Volcano **E**mergency **R**esponse **P**lan

HURRICANE

EARTHQUAKE

WILDFIRE

VOLCANO

Table of Contents

Appendices

Appendix 1 – Community Resources
Appendix 2 – External Resources
Appendix 3 – Assignments and Contact Information
      I.   Organizational Assignments and Contact Information;
      II.   Size Up/Communications Contact Information;
      III.   Ham Radio Operators
Appendix 4 – Size-up Reporting Form
Appendix 5 – EOC Floor Plan and Equipment List
Appendix 6 – Incident Briefing Form (ICS-201)
Appendix 7 – VERP Incident Message Form
Appendix 8 – Record of Updates
Appendix 9 – Memorandum of Understanding (MOU)
Appendix 10 – Contact Information
Appendix 11 – Activity Log (ICS-214)

Overview

Planning Team Members:

John Broward
Chris Corely
Sher Glass
Bill Hamilton
Albert Jeyte
Meghan Jerolaman
Lisa King
Paul Lakin
Barry Periatt
Carole Slattery
Linda Ugalde
Doug Wilson

Purpose

Residents of the County of Hawaii have had their fair share of disasters in recent years, including hurricanes, earthquakes, volcanic activity, wild land fires, tsunamis, dengue fever outbreaks and other impactful events. In most cases Hawaii Island communities and their residents have not been prepared to deal with these situations before, during and after the event. County emergency resources on Hawaii Island are limited and isolated communities, like Volcano, must be prepared to help themselves when a disaster occurs until County and/or other government assistance becomes available.

Planning for a potential disaster makes it possible for a community like Volcano to bring together and manage its available physical and human resources for its residents until other assistance arrives. This is why the Planning Team has taken on this task of developing an emergency response plan for the Volcano community.

The purpose of the Volcano Emergency Response Plan (VERP) is to identify potential disaster risks to the Volcano Community; define how individuals and groups within the community will prepare and respond to emergency situations; create an emergency organization that can respond to a disaster event within the scope of the communities capabilities and resources; outline emergency response tasks and responsibilities; and define the conditions that would activate this plan.

<u>Scope</u>

This plan will apply to all residents in the Volcano Community and generally cover the area from Kahaualea Road (a.k.a. Akatsuka Road) to the 40 mile marker on Highway 11 and include Volcano Village, Volcano Farm Lots, Cymbidium Acres, Mauna Loa Estates, Ohia Estates, Volcano Golf Course, Royal Hawaiian Estates and Hawaiian Orchid Isle Estates. All or part of this plan may be implemented when emergency conditions, as defined in this plan, threaten or affect a significant part of the population in any of the residential areas described above or the Volcano Community as a whole. Specific procedures for activating this plan are defined in a later section.

<u>Hazard and Risk Analysis</u>

Although almost every natural and man-made disaster is possible, this plan focuses on those disasters which are most likely to affect the Volcano Community in the future. The following outlines potential disasters, how they may impact the Volcano Community and what resources would be required to address each event:

Threat and Hazard Identification and Risk Assessment

Threat/Hazard	Community Impact	Resources Needed
Hurricane	• Loss of power. • Damage to catchment tanks. • Downed power lines and trees on Highway 11 restricting access to and from the Volcano area – isolation. • Downed power lines, trees and buildings that could restrict road access within the Volcano area. • Damaged transformers that may expose residents to PCB. • Fires and potential propane tank explosions. • Loose animals. • Loss of Communications. • Serious injuries/death. • Distress among residents. • Lack of sanitation. • Lack of food resources. • Lack of security. • Lack of food for livestock.	• Generators. • Pumps for flooding and access to catchment tanks. • Rain gear and tarps. • Fuel – gasoline and propane. • Heavy equipment. • Two-way radios and other communications equipment. • Chain saws. • Personnel trained in first aid and other needed initial response needs. • Search and rescue gear, tools, etc. • Trained volunteers. • Charging facilities for phones and other devices. • Temporary shelters. • Drones for observing damages in the area. • Implementation of the Volcano Emergency Response Plan.
Earthquake	(same as for hurricane)	(same as for hurricane)
Wild Land Fire	• Risk of smoke inhalation. • May need to evacuate some residents. • May have a need for medical services. • Destruction of buildings. • May not have sufficient firefighting resources to protect residents and their property (ies). • Lack of communications. • May not be able to provide security in the affected area. • Potential road closures preventing escape routes and access to fight the fire(s).	• Access to water. • Transportation for evacuation. • Heavy equipment. • Protective gear for volunteers. • Basic firefighting equipment for volunteers such as shovels and hoes. • Temporary shelter. • Food and water for volunteers.
Volcanic	In addition to impacts listed under hurricanes: • Ash fallout • Damaging earthquakes • Impassable roads • Sulphur dioxide exposure • Pyroclastic surge	(same as for hurricane) • Transportation for evacuation. • Particulate masks.

Geography

The Volcano Community is located on the east side of the Big Island on the border of Hawaii Volcanoes National Park and near the northeast rim of Kilauea's summit caldera. It has a total area of 58.6 square miles, all of it land. Highway 11 passes through the southern part of the community, leading northeast 27 miles to Hilo and southwest 37 miles to Naalehu.

Its altitude ranges from below 2,800 feet in the southeast to over 6,200 feet at its uninhabited northern end. Volcano features a subtropical highland climate, with relatively uniform temperatures and abundant rainfall throughout the year. The average monthly temperature ranges from 57⁰ F in February and 63⁰ F in August. Although rainfall is concentrated during the months of November through April, the annual average is 107 inches.

Demographics

The Volcano Community is located in the Districts of Puna and Ka'u. It is home to a wide range of residents that include farmers, scientists, artists, employees of Hawaii Volcanoes National Park, retirees and many others who seek the peace and inspiration of the rainforest. The following is a general breakdown of the resident population as of the 2010 census:

Total population – 2,575

Houses – 1,259

Density – 22 houses per square mile

Family households – 1,570

- 393 spouses

- 568 children

Non-family households – 447

- Males living alone – 135

- Females living alone – 129

Average household size – 2.10

Married couples with children – 258

Single parent households – 157

Special-needs Population

Some Volcano residents are disabled and may require special assistance during a disaster. The following is a general breakdown of citizens who have disabilities:

Sensory-Disabled	Physically-Disabled	Mentally-Disabled
3 (ages 16-20)	97 (ages 21-64)	13 (ages 5-15)
49 (ages 21-64)	24 (ages 65-74)	3 (ages 16-20)
7 (ages 65-74)	64 (ages 75+)	73 (ages 21-64)
21 (ages 75+)	**Total of 185**	9 (ages 75+)
Total of 80		**Total of 98**

Community Resources

When a disaster strikes, the Volcano Community could be isolated and may have to rely on volunteers and other community resources to assist residents until help arrives. **Appendix 1** is a list of identified community resources within the Volcano community that may be available in the event of a disaster. This list is confidential and should only be used by authorized members of the community emergency response team within the scope of the VERP upon its activation and implementation in an emergency.

External Resources

We may need help from organizations outside the Volcano Community or may need to refer residents to agencies that can assist them when community resources are limited or unavailable. Refer to **Appendix II** for a list of these resources and contact information.

Goals and Objectives

The purpose of this plan is to achieve the following goals and objectives:

Goal 1 - Assist the Volcano Community in preparing for disasters. Residents of Volcano, and other communities on the Big Island, need to have a disaster plan and be prepared in the event critical infrastructure is damaged and public services such as electricity and telecommunications are disrupted. Residents are likely to be on their own for several days, or weeks, and must be prepared to sustain themselves until help arrives.

Objectives

1. In collaboration with Hawaii County Civil Defense, Red Cross and other agencies, assist residents with developing individual family emergency plans.
2. Identify special needs individuals, including the elderly, disabled or frail, and help them develop an emergency preparedness plan that will address their unique needs during a disaster. Also, develop a method for keeping a current list of these individuals and their location.
3. Educate and provide information about the potential disasters that could occur and how each could impact residents and the Volcano community as a whole.
4. Inform residents about the Volcano Emergency Response Plan (VERP), how and when it would be implemented and how they can assist during a disaster.

Goal 2 - Effective implementation of the Volcano Emergency Response Plan (VERP). The primary function of VERP is to identify the disaster needs of the community, coordinate the appropriate response for all types of emergencies and ensure that the plans in place will work in the time of a disaster.

Objectives

1. Make sure residents are familiar with the plan and that it is easily accessible to residents.
2. Make sure plan is up-to-date and current.
3. Make sure everyone involved in implementing the plan understands how it will work and what the responsibilities of each participant are.
4. Make sure that activation and implementation of the plan is practiced regularly.

