, maintaining independence, and medical care.

Animals. The requirements for transporting and arranging for shelter and care of animals when they need to be relocated from their homes are of significant importance. There are special evacuation requirements for each category of animals:

- *Service animals.* The ADA defines service animals as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Under the ADA regulations, service animals have access to the same facilities as the humans they serve.
- *Companion animals.* Planning for and accommodating household pets as a component of mass evacuations is critical. History demonstrates that many residents will refuse to evacuate or resist rescue if they are forced to leave their household pets behind. Therefore, without advance planning, the tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely evacuate the general population. The state will evacuate companion animals consistent with federal laws and with the terms and conditions of any relevant transportation contracts.

Hazardous Materials (HAZMAT) Incidents. Evacuation efforts may be impacted when they occur in response to a large-scale hazardous materials incident. Evacuation decision-makers

should consult with available HAZMAT officials as appropriate regarding the location of embarkation sites and evacuation routes.

***Environmental Contamination*.** At the State level, all-hazard HAZMAT assessment support is provided by ESF #10 – Oil and Hazardous Materials Response. For radiological incidents, the State coordinating agency for the incident under the Nuclear/Radiological Incident Annex will provide additional support to decision makers.

***Victim Decontamination*.** Local officials retain primary responsibility for victim screening and decontamination operations in response to a HAZMAT incident. Appropriate personnel and equipment must be available. Without appropriate decontamination and proof of decontamination, neighboring States/jurisdictions may resist accepting evacuees/patients. State resources are limited, and are coordinated through ESF #8.

Events with and without Warning. The Concept of Operations applies to events for which there are warnings (e.g., hurricanes, flooding) as well as events for which there are no warnings (e.g., earthquake, industrial accident, terrorist attack).

Critical Infrastructure. A mass evacuation could present a range of implications for many of the critical infrastructure and key resources (CIKR) sectors both within the impacted areas and across the Nation. The evacuation could directly affect CIKR operations, supply lines, and/or distribution systems. The CIKR Support Annex of the Arkansas Comprehensive Emergency Management Plan details the processes for expedited information sharing and analysis of impacts to CIKR, prioritized recommendations, and protocols to consider incident-related requests for assistance from CIKR owners and operators.

Concept of Operations

Situation

The direction of evacuation operations is generally a local responsibility. However, there are circumstances that exceed the capabilities of these jurisdictions to support mass evacuations. In instances where state support is required, ADEM will coordinate support with the local government.

When practical and possible, precautionary mass evacuation support will be provided to move citizens away from a potential incident before or after an event, depending on the incident, when conditions are such that it is unsafe for citizens to remain in the area.

General

Support to mass evacuation operations will be provided at the lowest possible level and scaled to the incident.

Coordination and Communications

A mass evacuation, by its scope, will result in evacuees crossing jurisdictional lines. When State evacuation support is required, the existing State coordinating structures will be used to provide coordination of the operation (e.g., State EOC).

All facilities and related support necessary for operations are sourced through the ESFs when they are activated and requested to do so. However, certain State agencies have independent authority to respond to an incident site directly after notification of the incident. Once the ESFs are activated, those resources are provided in accordance with this annex.

Responsibilities

Local governments. Local governments have the primary responsibility and authority for evacuation planning and for the transportation, sheltering, public safety, and security of persons within their jurisdictions.

The Governor of the State of Arkansas. A.C.A. § 12-75-107 charges the Governor with responsibility for declaring disaster emergency for the state as necessary. The declaration is the first step toward bringing the federal government's resources into the event. It also obligates the state to pay a share of the cost of any federal assistance. A.C.A. § 12-75-114 addresses the Governor's other disaster emergency responsibilities and powers.

Arkansas Department of Emergency Management (ADEM) as coordinating agency. As in other events, ADEM's role in mass evacuation is to communicate the needs of the local jurisdiction to entities capable of assisting. ADEM coordinates the available assistance to meet

the need as efficiently and effectively as possible. ADEM also provides situational awareness to stakeholders in the event, particularly the Governor.