Goal 3 - Preservation of human life and welfare. Until first responders arrive, the Volcano Community may have to depend upon and utilize its own resources to provide first aid to residents who may have been injured by a disaster and arrange for their transportation to a medical facility.

Objectives

1. When a disaster occurs, establish a first aid station at Carlson Court to assist residents who are injured.
2. Provide immediate first aid to those with life threatening injuries.
3. Provide first aid for those with lesser injuries as needed.
4. Create a method of checking on people with special needs.
5. Provide transportation for individuals who need first aid to the medical treatment areas established in the Volcano area and monitor them until help arrives.
6. Prepare those who need to be evacuated for transportation to a hospital or other emergency medical facility.

Goal 4 - Assist in clearing local roadways. A hurricane, earthquake or fire could make the roads within the residential areas of Volcano impassible thereby restricting evacuation routes and access to those needing assistance.

Objectives

1. Provide tree and debris removal for blocked roads until county and other first responders arrive.
2. Conduct search and rescue and field assessments in the affected areas until first responders arrive.
3. Provide local area evacuation transportation as needed.

Goal 5 - Provide short-term temporary shelter. Some residents may be displaced because of extensive damage to their homes that render them uninhabitable.

Objectives

1. Provide temporary shelter for those residents who do not otherwise have a place to stay until they can make other arrangements or be relocated.
2. Coordinate with Federal Emergency Management Agency (FEMA) and other agencies to assist families in assessing what it will take to repair their homes and/or plan for longer-term food and shelter accommodations with the help of
3. Coordinate with FEMA and other agencies and to move displaced individuals and families back into their homes or to a longer-term facility.

Goal 6 - Set up a center for communications. Before a disaster occurs, people need to be informed about the disaster event and what they can expect and when. Also, our residents should be able to get information after the event and inform their loved ones about their situation.

Objectives

1. Establish a communications center at Carlson Court, with appropriate personnel, for the purpose of providing residents in the Volcano Community with information about the disaster before, during and after the event.
2. Establish a communications net for members of the emergency response team to facilitate emergency response operations before, during and after the disaster.
3. Establish a communications link with Hawaii County Civil Defense Agency for the purpose of providing situation reports, requests for assistance and receiving information about the event.
4. Provide a means for residents to inform their relatives and loved ones of their condition and situation after the disaster.

Goal 7 - Help the community stabilize and return to pre-disaster conditions. It may take some time for the community to recover from a disaster depending on the type and scale of the

event. The short-term recovery process may be completed in days, weeks or months. Short-term recovery will transition to long-term recovery when all disaster-related actions to stabilize the community are completed. The Volcano Emergency Response Team, under VERP, should assist the community as best it can to improve conditions in the Volcano area while maintaining the quality of life for its residents.

Objectives

1. Help prioritize where and what needs to be done.
2. Facilitate linking residents with their neighbors who can provide equipment and other resources to assist in the recovery.
3. Facilitate linking residents with post-disaster assistance from agencies such as Disaster Assistance and Recovery Centers (DARC), Hawaii County Civil Defense Agency, FEMA, Red Cross, and other groups that can provide financial and in-kind help.

Concept of Operations

The following provides a framework on how the Volcano Community will respond to a disaster threatening the Volcano Community and its citizens. The VERP will involve four functions namely activation, implementation, management and post-event recovery:

Activation function: Under the VERP, an Emergency Advisory Group (EAG) comprised of community leaders and other stakeholders whose primary missions are to:

1) Make recommendations to the VERP Planning and Emergency Teams to ensure that the Volcano Community is prepared to handle natural disasters and provide safety and security to its residents during these events;

2) Activate the VERP upon evaluation of an impending disaster and its potential risks to the community.

This group will notify the appropriate individuals when a majority of the EAG members determine, based on input from size up reports, that activation of the VERP is necessary.

Implementation function: The implementation of VERP starts with its activation by the EAG. Upon receiving the order to activate, members of the emergency team will implement a phone/contact tree that will bring together the emergency team and other identified individuals within the community under a command structure that is based on the Incident Command System (ICS) to provide support, resources and services that are most likely needed to save lives, protect property and help victims of the disaster return to as near normal a condition as possible.

The VERP has identified human and physical resources within the community that will be available to assist our citizens during and after the disaster event. Members of the emergency

team will have access to these resources and arrange for their deployment as needed. External resources have also been identified that may be available during and/or after the event **(See Appendix 2)**. Various means of communications will be used to access these resources such as telephone, if available, text, email and two-way radios. The VERP will make these resources available to the community in a coordinated and prioritized fashion.

Management function: An (EOC) will be established at Carlson Court. This is where all emergency management functions will be performed, including operations, planning, medical, communications, logistics and finance. Carlson court is a large covered and protected area, which will allow the emergency team to conduct its operations without interfering with other response activity locations within the Volcano area such as Cooper Center, The Village Church, Volcano School, etc. and also provide some security for the EOC. The leadership team, made up of the Incident Commander, Operations Section Chief, Planning Section Chief, Logistics Section Chief and Finance Section Chief will direct and manage all response and recovery operations at the EOC. Emergency assistance may also be provided, upon request, by other individuals and agencies outside the Volcano Community. These external resources will be coordinated and managed through the EOC in order to maximize efficiency and continuity to the VERP response effort.

Post event recovery function: During the period immediately following an event, living conditions could be austere. There could be shortages of food, water, fuel, basic utility services and medical care may be unavailable. Numerous conditions can be expected in the affected area(s) that could pose life-safety issues and challenges. Life-safety issues will be addressed by VERP as a top priority, but only within the scope of its capabilities and resources. These responses will be addressed to the extent that available trained personnel and equipment are available to VERP.

Life-safety issues may include but are not limited to: downed power lines; blocked roadways; structural damage to buildings; extensive debris; displaced domestic and wild animals including cows, horses, pigs, cats and dog; rotting garbage; possible gas leaks; and. uncontrolled fires. Hawaii County Civil Defense is a resource and the Emergency Operations Center (EOC) should be contacted to assist with these issues.

Human and physical resources have been identified in the plan to address some of these issues. However, these resources are limited and can only be used to the extent of their availability, the level of training individuals providing the service have and the demand for assistance.

Planned activities in the event of a disaster:

Pre-activation

- With the assistance of Volcano CERT and other trained individuals, conduct an "initial damage assessment" of the areas covered under this plan that have been affected by the disaster.

- Prepare a list of priorities based on the "initial assessment."
- Determine what needs to be done and what resources will be needed to address the situation.
- Determine what resources are available.
- Verify the current list of at-risk residents, including the disabled and those that are house bound.
- Determine who is available to stand-up the VERP and prepare initial assignments.
- Prepare an initial briefing for the VERP Emergency Response Team.
- Designate a reporting point and time for the Emergency Response Team when it is activation.

The First 4 Hours

- Activate VERP via the Emergency Advisory Group (EAG).
- Establish and open an Emergency Operations Center (EOC) to create a central point of emergency operational control.
- Establish communications with the EOC at Hawaii County Civil Defense.
- Direct and assist immediate life-saving operations.
- Deploy medical-service personnel where needed.
- Establish an area for individuals needing medical assistance.
- Identify safe locations to accommodate displaced persons while emergency shelters are being opened.
- Notify at-risk populations. Begin evacuation if necessary.
- Brief residents on what happened, what is being done and what immediate actions they need to take.
- Identify affected areas and operational status of critical services.

The First 12 Hours

- Expand "initial damage assessments" beyond the pre-activation assessment.
- Establish barriers around unsafe areas.
- Designate primary and secondary travel routes.
- Prioritize and implement debris clearance.
- Provide updated emergency information to Volcano residents.
- Open temporary evacuation/shelter sites.
- Identify people with special needs requirements and supply their needs or transfer them to an appropriate area where their needs can be met.
- Assess critical resource shortfalls and begin requesting aid from Civil Defense and other agencies.

- Begin processing the "initial damage assessments" into the "preliminary damage assessments" required by Civil Defense, the State and FEMA.

Through 24 Hours

- Continue on-scene incident management and logistical support.
- Assess situation status and resource needs including food and shelter, generators, pumps, chain saws, etc.
- Initiate regularly scheduled information updates to residents.
- Designate staging areas and begin planning to accommodate additional incoming support personnel.
- Ensure that an adequate system is in place to fuel and maintain generators providing power to critical facilities, such as the EOC and temporary shelters.
- Consolidate damage assessments of the affected areas.
- Volcano CERT completes its Initial Damage Assessment.

Through 48 Hours

- Process ongoing logistical resource requests to support the incident response.
- Implement an emergency drinking-water plan if needed.
- Establish a distribution system for drinking water and food for persons residing in their homes if needed.
- Support "preliminary damage assessment" (includes more specifics about the damage such as estimated costs) visits from State and Federal officials to confirm the immediate and long-term recovery needs of the community.