Support Agencies. Supporting agencies have resources that may fulfill roles and responsibilities identified in this Annex. Resources will be called upon as needed and as available (see chart below.)

Support Agencies

Agency	Functions
Department of Education	The Arkansas Division of Public School Academic Facilities and Transportation can coordinate with school districts to gain the use of buses and drivers. If evacuation must be accomplished quickly, this is the state's best option.
FEMA	FEMA has contracted with Transportation Management Services (TMS) to augment evacuation resources nationwide with motor coaches under the control of TMS. TMS also has a capability to evacuate by ambulance and to accommodate those with functional needs. Like most federal assets, there is a 24 to 48 hour lead time. This FEMA contract can be activated to increase capacity during a multiday operation.
Arkansas Agriculture Department, Forestry Commission; Arkansas Game and Fish Commission; Arkansas Department of Parks and Tourism; Arkansas Department of Corrections	These agencies control vehicles already deployed across the state that can be used to increase evacuation capacity quickly.
Arkansas Trucking Association	Will provide types and numbers of for-hire vehicles and drivers in the event that time allows the evacuation of goods, livestock, etc.
National Defense Transportation Association	Local Chapter of the NDTA in Little Rock may provide vans and drivers to transport people.
Department of Homeland Security (US Coast Guard)	Can provide Disaster Assistance Rescue Boat Team with normal and shallow water capabilities should water evacuation be part of the event.

Agency	Functions
Arkansas Department of Human Services	DHS coordinates ESF #6, Mass Care, Emergency Assistance, Housing, and Human Services. DHS coordinates vital services for evacuees to include shelter locations when local resources are exhausted. For a full list of services see the ESF #6 Annex.

Terrorism Incident Law Enforcement and Investigation Annex

Coordinating Agency

Arkansas State Police (ASP)

Primary Agency

Arkansas State Police

Support Agencies

Arkansas National Guard (AR NG)
Arkansas Department of Emergency Management (ADEM)
Arkansas Department of Environmental Quality (ADEQ)
Arkansas Department of Health (ADH)
Arkansas State Fusion Center
Joint Terrorism Task Force (JTTF)
Arkansas Highway Police (AHP)

Authorities and References

National Response Framework
National Incident Management System
Presidential Policy Directive 8: National Preparedness
USA PATRIOT Act of 2001 (42 U.S.C. 5195c(e))
Homeland Security Information Network

U.S.C. - Title 18, Part I, Chapter 113B (Terrorism)

U.S.C. - Title 50, Chapter 34 (National Emergencies)

Arkansas Code - 5-54-205. (Terrorism)

Arkansas Code - 5-54-202. (Soliciting material support for terrorism — Providing material support for a terrorist act)

The Attorney General Guidelines for FBI Foreign Intelligence Collection and Foreign Counterintelligence Investigations

EO 12333 – United States Intelligence Activities

EO 13356 - Strengthening the Sharing of Terrorism Information to Protect Americans

EO 13388 – Further Strengthening the Sharing of Terrorism Information to Protect Americans

Title 28: Judicial Administration, Part 0 – Organization of the Dept of Justice, Subpart P—Federal Bureau of Investigation, § 0.85 General functions (l)

Army and Air National Guard Policy and Terrorism and Homeland Security Policy

Arkansas State Police Emergency Operations Plan

State of Arkansas Continuity of Operations Plan – State Police

Arkansas State Police General Operations Policy Manual

Arkansas State Fusion Center Standard Operating Procedures

Introduction

Purpose

The purpose of this annex is to facilitate an effective State law enforcement and investigative response to all threats or acts of terrorism within the state, regardless of whether they are deemed credible. To accomplish this, the annex establishes a structure for a systematic, coordinated, unified, timely, and effective State law enforcement and investigative response to threats or acts of terrorism within the state.

Scope

- Provides planning guidance and outlines operational concepts for the State law enforcement and investigative response to a threatened or actual terrorist incident within the state.
- Acknowledges and outlines the unique nature of each threat or incident, the capabilities and responsibilities of the local jurisdictions, and the law enforcement and investigative activities necessary to prevent or mitigate a specific threat or incident.

Policies

Arkansas regards terrorism as a potential threat to its security, as well as a violent criminal act, and applies all appropriate means to combat this threat. In doing so, the State vigorously pursues efforts to deter and preempt these crimes and to apprehend and prosecute directly, or assist foreign governments in prosecuting, individuals who perpetrate or plan terrorist attacks.

To ensure the policies established in applicable Presidential directives are implemented in a coordinated manner, this annex provides overall guidance to State and local agencies concerning the law enforcement and investigative response to potential or actual terrorist threats

or incidents that occur in Arkansas, particularly those involving weapons of mass destruction (WMD), chemical, biological, radiological, nuclear, or high-explosive (CBRNE) material.

State Agencies

Per Homeland Security Presidential Directive 5, "The Attorney General has lead responsibility for criminal investigations of terrorist acts or terrorist threats by individuals or groups inside the United States, or directed at U.S. citizens or institutions abroad, where such acts are within the Federal criminal jurisdiction of the United States, as well as for related intelligence collection activities within the United States, subject to the National Security Act of 1947 and other applicable law, Executive Order 12333, and Attorney General approved procedures pursuant to that Executive order. Generally acting through the FBI, the Attorney General, in cooperation with other Federal departments and agencies engaged in activities to protect our national security, shall also coordinate the activities of the other members of the law enforcement community to detect, prevent, preempt, and disrupt terrorist attacks against the United States. Following a terrorist threat or an actual incident that falls within the criminal jurisdiction of the United States, the full capabilities of the United States shall be dedicated, consistent with U.S. law and with activities of other Federal departments and agencies to protect our national security, to assisting the Attorney General to identify the perpetrators and bring them to justice. The Attorney General and the Secretary shall establish appropriate relationships and mechanisms for cooperation and coordination between their two departments."

That being said, the law enforcement and investigative response to a terrorist threat or incident within the State is a highly coordinated, multi-agency event, involving not only Federal agencies, but State, county, and local government as well. In support of this mission, State agencies have primary responsibility for certain aspects of the overall law enforcement and investigative response (ref II.B. Concept of Operations, State Support).

Deployment/Employment Priorities

In addition to the priorities identified in the National Response Framework, the law enforcement and investigative response to terrorist threats or incidents is based on the following priorities:

- Preserving life or minimizing risk to health, which constitutes the first priority of operations
- Preventing a threatened act from being carried out or an existing terrorist act from being expanded or aggravated
- Locating , accessing, rendering safe, controlling, containing, recovering, or disposing of a WMD that has not yet functioned, and disposing of CBRNE material in coordination with appropriate departments and agencies.
- Apprehending and successfully prosecuting perpetrators of terrorist threats or activities.

Planning Assumptions and Considerations

In addition to the planning assumptions and considerations identified in the National Response Framework, the law enforcement and investigative response to terrorist threats or incidents, particularly those involving WMD and CBRNE material, are based on the following assumptions and considerations:

- A terrorist threat or incident may occur at any time with little or no warning, may involve single or multiple geographic areas, may result in mass casualties and may involve varying degrees of property damage.
- The suspected or actual involvement of terrorists adds a complicating dimension to incident management.
- The response to a threat or actual incident involves law enforcement and investigative activity as an integrated element.
- In the case of a threat, there may be no incident site and no external consequences, therefore; there may be no need for establishment of traditional Incident Command System (ICS) elements such as an Incident Command Post (ICP) or the State Emergency Operations Center (SEOC).