Through 72 Hours

- Begin the transition from immediate response efforts to sustained operations.
- Establish plans on how to provide for people with special needs that cannot be met long-term by VERP.
- Re-evaluate short-term shelters and plan for evacuation to longer term facilities.
- Prepare to manage volunteers and donations.

Activation

Emergency Advisory Group (EAG)

The Emergency Advisory Group (EAG) has been created to serve as a mechanism for maintaining and activating the Volcano Emergency Response Plan. This group, which is made up of representatives from various community organizations and other leaders within the Volcano community, will have two principal responsibilities:

1) Periodically review the Volcano Emergency Response Plan (VERP) and make recommendations for improving and maintaining it. This will include working with the Planning and Emergency Response Teams and making recommendations that insure the Plan is current and sufficient enough to be effective when implemented.

2) Evaluate an impending disaster, or one that has occurred, and activate the VERP when it deems appropriate.

Membership: Members of the EAG shall include the following:

> Current President of the Volcano Community Association
> Current President of Cooper Center Council
> Current Volcano CERT Team Leader
> Current Fire Captain, Volcano Volunteer Fire Department
> Current Incident Commander under the VERP

Each of these members shall appoint an alternate and a simple majority of those who are available at the time of an incident shall have the authority to activate the VERP as outlined below.

Other members may be added to the group by a simple majority vote of the EAG membership, but shall always include a representative from each of the groups noted.

Members shall serve until they are replaced by a simple majority vote of the current members or when their terms in the organizations they represent have expired. There shall always be a minimum of five members representing the organizations outlined above.

The group shall appoint a chairperson whose responsibilities will include:

- Conducting meetings of the group for the purpose of reviewing and evaluating the plan;
- Convening the available members of EAG and, with the assistance of the incident commander, conduct a size up of the situation and decide if activation of the plan is necessary if an emergency occurs, and,

- Notifying appropriate members of the Response Team leadership of the decision to activate the Plan.

Activation function: Following the activation guidelines outlined below, a simple majority of EAG members who are present prior to, during or after a disaster may activate the VERP by so informing a member of the Emergency Response Team under this Plan.

Activation Scope

Responding to a disaster will require a proper analysis of the situation to ensure that the VERP can be activated when needed in an orderly and effective fashion. This analysis should include the identification of specific disaster conditions such as type, severity, impact and duration prior to triggering activation of the Plan. This Plan defines two levels of emergencies, Level I – Minor Emergencies and Level II – Major Emergencies. It will be the responsibility of the EAG to ensure that the activation criteria is met. The EAG and Incident Commander will also ensure that all equipment and facilities are available as needed to support Plan's activation, including designating the EOC location where most, if not all, disaster recovery activities can be executed.

Activation Guidelines

One of the most important steps in the activation of the VERP is to know whether activation is appropriate. Not every event will qualify as a "disaster", and although it might appear otherwise on the surface, activation of the VERP may not always be appropriate. The following criteria is to be used by the EAG in evaluating a disaster prior to activation of the VERP.

Level I – Minor Emergency: A minor emergency involves an event that is occurring or may occur that could negatively affect one or more residents or visitors in the Volcano area. The response may involve calling county agencies such as the Fire Department, Police Department and /or Hawaii County Civil Defense, but may not require the activation of the VERP unless these resources are not available. Minor emergency situations can be characterized by the following:

- No immediate danger or emergency exists, but the potential is present.
- The incident appears to be of short duration.
- The situation is limited in scope, such as a fallen tree across a roadway or localized minor flooding, which can be managed by county resources. Local volunteers under the VERP could be used if county resources are not available, but only on a limited basis.
- The situation is usually a one dimensional event that has a limited duration and little impact to the Volcano community as a whole.

  Examples:
  ➢ A severe storm watch issued by the National Weather Service.

> ➢ A minor fire that is confined to a small area with no hazardous material exposure.
> ➢ A local power outage.
> ➢ Minor road damage that impedes residential access.

Level II – Major Emergency: A major emergency situation indicates that the event will impact a sizeable portion of the Volcano community and put many residents at risk. Responses to these emergencies often require considerable and timely coordination by local volunteers and external county resources. This level of emergency will likely require activation of the VERP. This level of emergency can be characterized as follows:

- An event placing Volcano residents and visitors in danger of personal injury and/or dwellings and other buildings at risk of severe damage.
- The situation may continue for an extended period of time.
- The situation requires the coordination and delivery of local resources and assistance from outside agencies.

   Examples:
   > ➢ A hurricane or major weather event that is causing or has caused injuries and/or extensive property damage.
   > ➢ A major fire incident that has caused or may cause widespread property damage and/or is life threatening.
   > ➢ A severe earthquake that has caused extensive property damage and/or personal injuries.
   > ➢ An extended power outage.
   > ➢ Contagious disease outbreak.

Activation Steps

Above all, whenever the VERP is activated, the response must be immediate and effective. A disaster is no time to figure out what to do "in order to respond." To that end, a standardized approach to the activation of the VERP should be followed. The following steps are to be taken when activating the VERP:

1) Members of the Emergency Advisory Group (EAG) are notified of a potential disaster event or observe one that has already occurred. Notification may come from:

   a. National Weather Service
   b. Hawaii County Civil Defense Agency (HCCDA)
   c. News media
   d. Hawaii Volcanoes National Park
   e. U.S. Geological Survey (USGA)
   f. Governor's Declaration of an Emergency
   g. Hawaii County Police Department

      h.   Hawaii County Fire Department

2) The EAG will conduct a size up of the situation, utilizing members of the Volcano CERT, VERP Response Team and other volunteers identified in each of the communities this Plan serves, and follow the activation guidelines to determine whether the VERP should be activated.

3) If the activation criteria are met and the EAG determines that activation is appropriate, the majority of the available EAG members at the time will implement activation of the VERP.

4) A member of EAG will contact the Incident Commander, his/her deputy, a Section Chief or any member of the Response Team, in that order, to activate the VERP. The EAG and the Incident Commander will determine the time and identify the staging area for the Response Team.

5) Upon receiving the activation notice from the EAG, the Incident Commander, or his/her designee, will initiate phone tree notifications **(Appendix 3)** with the time of activation, location of the staging area and reporting time.

```
+-----------------------------------+
|   When an event is imminent or    |
|   has occurred, EAG conducts a    |
|      size up of the situation.    |
+-----------------------------------+
                  |
                  v
+-----------------------------------+
|   If EAG determines activation of |
|        VERP is appropriate, EAG   |
|          contacts the Incident    |
|              Commander.           |
+-----------------------------------+
                  |
                  v
+-----------------------------------+
|       The Incident Commander      |
|  initiates phone tree notifications|
|  and provides reporting time and  |
|      location of staging area.    |
+-----------------------------------+
```
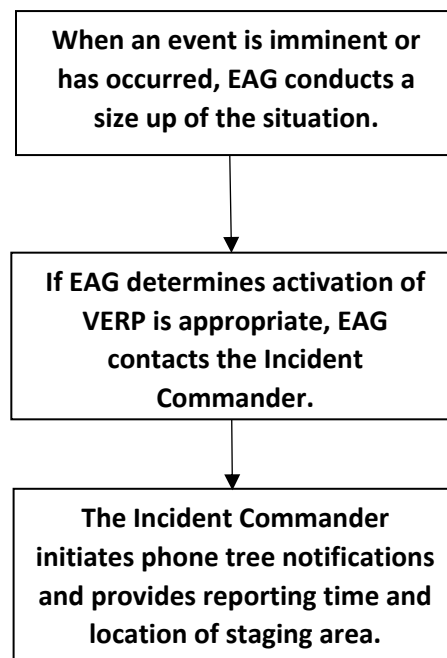
Organization

Overview

The Volcano Emergency Response Plan will follow the basic organizational structure under the Incident Command System (ICS). The ICS organization is developed around five major functions, which are needed on any given incident whether it is large or small. They are the Incident Command, Operations, Planning, Logistics and Finance.

For some incidents, and in some applications, only a few of the functional elements may be required. However, if there is a need to expand the organization, additional positions exist within the ICS framework, as depicted in the chart below, to meet almost any need the VERP may have.
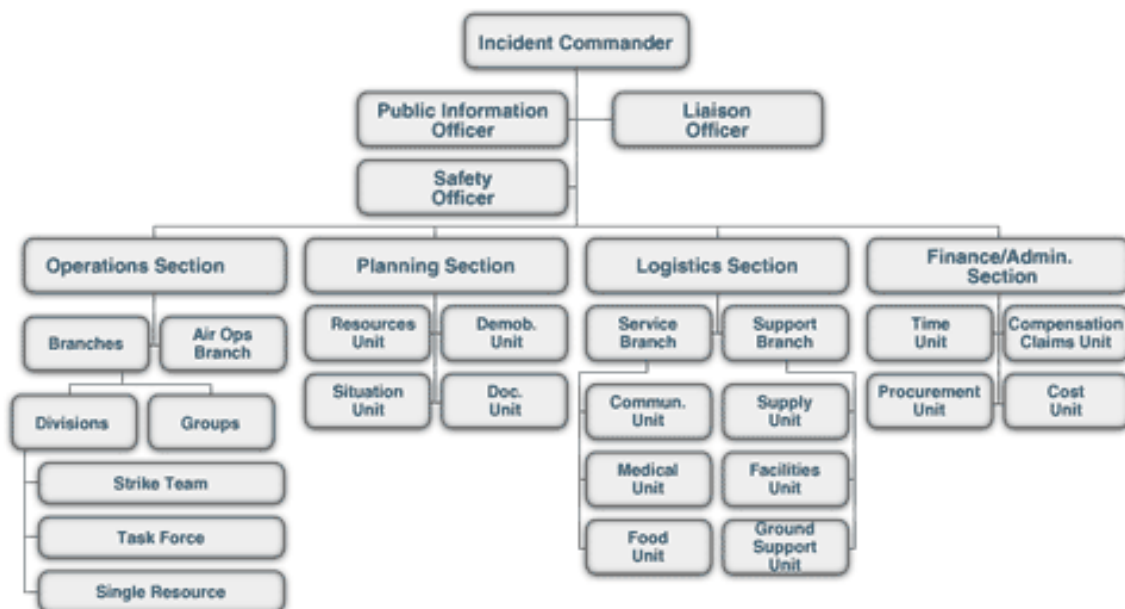
Each position and person within the structure has a designated supervisor, which provides unity of command. Direction and supervision follows established organizational lines at all times.

The following chart describes the initial organization of the VERP:

```
                    Emergency Advisory Group
                           (EAG)
                             |
                    Incident Commander
                             |
  Public Information Officer ─────────── Liaison Officer

  Safety Officer ──────────

  ┌──────────────┬──────────────┬──────────────┬──────────────┐
Operations      Planning       Logistics      Finance
Section Chief   Section Chief  Section Chief  Section Chief

Search and      Resources      Communications  Cost/Claims Unit
Rescue          Unit           Unit
Unit (SAR)

Medical Unit    Situation      Supply Unit     Fund Raising Unit
                Unit

Shelter         Documentation  Food Unit
Operations      Unit
Unit

Road Clearing   Demobilization Facilities
Unit            Unit           Maintenance Unit

Transportation                 Security
Unit                           Unit
```

COMMAND GROUP

The Command Group shall be comprised of the leaders of the five organizational function components namely, the Incident Commander, Operations Section Chief, Planning Section Chief, Logistics Section Chief and Finance Section Chief. This group shall be responsible for the organization, management, supervision and implementation of the Plan.

Incident Commander
The Incident Commander's responsibility is the overall management of the incident. He or she bears the responsibility for ensuring that the entire response is carried out in an effective, efficient and coordinated manner. The Incident Commander and his/her deputies should have, at a minimum, completed the Incident Command System courses ICS-100 and ICS-200. The ICS -700 and ICS-800 courses should be completed within a year by those accepting these positions. Specific responsibilities and tasks for the position of Incident Commander are:

- Assessing the situation and/or obtain a briefing from the prior Incident Commander.
- Determining Incident objectives and strategy.
- Establishing immediate priorities.
- Establishing an Emergency Operations Center (EOC), or Command Post.
- Establishing an appropriate organization.
- Ensuring planning meetings are scheduled as required.
- Approving and authorizing the implementation of an Incident Action Plan.
- Ensuring that adequate safety measures are in place.
- Coordinating activity for the Command Group.
- Coordinating with key people and officials.
- Approving requests for additional resources or for the release of resources.
- Keeping external agencies informed of incident status.
- Approving the use of trainees, volunteers, and other personnel.
- Authorizing release of information to the news media.
- Ordering the demobilization of the incident when appropriate.

Operations Section Chief
The Operations Section Chief reports to the Incident Commander and is responsible for incident tactical operations directly applicable to the primary mission of the response. Specific responsibilities and tasks for this position include:

- Managing tactical operations.
- Interacting with the section, group and sector leads to develop the operations portion of the Incident Action Plan.
- Requesting resources needed to implement the operation's tactics as a part of the Incident Briefing (ICS-215) form, which will be the initial Incident Action Plan **[See Appendix 6].**

- Assisting in the development of the planned actions portion of the Incident Briefing form.
- Supervising the execution of the Planned Actions, Strategies and Tactics as outlined in the Incident Briefing form for operations.
- Maintaining close contact with subordinate positions.
- Ensuring safe tactical operations.
- Requesting additional resources to support tactical operations.
- Making or approving expedient change to the Incident Briefing form during the operational period as necessary.
- Maintaining close communications with the Incident Commander.
- Maintain an Activity Log for the unit (ICS-214 – Activity Log).

Planning Section Chief

The Planning Section Chief reports to the Incident Commander and is responsible for collecting, evaluating, processing and disseminating information for use at the incident. Specific responsibilities and tasks for this position include:

- Collecting and processing situation information about the incident.
- Supervising preparation of the Incident Briefing form.
- Providing input to the Incident Commander and Operations Section Chief in preparing the Incident Briefing form.
- Compiling and displaying incident status information.
- Reassigning out-of-service personnel already on-site to other positions as appropriate.
- Determining the need for any specialized resources in support of the incident.
- If requested, assembling and disassembling strike teams and task forces not assigned to operations.
- Establishing special information collection activities as necessary, e.g., weather, environmental, toxicity levels, etc.
- Assembling information on alternative strategies.
- Providing periodic predictions on incident potential.
- Reporting any significant changes in incident status.
- Overseeing preparation of the Incident Demobilization Plan.
- Incorporating the incident traffic plan (from Ground Support) and other supporting plans into the Incident Briefing form.
- Maintain an Activity Log for the unit (ICS-214 – Activity Log).

Logistic Section Chief

The Logistics Section Chief reports to the Incident Commander and is responsible for all incident support needs including providing facilities, services and materials before, during and after an event. Specific responsibilities and tasks for this position include:

- Managing all incident logistics.

- Provide logistical input to the Incident Commander in preparing the Incident Briefing form.
- Briefing Branch Directors and Unit Leaders as needed.
- Identifying anticipated and known incident service and support requirements.
- Requesting additional resources as needed.
- Reviewing and providing input to the Communications Plan (ICS 205), Medical Plan (ICS 206) and Traffic Plan.
- Supervising requests for additional resources.
- Overseeing demobilization of the Logistics Section
- Maintain an Activity Log for the unit (ICS-214 – Activity Log).

Finance Section Chief

The Finance Section Chief reports to the Incident Commander and is responsible for managing all financial aspects of an incident. Not all incidents will require a finance function and this section will only be activated when needed. Specific responsibilities and tasks for this position include:

- Managing all financial aspects of an incident.
- Providing financial and cost analysis information as requested.
- Gathering pertinent information from briefings with responsible agencies such as FEMA, DARC, Red Cross, etc.
- Developing an operating plan for the Finance Section; fill supply and support needs.
- Meeting with assisting and cooperating agency representatives as needed.
- Maintaining daily contact with agency(s) administrative headquarters on finance/administration matters.
- Ensuring that all personnel time records are accurately completed and transmitted to home agencies, according to policy.
- Providing financial input to demobilization planning.
- Ensuring that all obligation documents initiated at the incident are properly prepared and completed.
- Briefing agency administrative personnel on all incident-related financial issues needing attention or follow-up.
- Maintain an Activity Log for the unit (ICS-214 – Activity Log).

COMMAND SUPPORT FUNCTIONS

During an incident, the Incident Commander must manage multiple functions including interacting with agencies connected with the event, providing information to news agencies and assuring the safety of those involved with the response under this Plan. As part of the organizational structure, a Public Information Officer, Liaison Officer and Safety Officer will be part of the Command Group and support the incident response.

Public Information Officer

The Public Information Officer reports to the Incident Commander and is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations. Specific responsibilities and tasks for this position include:

- Determining from the Incident Commander if there are any limits on information release.
- Developing material for use in media briefings.
- Obtaining Incident Commander's approval of media releases.
- Informing media and conduct media briefings.
- Arranging for tours and other interviews or briefings that may be required.
- Obtaining media information that may be useful to incident planning.
- Maintaining current information summaries and/or displays on the incident and provide information of status of incident to assigned media and other incident personnel.
- Referring all inquiries regarding the disaster incident that does not pertain to local VERP operations to Hawaii County Civil Defense Agency.
- Maintaining an Activity Log (ICS-214 – Activity Log).