- An act of terrorism, particularly an act directed against a large population center within the State involving nuclear, radiological, biological, or chemical materials, will have major consequences that can overwhelm the capabilities of many county and local governments to respond and may seriously challenge existing State response capabilities.
- In the case of a biological attack, the effect may be consecutively and geographically dispersed, with no determined or defined "incident site." Response operations may be conducted over a multi-jurisdictional, multi-county region.
- A biological attack employing a contagious agent may require quarantine by State, county and local health officials to contain the disease outbreak.
- If appropriate personal protective equipment and capabilities are not available and the area is contaminated with CBRNE or other hazardous materials, it is possible that response actions into a contaminated area may be delayed until the material has dissipated to a level that is safe for emergency response personnel to operate or until appropriate personal protective equipment and capabilities arrive, whichever is sooner.

Situation

The complexity, scope, and potential consequences of a terrorist threat or incident require that there be rapid and decisive measures taken to resolve the situation. The resolution to an act of terrorism demands an extraordinary level of coordination of law enforcement, criminal investigation, protective activities, emergency management functions, and technical expertise across all levels of government. The incident may affect a single location or multiple locations, each of which may be an incident scene, a hazardous scene, and/or a crime scene simultaneously.

Concept of Operations

General

The FBI is the lead agency for criminal investigations of terrorist acts or terrorist threats and intelligence collection activities within the United States. Investigative and intelligence activities are managed by the FBI from an FBI command post or Joint Operations Center (JOC). The command post or JOC coordinates the necessary Federal law enforcement assets required to respond to and resolve the threat or incident with other Federal, State, tribal, and local law enforcement agencies.

The FBI Special Agent in Charge (SAC) of the local Field Office establishes a command post to manage the threat based upon a graduated and flexible response. This command post structure generally consists of three functional groups: Command, Operations, and Operations Support, and is designed to accommodate participation of other agencies, as appropriate.

When the threat or incident exceeds the capabilities and resources of the local FBI Field Office, the SAC can request additional assistance from regional and national assets to augment existing capabilities. In a terrorist threat or incident that may involve a WMD or CBRNE material, the traditional FBI command post will transition to a JOC, which may temporarily incorporate a fourth functional entity, the Consequence Management Group, in the absence of an activated JFO.

When, in the determination of the Secretary of Homeland Security, in coordination with the Attorney General, the incident requires Federal coordination and a JFO is established, the JOC becomes a section of the JFO and a senior FBI official is appointed as the Senior Federal Law Enforcement Official (SFLEO) and participates as a representative in the Unified Coordination Group. The SFLEO may or may not be the SAC of the local Field Office. In this situation, the JOC Consequence Management Group is incorporated into the appropriate sections of the JFO.

The JOC structure may also be used to coordinate law enforcement, investigative, and intelligence activities for the numerous special events, threats, or incidents that occur each year that do not escalate to incidents requiring DHS to coordinate the overall Federal response.

Organization

Terrorist events create a unique environment in which to manage emergency response. Local responders are typically the first on-scene during an actual incident. Local government has the primary responsibility for protecting public health and safety. The local responders will manage all aspects of the incident until the FBI, by virtue of its legal authority, assumes command of the law enforcement aspects relating to identifying, apprehending, and neutralizing the terrorists and their weapons. Local and state authorities always maintain control of their response resources and continue to operate while the FBI integrates into the on-scene emergency management system.

State Support

The following state agencies have specific responsibilities during a terrorist related event in the state. In addition to the agencies listed below, there are other State entities that may have authorities, resources, capabilities, or expertise required to support terrorism-related law enforcement and investigation operations. These may be requested to participate in planning and response operations, and may be requested to designate liaison officers and provide other support as required.