Liaison Officer

The Liaison Officer reports to the Incident Commander and is responsible for being the contact for various agency representatives assigned to the incident by assisting or cooperating with those agencies. These are individuals who do not have direct tactical assignments or are directly involved in the VERP operations. Specific responsibilities and tasks for this position include:

- Being a contact point for Agency Representatives.
- Maintaining a list of assisting and cooperating agencies and Agency Representatives.
- Ensuring that all agency resources are properly checked-in at the EOC.
- Assisting in establishing and coordinating interagency contacts.
- Keeping agencies supporting the incident aware of incident status.
- Monitoring incident operations to identify current or potential inter-organizational problems.
- Participating in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
- Advising the Incident Commander of any special agency needs or requirements
- Maintaining an Activity Log (ICS-214 – Activity Log).

Safety Officer

The Safety Officer's function is to develop and recommend measures for assuring personnel safety, and to assist and/or anticipate hazardous and unsafe situations. The Safety Officer also

reports to the Incident Commander. Specific responsibilities and tasks for the Safety Officer are to:

- Participate in planning meetings.
- Identify hazardous situations associated with the incident.
- Review the Incident Action Plan for safety implications.
- Exercise emergency authority to stop and prevent unsafe acts.
- Investigate accidents that have occurred within the incident area.
- Assign assistants as needed.
- Review and approve the medical plan.
- Maintain an Activity Log (ICS-214 – Activity Log).

UNIT FUNCTIONS

OPERATIONS SECTION

Search and Rescue Unit
The Search and Rescue Unit is responsible for performing tactical assignments assigned to the Unit. Specific responsibilities and tasks for this unit are to:

- Obtain briefing from Operations Section Chief or Incident Commander.
- Assign team members (minimum of three per search team) and document assignments.
- Conduct search, rescue and triage operations including initial medical treatment of victims at the scene. This should be limited to team member's abilities and training.
- Ensure that team members, including volunteers, have the equipment needed and that team equipment is accounted for after the assignment is completed.
- Take appropriate steps to assure that the teams are safe.
- Review assignments with Team Leaders and assign tasks.
- Perform a thorough size up of each situation before deploying teams.
- Monitor work progress and make changes as necessary.
- Coordinate activities with adjacent Strike Teams, single resources or with a functional group working in the same location.
- Keep Operations Section Chief advised of situation and resource status.
- Maintain an Activity Log (ICS-214 – Activity Log).

Medical Unit
The Medical Unit is primarily responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured and ill incident victims, and preparation of reports and records. Specific responsibilities and tasks include:

- Participate in Logistics Section planning activities.

- Establish a Medical Unit.
- Prepare the Medical Plan.
- Prepare procedures for major medical emergency responses.
- Declare a major medical emergency as appropriate.
- Respond to requests for medical aid, medical transportation and medical supplies.
- Prepare and submit necessary documentation.
- Maintain an Activity Log (ICS-214 – Activity Log).

Shelter Operations Unit

The Shelter Operations Unit is responsible for identifying temporary shelters within the Volcano area and coordinating their resources, including physical assets and staffing to operate them. Specific responsibilities and tasks include:

- Identify individuals who are in need of temporary shelter.
- Initiate calls to contact persons on the Resource List to identify available facilities.
- Set up shelter operations as appropriate.
- Identify the functional needs of clients, shelter staff and volunteers.
- Establish a registration and checkout process for everyone entering or leaving each shelter.
- Establish safety and security procedures for each shelter.
- Coordinate with the Disaster Assistance and Recovery Center (DARC) and other agencies for assistance and client transfer to longer term facilities.
- Maintain an Activity Log (ICS-214 – Activity Log).

Road Clearing Unit

The Road Clearing Unit is responsible clearing roadways of obstructions such as fallen trees and other debris that prevent access to residents who are in need of emergency services or an escape route. Specific responsibilities and tasks include:

- Conduct initial assessment of roadways within the Volcano communities and identify those areas that are impassable.
- Assign team members, volunteers and equipment; and, conduct road clearing operations where needed until Hawaii County resources arrive.
- Maintain an Activity Log (ICS-214 – Activity Log).

Transportation Unit

The Transportation Unit has responsibility for the ground transportation of personnel, supplies, and equipment; and, to participate in the development of the Incident Traffic Plan. Specific responsibilities and tasks include:

- Provide transportation of operational personnel, injured persons, supplies, food and equipment as needed.

- Implement a Traffic Plan for the incident.
- Participate in Operation Section planning activities.
- Maintain an inventory of loaned support and transportation vehicles.
- Provide other transportation services as needed.
- Collect use information on equipment on loan.
- Maintain an Activity Log (ICS-214 – Activity Log).

PLANNING SECTION

Resources Unit

The Resources Unit is responsible for maintaining the status of all assigned resources at the incident. This is achieved by overseeing the check-in of all resources, maintaining a status system indicating current location and status of all resources, and maintenance of a master list of all resources. Specific responsibilities and tasks include:

- Establish check-in function at the staging area and incident location(s).
- Prepare Organization Assignment List and Organization Chart.
- Prepare appropriate parts of Division Assignment Lists.
- Prepare and maintain the EOC display including organization chart, resource allocation and deployment lists, etc.
- Maintain master roster of all resources checked in at the incident.
- Maintain and post the current status and location of all resources.
- Maintain an Activity Log (ICS-214 – Activity Log).

Situation Unit

The Situation Unit is responsible for collection, processing, and organizing of all incident information that takes place during the operation of the VERP. The Situation Unit may also prepare future projections of incident growth, maps, and intelligence information. Specific responsibilities and tasks include:

- Begin collection and analysis of incident data as soon as possible.
- Prepare, post, or disseminate resource and situation status information as required, including special requests.
- Prepare periodic predictions or as requested.
- Prepare the Incident Status Summary Form.
- Provide photographic services and maps if required.
- Display incident status information obtained from Field
- Observers, resource status reports, aerial photographs, etc.
- Determine numbers, types and locations of displays required, priorities, map requirements for Incident Action Plans, time limits for completion, etc.
- Maintain an Activity Log (ICS-214 – Activity Log).

Documentation Unit

The Documentation Unit is responsible for the maintenance of accurate and up-to-date incident files. Duplication services will also be provided by this Unit including phone photos. All documentation files will be stored for legal, analytical, and historical purposes. Specific responsibilities and tasks include:

- Set up work area and organize incident files.
- File all official forms and reports.
- Review records for accuracy and completeness; inform appropriate units of errors or omissions.
- Provide incident documentation as requested.
- Store files for post-incident use.
- Maintain an Activity Log (ICS-214 – Activity Log).

Demobilization Unit

Demobilization can be quite complex, requiring a separate planning activity and specific demobilization instructions. It will be this Unit's responsibility to coordinate demobilization of individual units when they are no longer needed and assist with demobilization of the entire VERP operation when emergency response is no longer needed. Specific responsibilities and tasks include:

- During the event, identify and facilitate demobilization of units that are no longer
- needed for the response.
- Review the incident resource records to determine the size and extent of
- demobilization.
- Based on this analysis, add additional personnel, workspace and supplies as needed.
- Coordinate demobilization with Agency Representatives (i.e., Red Cross, HCCDA, etc.).
- Identify surplus resources and probable release time.
- Develop incident check-out function for all units.
- Evaluate logistics and transportation capabilities to support demobilization.
- Develop an Incident Demobilization Plan.
- Ensure that all Sections/Units understand their specific demobilization responsibilities.
- Supervise execution of the Incident Demobilization Plan.
- Maintain an Activity Log (ICS-214 – Activity Log).

LOGISTICS SECTION

Communications Unit

The Communications Unit is responsible for developing plans for the effective use of incident communications equipment and facilities, installing and testing of

communications equipment, supervision of the EOC Communications Center; distribution of communications equipment to incident personnel, and the maintenance and repair of communications equipment.   This Unit shall also facilitate health and welfare communications for Volcano area residents in coordination with the American Red Cross when time and equipment permits and as needed. Specific responsibilities and tasks include:

- Determine unit personnel needs.
- Prepare and implement the Incident Radio Communications Plan.
- Ensure the Incident Communications Center and Message Center are established.
- Establish appropriate communications distribution/maintenance locations.
- Ensure communications systems are installed and tested.
- Ensure equipment accountability system is established.
- Ensure personal portable radio equipment from cache is distributed per Incident
- Radio Communications Plan.
- Provide technical information as required on adequacy of communications systems currently in operation, geographic limitation on communications systems, amount and types of equipment available, and anticipated problems in the use of communications equipment.
- Supervise Communications Unit activities.
- Maintain communication logs.
- Maintain records on all communications equipment as appropriate.
- Ensure equipment is tested and repaired.
- Recover equipment from relieved or released units.
- Maintain an Activity Log (ICS-214 – Activity Log).

Supply Unit

The Supply Unit is responsible for ordering personnel, equipment and supplies, receiving and storing all supplies for the incident, maintaining an inventory of supplies, and servicing non-expendable supplies and equipment. Specific responsibilities and tasks include:

- Participate in Logistics Section planning activities.
- Determine the type and amount of supplies needed for the incident.
- Develop and implement safety and security requirements.
- Order, receive, distribute, and store supplies and equipment.
- Receive and respond to requests for personnel, supplies, and equipment.
- Maintain inventory of supplies and equipment.
- Service reusable equipment.
- Submit reports to the Logistics Section Chief.

- Maintain an Activity Log (ICS-214 – Activity Log).

Food Unit

The Food Unit is responsible for supplying the food needs of volunteers that are responding to the incident, including all remote locations (Shelters, Staging Areas, etc.) as well as food for personnel unable to leave tactical field assignments. Specific responsibilities and tasks include:

- Obtain briefing from Logistics Section Chief.
- Determine food and water requirements.
- Determine best method of feeding to best fit each facility or situation.
- Obtain necessary equipment and supplies and establish cooking facilities.
- Ensure that well-balanced menus are provided if possible.
- Order sufficient food and potable water from Supply Unit.
- Maintain an inventory of food and water.
- Maintain food service areas, ensuring that all appropriate health and safety measures are being followed.
- Supervise caterers, cooks, and other volunteer Food Unit personnel.
- Maintain an Activity Log (ICS-214 – Activity Log).

Facilities Maintenance Unit

The Facilities Unit is responsible for the layout and activation of incident facilities, e.g., Temporary Shelters and the EOC. The Unit provides sleeping and sanitation facilities for incident personnel at each activity center. Specific responsibilities and tasks include:

- Participate in the Logistics Section planning activities.
- Determines requirements for each incident facility.
- Plans layout for incident facilities.
- Notify unit leaders of facility layout.
- Activates and staff incident facilities.
- Provide sleeping facilities when required.
- Provide facility maintenance services, sanitation, lighting and clean-up.
- Determines and supplies security needs of the incident.
- Supervises out of service resources and unassigned personnel.
- Maintain an Activity Log (ICS-214 – Activity Log).

Security Unit

Security will be needed to provide safeguards needed to protect personnel and property from loss or damage. Specific responsibilities and tasks for this Unit include:

- Establishing contacts with local law enforcement agencies and private security as needed.

- Developing a Security Plan for the incident.
- Coordinating security activities with appropriate incident personnel.
- Keeping peace, prevent assaults, and settle disputes through coordinated efforts.
- Preventing theft of personal property where possible.
- Documenting all complaints and suspicious occurrence
- Maintain an Activity Log (ICS-214 – Activity Log).

FINANCE SECTION

Cost/Claims Unit

The Cost/Claims Unit is responsible for all incident cost analysis; identify all equipment and personnel requiring payment; records all cost data; analyzes and prepares estimates of incident costs; and maintains accurate records of incident costs. In addition, the Unit investigates and documents all claims involving property associated with or involved in the incident. Specific responsibilities and tasks include:

- Coordinate with national, state and county agencies on cost reporting procedures.
- Collect and record all cost data.
- Develop incident cost summaries.
- Prepare resources-use cost estimates for the Planning Section.
- Prepares documentation for possible cost recovery for services and/or supplies.
- Establish procedures for handling claims.
- Periodically review logs and forms to ensure compliance with agency requirements and policies.
- Ensure that all claims logs and forms are complete and routed to the appropriate agency for post-incident processing prior to demobilization.
- Maintain an Activity Log (ICS-214 – Activity Log).

Fund Raising Unit

The Fund Raising Unit is responsible for collecting all donations related to the incident and recommending use of the funds. Specific responsibilities and tasks include:

- Secure cash donations and deposit all checks to an appropriate Volcano Community Association (VCA) bank account.
- Record all donations with name, address and the amount.
- Record gifts according to the donor's intended use, i.e. unrestricted, restricted (specific use or project), etc.
- Prepare a report of gifts to be circulated to appropriate Command Staff with recommendations for use of the funds.
- Acknowledge all gifts in writing after the incident is over.

Operations

Pre-Activation – Size Up

Prior to activation of the VERP, a size up of the situation needs to be made to guide the VERP Response Team in coordinating activation of the Plan. Size up will be coordinated between the EAG and Incident Commander. The Incident Commander will initiate and coordinate the size up activities utilizing pre-identified residents and ham radio operators throughout the Volcano community, members of Volcano CERT, the VERP Response Team and other available volunteers. Current pre-identified residents and identified ham radio operators and their contact information are listed on the Size Up/Communications Contact Information list **(Refer to Appendix 3).** The Incident Commander may utilize telephone, email, text, two-way radio or any other available communications method to receive size up reports from individuals in the community. The Incident Commander may also dispatch two person teams to areas not covered. The size up shall be conducted prior to activation of the Plan to assure that response priorities have been established and the necessary resources are acquired and put in place. Individuals and size up teams should be coordinated by geographic location or type of damage to ensure that no areas are missed and that there is no duplication of effort. Individuals and size up teams should be guided by the Incident Commander and/or Operations Section Chief and the procedures set forth in this Plan.

At a minimum, size up reports should be obtained from the following areas:

- Volcano Village
- Cymbidium Acres
- Volcano Farm Lots
- Mauna Loa Estates
- Ohia Estates
- Volcano Golf Course
- Royal Hawaiian Estates
- Hawaiian Orchid Isle Estates

Additional reports should be obtained if conditions dictate that other areas of the community need to be assessed or if there is some other specific need.

Using the Size Up Reporting Form as a guide **(Refer to Appendix 4)**, the size up should include and address the following:

- The approximate number of individuals requiring immediate medical care and their location.
- The number of people requiring on-site treatment for minor injuries and their location.
- Search and rescue requirements and location(s).
- Blocked access to affected area(s) that require clearing and debris removal.
- The number of people requiring evacuation and temporary shelter and their location.

- The functioning of electricity and water supplies in the area.
- Any damage or disruption to power.
- The lack of communications.
- The location, type (structure or wildland) and severity of any fires. Is it spreading?
- Other observations that may require a VERP response.

The Incident Commander, Operations Section Chief and Planning section Chief shall collect and evaluate all reports and use the information collected to formulate and implement an activation plan. The activation plan should include the following:

- A list of priorities.
- What needs to be done and when?
- What resources will be required?
- The activation of the phone tree.
- The time of activation and staging area location.
- The location of the EOC.
- Is there a need for temporary shelter? If so, when should shelter activation be initiated?

Activation

Once the decision has been made to activate the VERP, the Incident Commander, or his/her designee shall begin the process of notification and establishing the EOC.

***Notification*:** The Incident Commander, or his/her designee, shall contact all Section Chiefs, or alternates if the Section Chief cannot be located, from the Organizational Assignments and Contact Information list **(Refer to Appendix 3)** and inform them that the VERP is being activated. The notification shall include:

- A brief message describing the event.
- The time of activation.
- The location of the EOC.
- The time to report for duty.

The Section Chiefs in turn will notify all of their respective Unit Leaders and the Unit Leaders will then notify the staff volunteers within their units. The primary method of notification will be by telephone if that method is available. If not, notification by two-way radio or personal contact may be necessary. The Incident Commander, Section Chiefs and Unit Leaders shall keep a log of who they have contacted and provide this information to the Incident Commander.

Initial Actions Upon Arrival

Establishing the EOC: The EOC is where the primary command functions and overall management of all incident activities will be performed. The Incident Commander, who will be the manager of the EOC, will be responsible for making sure that there is access to Carlson Court, which is the designated location for the EOC under this Plan. If Carlson Court is not available, the Incident Commander will designate an alternate location. The Incident Commander, or his/her designee, shall report to the EOC location as soon as possible and initiate set up of equipment, supplies and work stations in accordance with the EOC layout and supply list **(Refer to Appendix 5).** In addition, the Incident Commander, or his/her designee, shall:

- Ensure that the EOC is accessible.
- Ensure that adequate furniture, fixtures, supplies are available and transported to the EOC.
- Ensure that designated work stations are set up, properly staffed and operational.
- Establish a sign-in log and check in station at the entrance to the EOC.
- Establish a "quiet space" where EOC staff can take a break and make private calls.
- Schedule EOC operations so that 24-hour coverage is provided.
- Set-up and test radio and other communications systems.
- Set-up pre-positioned management aids and tools including:

  - General message board.
  - White boards.
  - Flip charts.
  - Situation and operations tracking boards.
  - Maps of the Volcano coverage area.