- ***Arkansas State Police (ASP)*** .– ASP enforces Arkansas's motor vehicle and criminal laws with a special focus upon identifying potential terrorist activity, criminal organizations, fugitives, and persons using Arkansas highways to transport illegal drugs, weapons, or perpetrating other types of crimes. Additionally, ASP maintains a position on the JTTF to assist with terrorism intelligence and anti-terrorism planning. The following summarizes ASP's responsibilities during a terrorist event:
    - Under emergency response conditions ASP will respond to protect life and property when actions to cope with the situation exceed local government capabilities, when assistance is requested by local officials, or when local troopers become involved in the situation.
    - Upon notification of a potential or actual situation ASP will notify ADEM.
    - ASP personnel will control traffic to allow only authorized personnel and equipment into the incident area.

- ASP will establish an Arkansas State Police Incident Command Post to communicate with all ASP units assigned, ADEM personnel, and Arkansas National Guard units if activated. (ref ASP EOP, Operating Procedures, sec 1, page 10; Field Command Post, sec 5, page 34; ASP HQ Coordination Center, sec 6, page 36)
- ASP will establish a perimeter around a damaged area to keep out unauthorized personnel if the size and complexity of a disaster or incident operation requires such a perimeter.
- ASP will comply with all National Incident Management System (NIMS) procedures to include supervisory functions during ICS implementation.
- Reference the following plans from the ASP EOP.
  - Terrorism (sec 17, page 76)
  - Bomb Threats (sec 9, page 50)
  - Contamination Emergencies (sec 10, page 55)
  - Evacuations (sec 12, page 61)
  - Reacting to Destructive & Assaultive Groups (sec 16.5, pg 75)
  - Manhunts (sec 18, page 78)

- Arkansas Department of Emergency Management (ADEM) – In addition to ADEM's emergency services mission that would be utilized during a terrorist incident, ADEM also maintains a representative at the JTTF. The following summarizes ADEM's responsibilities:
  - Lead agency for disaster/emergency response planning and response coordination. ADEM is responsible for advising the Governor, government officials and local governments of the nature, magnitude and possible effects of a terrorist event.
  - Coordinate response functions of state government. This coordination will include liaison with federal agencies, local agencies and private entities.
  - Obtain and coordinate needed resources.
  - Notify all involved agencies and will maintain contact as needed for coordination of the event. This will include periodic updates for the duration of the event.
  - Assist and coordinate in the training, planning and preparedness efforts of counter terrorism statewide.

- Arkansas National Guard (AR NG) - Under Title 10 and 32 provisions, the National Guard could react to a Terrorist/WMD incident. The AR NG has numerous assets that could be used during a terrorist incident. The following summarizes AR NG actions during an terrorist incident:
    - In the event of a Terrorist attack, the Director of Military Support Office will receive a request from ADEM for support.
    - AR NG has the ability to provide communities with manpower and equipment for a wide variety of support roles. Minimum personnel should be available to perform missions from four to twelve hours after notification. These missions include debris removal; traffic control; crowd control; search and rescue; generators; potable water transport; fuel transport; light and heavy-duty utility vehicles; assess, advise and facilitate WMD emergency response. *(Military Support to Civil Authorities – Standard Operating Procedure, MSCA – SOP)*
    - WMD Civil Support Teams - the mission of Weapons of Mass Destruction Civil Support Teams (WMD-CST) is to support local and state authorities at domestic WMD incident sites by identifying agents and substances, assessing current and projected consequences, advising on response measures, and assisting with requests for additional military support.
- Arkansas Department of Health (ADH) – ADH supplies public health services during/after a terrorist incident to include drinking water analysis and bioterrorism research/decontamination. The following summarizes ADH's responsibilities during a terrorist related incident:
    - Designate personnel and equipment available for events involving hazardous chemicals, biological, radiological, nuclear, or other materials affecting public health and safety.
    - Coordinate delivery of medical services from unaffected areas to supplement capabilities which have been disrupted or destroyed.
    - Assess damage to potable water sources and issuing orders concerning the use of water supplies following any event.
    - Assess damage to facilities which supply food and/or pharmaceuticals and will issue orders concerning the disposition of these products.