- Set-up power sources, including back-up power.
- Assure that EOC staff have adequate food and water.
- Assure that EOC staff have adequate protective gear.
- Assure that EOC staff have access to sanitary facilities.
- Establish a schedule for regular briefings.
- Determine the adequacy of available personnel and where additional resources may be needed.
- Arrange for child and pet care if needed.
- Continue to monitor EOC operations and logistics needs during the period the EOC is operational.

When reporting to the EOC, all personnel are required to sign-in. In addition, all EOC staff must have appropriate identification prior to being allowed access to the EOC. Security will be maintained to protect the EOC and reduce distractions to its operations.

Developing the action plan: Upon arrival the Incident Commander, Operations Section Chief, CERT Team Leader, Planning Section Chief, Logistics Section Chief and Finance Section Chief shall meet and develop an initial action plan based on the information that is available from the Size Up Reports, public emergency announcements, personal observations, the Sign-up Log and other sources. The initial action plan may be developed using the Incident Briefing (ICS 201) form format **(Refer to Appendix 6).** The Incident Briefing (ICS 201) form format may also serve as the 'Action Plan' for the activation going forward, but should be modified as the incident and response requirements change. At this meeting the group shall:

- Identify the areas in Volcano that have been affected by the event.
- Identify what kind of response is required, i.e., search and rescue, medical, road clearing, temporary shelter, etc.
- Identify current resource limitations and constraints.
- Establish and agree on response priorities.
- Established priorities, develop strategies and tactics for each planned action including any timeframes.
- Review the sign-in list and assign personnel based on availability and qualifications.
- Identify all communications links, including cell phone numbers for all key individuals and the ham radio frequencies that will be used during the event.
- Review all areas of responsibility and the chain of command.
- Establish time and place for the initial briefing.

This action plan shall be developed as soon as practical so it can be disseminated to staff through the Initial Incident Briefing and to allow high priority response actions to take place. At this time the Incident Commander shall also discuss the Initial Incident Briefing and who will participate in the briefing.

Initial Incident Briefing

As soon as the EOC has been established, the Incident Commander shall meet with the Operations Section Chief, CERT Team Leader, Planning Section Chief, Logistics Section Chief and Finance Section Chief and prepare an initial incident briefing utilizing form ICS-201 as a guide **(Refer to Appendix 6).** The Incident Commander and other leaders that he/she assigns shall conduct an initial briefing as soon as practical for the EOC staff and incident response personnel. This briefing shall include:

- A brief summary of the current situation.
- A description of known areas that the event has impacted.
- Current and planned objectives.

- Immediate priorities.
- Current and planned actions, strategies and tactics.
- Current organization.
- A summary of available resources.
- A communications structure including frequencies and cell phone numbers.
- A shift schedule.
- A briefing schedule.

This briefing is the initial outline of how the response will take place, assignments and responsibilities and how the operation will be managed.

EOC Operations

The Incident Commander and Leadership Group shall be responsible for the overall management and supervision of the EOC throughout the operating period, including demobilization. They shall insure that each operating section is adequately staffed and supplied and carries out its respective function efficiently and effectively. The EOC should operate in a manner that allows the staff to be fully informed with up-to-date information about each response, who is responding, the current status of the response and how each response was resolved. The Planning Section will maintain display boards containing this information throughout the period the EOC is operating.

EOC Information Routing: Information flowing into the EOC is critical to managing the response effort and responding to community needs as they occur. Information can be received by cell phone, email, 2-way radio or walk-ins. There will be two points for receiving and processing information pertinent to EOC operations:

1) **The Communications Center**. This will be the central processing point for receipt and distribution of all information.

2) **Check-in table**. Walk-ins information will be received here, documented and delivered to the Communications Station for distribution.

Incoming information will be recorded on a message form **(Refer to Appendix 7)** that will contain the date and time of the message. The message will then be delivered to the Planning Section for documentation and disposition to the appropriate Section/Unit for action.

OPERATIONS SECTION/CERT

The Operations Section will supervise all Search and Rescue, Shelter, Road Clearing, Transportation and Medical operations in conjunction with Volcano CERT. Working with the Situation Unit in the Planning Section, these sections shall maintain status boards on all of their

activities and work closely with the Resource Unit in the Planning Section to coordinate available resources. Unit responsibilities are as follows:

Search and Rescue Unit - Volcano CERT will have the primary responsibility for Search and Rescue operations. Other volunteers may be added to this Unit to supplement Volcano CERT personnel, but they must be supervised by Volcano CERT. The number of individuals in a SAR team and the number of SAR teams deployed will depend on the number of individuals available and the circumstances at that time. Each SAR team shall have a Unit Leader and Communications Specialist (Ham Radio operator). The SAR team Unit Leader shall:

- Obtain a briefing from the Volcano CERT Team Leader and Operations Section Chief.
- Review SAR team assignments with team members and assign tasks.
- Travel to and from active assignment area(s) with assigned equipment resources.
- Monitor work progress and make changes as necessary.
- Report all SAR observations and activities to the EOC.
- Coordinate activities with adjacent SAR teams as necessary.
- Keep EOC advised of situation and resource status.
- Report any condition(s) where the situation exceeds the capabilities of the SAR Unit.
- Maintain Unit Log.

Medical Unit - Volcano CERT will have the primary responsibility for the Medical Unit and triage operations. The Medical Unit Leader, under the direction of The Volcano CERT Team Leader and Operations Section Chief, is primarily responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured and ill incident victims, and preparation of report and records. The Medical Unit Leader will:

- Obtain a briefing from the Volcano CERT Team Leader and Operations Section Chief.
- Establish a Medical Unit, triage and treatment area in Carlson Court or other designated area.
- Prepare the Medical Plan.
- Review Medical Unit team assignments with team members and assign tasks.
- Review common responsibilities and the Medical Plan with team members.
- Participate in Operations Section, CERT and Logistics Section planning activities.
- Respond to requests for medical aid, medical treatment, medical transportation, and medical supplies.
- Prepare and submit necessary documentation.
- Perform triage and basic first aid in accordance with the CERT Field Guide.
- Maintain an Activity Log (ICS-214 – Activity Log).

Shelter Operations Unit – Temporary shelter will be made available for displaced residents only if qualified volunteers are available to supervise and operate the shelters. Each resident shall be responsible for providing their own bedding and food during their stay. This Unit

shall provide oversight, administrative support and supervision for all functions in the shelters that have been identified in this Plan and ensure that the residents' needs are being met. Shelter will be provided to residents who have been displaced by an emergency event on a short-term and temporary basis only (i.e., 2-3 days) until more permanent arrangements can be made. This Unit shall provide on-site supervision for all shelters that are opened during the operating period. This unit shall:

- Obtain a briefing from the Operations Section Chief.
- Review Shelter Operations team assignments with team members and assign tasks.
- Ensure that all shelter residents are greeted and registered upon arrival. Explain to each resident that they will be allowed to stay at the shelter at their own risk VERP will not be responsible for any lost items or items that are stolen while they are at the shelter. Have each resident sign the shelter disclosure form.
- Maintain a log for checking residents in and out when they leave for any period of time.
- Set up sleeping areas. Ensure that residents have assigned areas for sleeping. Monitor the dormitory area to maintain a safe and quiet area to sleep/rest.
- Recruit, place and support staff assigned to the shelter and maintain a shift schedule to cover all operating periods and allow for sufficient rest for volunteers. Provide opportunities for shelter residents to serve as volunteers in the shelter.
- Working with the Security Unit, ensure the safety, security and sanitation of the shelter.
- Maintain an Activity Log (ICS-214 – Activity Log).

Road Clearing Unit – During a disaster it may take some time for Hawaii County Public Works Department or HCCDA to dispatch equipment and personnel to clear our roadways. The Road Clearing Unit shall do what it can in the meantime to clear roadways of debris, particularly in areas where access is critical to providing emergency services. The objective of this Unit is to provide for the safe movement of emergency and support vehicles and personnel into and out of the disaster area to facilitate search and rescue efforts, medical response and allow access to critical facilities such as temporary shelters. This Road Clearing Unit Leader shall:

- Obtain a briefing from the Operations Section Chief.
- Review Road Clearing team assignments with team members and assign tasks.
- Utilize whatever equipment and personnel are available to clear impassible roads of debris onto the shoulder and away from overhead power lines. The type of debris encountered will most likely include, but may not limited to: blown down trees and broken limbs; yard trash such as outdoor furniture, trash cans, utility poles, power telephone-cable TV lines, transformers and other electrical devices; building debris such as roofs, sheds, and signs; and, personal property such as clothing, appliances, boats, cars, trucks and trailers.
- Insure that downed power polls are kept intact and are not cut or destroyed in any way.