- Inspect congregate care facilities and other public areas to ensure that proper sanitation practices are followed.
- Coordinate control of disease carrying insects or animals.
- Monitor response to any release of hazardous chemicals or biological materials that might endanger public health and safety.
- Maintain a Medical Surveillance Program to detect any incidents that might potentially be biological terrorism.
- Provide technical expertise, assistance and coordination of laboratory support for incidents involving the use or threatened use of nuclear, biological or chemical acts of terrorism. Primary responsibility for taking samples and testing will not be an ADH responsibility.
- Serve as lead State Agency for the State's response to any incident involving nuclear/radiological materials and will issue guidelines for implementation of protective actions.
- Provide coordination, response and technical expertise through the Bioterrorism Team in response to a bioterrorism threat or emergency.
- Coordinate activation and implementation of the Strategic National Stockpile (SNS) in response to a bioterrorism emergency.
- Coordinate gathering and reporting of information concerning injuries and fatalities.
- Coordinate arrangements for mortuary services in situations when requirements exceed local capabilities.
- Provide 24-hour communications capability through the Emergency Communications Center.
- Co-sponsor for Disaster Medical Assistance Team (DMAT), part of the National Disaster Medical System (NDMS). It is composed of volunteer medical professionals who maintain a cache of federal medical and support equipment (includes tents, generators, food and medical supplies). DMAT is trained and equipped to establish a field emergency room and be totally self-supporting for three days. The DMAT is normally activated through the National Response Framework.

    - Provide personnel to act as advisors during the recovery phase of a major terrorist event involving materials that affect public health and safety.
    - Assist in preparation of any comprehensive report particularly related to ADH's support activities following event closure.
- Arkansas Department of Environmental Quality (ADEQ) – ADEQ performs air, water, solid waste, and hazardous waste analysis during terrorism incidents.

There are numerous state associated law enforcement entities which support FBI operations during a terrorism incident. In addition to state, county, and local law enforcement organizations, there are agencies that support and supply information to the field:

- Arkansas State Fusion Center – provides vital service to identify and assess threats that may impact the State. Also serves as a source of intelligence information necessary for anti-terrorist operations planning and as an investigative asset during post-terrorism incidents. A fusion center is an effective and efficient mechanism to exchange information and intelligence, maximize resources, streamline operations, and improve the ability to fight crime and terrorism by merging data from a variety of sources. In addition, fusion centers are a conduit for implementing portions of the National Criminal Intelligence Sharing Plan (NCISP). Their ultimate goal is to provide a mechanism where law enforcement, public safety, and private partners can come together with a common purpose and improve the ability to safeguard our homeland and prevent criminal activity.
- Joint Terrorism Task Force – state and local law enforcement assets are teamed with federal organizations in this FBI sponsored organization. The members are charged with taking action against terrorism by preventing acts of terrorism before they occur, and to effectively and swiftly respond to any actual criminal terrorist act by identifying and prosecuting those responsible.

Response

Receipt of a terrorist threat may be through any source or medium and may be articulated or developed through intelligence sources. It is the responsibility of all local, State, and Federal agencies and departments to notify the FBI when such a threat is received. As explained below,

the FBI evaluates the credibility of the terrorist threat and notifies the NOC, NCTC, and other departments and agencies, as appropriate.

Upon receipt of a threat of terrorism within the United States, the FBI conducts a formal threat credibility assessment in support of operations with assistance from select interagency experts. For a WMD or CBRNE threat, this assessment includes three perspectives:

- Technical Feasibility: An assessment of the capacity of the threatening individual or organization to obtain or produce the material at issue.
- Operational Practicability: An assessment of the feasibility of delivering or employing the material in the manner threatened.
- Behavioral Resolve: A psychological assessment of the likelihood that the subject(s) will carry out the threat, including a review of any written or verbal statement by the subject(s).