- Insure that at no time team members are exposed to dangerous conditions such as downed live power lines and large trees that may expose team members to injury.
- Maintain an Activity Log (ICS-214 – Activity Log).

Transportation Unit – The Transportation Unit is primarily responsible for the ground transportation of personnel, supplies and equipment, and the development of the Incident Traffic Plan. This unit may also be called upon to transport residents, volunteers and members of VERP to shelters and other areas of the community. Volunteers and their vehicles will be the primary resource for these tasks. The Transportation Unit Leader shall:

- Obtain a briefing from the Operations Section Chief.
- Develop and implement a Traffic Plan.
- Review Transportation Unit team assignments with team members and assign tasks.
- Participate in Operations Section planning activities.
- Notify the Resources Unit with status changes (location/capability) on support and transportation vehicles and personnel.
- Maintain an inventory of transportation vehicles and personnel.
- Provide transportation services where needed.
- Record time use for all incident-assigned transportation equipment and personnel.
- Update the Resources Unit with the status (location and capability) of transportation vehicles.
- Maintain an Activity Log (ICS-214 – Activity Log).

PLANNING SECTION

The Planning Section shall be responsible for collecting, evaluating, processing and disseminating information for use at the EOC and the incident in general. The information collected and displayed in the EOC will be used to understand the current situation, predict the probable course of the event and prepare alternative strategies and control operations for the incident. Under the supervision of the Planning Section Chief, units within this section will have the following responsibilities:

Resource Unit – This Unit shall be responsible for maintaining the status of all allocated personnel resources at the incident. This will be achieved through overseeing the check-in of all volunteers and other incident participants, maintaining a status-keeping system indicating current location and status of all individuals involved in the incident and maintaining a master list of all resources including supervisory and support personnel. The Resource Unit Leader shall:

- Obtain a briefing from the Planning Section Chief.
- Review Resource Unit team assignments with team members and assign tasks.
- Establish a check-in function at the EOC and other locations as appropriate.

- Prepare Organization Assignment Lists and an Organization Chart.
- Prepare and maintain the EOC display charts to include the organization Chart, resource allocation chart and deployment charts.
- Maintain a master roster of all human resources checked in for the incident.
- Maintain an Activity Log (ICS-214 – Activity Log).

Situation Unit – This Unit shall be responsible for the collection, processing and organizing of all incident information in the EOC. This Unit shall also prepare future projections of incident growth, maps and intelligence information as needed. The Situation Unit Leader shall:

- Obtain a briefing from the Planning Section Chief.
- Review Situation Unit team assignments with team members and assign tasks.
- Collect and analyze all incident data.
- Prepare, post and disseminate resource and situation status information, including special requests.
- Prepare periodic predictions of the situation as requested.
- Prepare the Incident Status Summary Form.
- Provide photographic services and maps if required.
- Maintain an Activity Log (ICS-214 – Activity Log).

Documentation Unit – This Unit shall be responsible for the maintenance of accurate, up-to-date files for the incident. Incident files will be stored for legal, analytical and historical purposes. This Unit will also provide duplication services as needed. The Documentation Unit Leader shall:

- Obtain a briefing from the Planning Section Chief.
- Review Situation Unit team assignments with team members and assign tasks.
- Set up a work area and begin organization of incident files.
- Establish duplication service, including cell phone photos if necessary and respond to requests.
- File all official forms and reports.
- Review records for accuracy and completeness; inform appropriate units   of errors or omissions.
- Provide incident documentation as requested.
- Store files for post-incident use.
- Maintain an Activity Log (ICS-214 – Activity Log).

Demobilization Unit – This Unit shall be responsible for developing the Incident Demobilization Plan. Demobilization can be quite complex, requiring a separate planning activity and specific demobilization instructions. It will be this Unit's responsibility to put together instruction for demobilization. The Demobilization Unit Leader shall:

- Obtain a briefing from the Planning Section Chief.

- Review Situation Unit team assignments with team members and assign tasks.
- During the event, identify and facilitate demobilization of units that are no longer needed for the response.
- Review the incident resource records to determine the size and extent of demobilization.
- Add additional personnel, workspace and supplies as needed.
- Coordinate demobilization with Agency Representatives (i.e., Red Cross, HCCDA, etc.).
- Identify surplus resources and probable release time.
- Develop incident check-out function for all units.
- Evaluate logistics and transportation capabilities to support demobilization.
- Develop an Incident Demobilization Plan detailing specific responsibilities and release priorities and procedures.
- Distribute demobilization plan (on and off-site).
- Ensure that all Sections/Units understand their specific demobilization responsibilities.
- Supervise execution of the Incident Demobilization Plan.
- Brief Planning Section Chief on demobilization progress.
- Maintain an Activity Log (ICS-214 – Activity Log).

LOGISTICS SECTION

The Logistics Section is responsible for providing the equipment, supplies and other services required in the support of an incident. The Logistics Section Chief participates in development and implementation of the Incident Action Plan and activates and supervises the Units within the Logistics Section. Unit responsibilities are as follows:

Communications Unit – The Communications Unit, is responsible for developing plans for the effective use of incident communications equipment and facilities, installing and testing of communications equipment, supervision of the Communications Center; distribution of communications equipment to incident personnel, and the maintenance and repair of communications equipment as needed. The Communications Unit Leader shall:

- Obtain a briefing from the Operations and Logistics Section Chiefs.
- Review Communications Unit assignments with team members and assign tasks.
- Ensure that all dispatched field units have a communications link to the EOC.
- Review common communications responsibilities and protocols.
- Prepare and implement the Incident Radio Communications Plan (ICS 205, 205A).
- Ensure that the Communications Center and Message Center are established.
- Ensure communications systems are installed and tested.
- Ensure that an equipment accountability system is established.

- Ensure personal portable radio equipment is distributed per Incident Radio Communications Plan.
- Provide technical information as required on adequacy of communications systems currently in operation, geographic limitation on communications systems, amount and types of equipment available; and, anticipated problems in the use of communications equipment.
- Facilitate sending welfare messages from residents to family and friends on the mainland in coordination with the American Red Cross.
- Maintain an Activity Log (ICS-214 – Activity Log).

Supply Unit – The Supply Unit is primarily responsible for ordering personnel, equipment and supplies, receiving and storing all supplies for the incident, maintaining an inventory of supplies, and servicing non-expendable supplies and equipment. The Supply Unit Leader shall:

- Obtain a briefing from the Operations and Logistics Section Chiefs.
- Review Supply Unit assignments with team members and assign tasks.
- Review common responsibilities.
- Participate in Logistics Section planning activities.
- Determine the type and amount of supplies needed for the incident.
- Order, receive, distribute, and store supplies and equipment.
- Receive and respond to requests for personnel, supplies and equipment.
- Maintain an inventory of supplies and equipment.
- Service reusable equipment.
- Maintain an Activity Log (ICS-214 – Activity Log).

Food Unit – The Food Unit is responsible for supplying the food needs for Incident volunteers, including those that are located in remote areas (e.g., Off-site EOC locations, Temporary Shelters, etc.), as well as providing food for VERP personnel unable to leave tactical field assignments. The Food Unit Leader shall:

- Obtain a briefing from the Logistics Section Chief.
- Review Food Unit assignments with team members and assign tasks.
- Determine food and water requirements for the incident.
- Determine method of feeding to best fit each facility or situation.
- Obtain necessary equipment and supplies and establish cooking facilities as required.
- Order/obtain sufficient food and potable water from the Supply Unit or other sources.
- Maintain an inventory of food and water.
- Maintain food service areas, ensuring that all appropriate health and safety measures are being followed.
- Supervise caterers, cooks, and other Food Unit personnel as appropriate.
- Maintain an Activity Log (ICS-214 – Activity Log).

Facilities Maintenance Unit – The Facilities Maintenance Unit shall be responsible for set-up, maintenance and demobilization of all incident support facilities, including any temporary shelters that are established. The Facilities Unit Leader shall:

- Obtain a briefing from the Logistics Section Chief.
- Review Facilities Maintenance Unit assignments with team members and assign tasks.
- Determine requirements for each incident facility.
- Prepare layouts of facilities; inform appropriate unit leaders.
- Coordinate the supervision of personnel with respective Unit Leaders to operate facilities.
- Provide facility maintenance services, e.g., sanitation, lighting, etc. as needed.
- Maintain an Activity Log (ICS-214 – Activity Log).

Security Unit – The Security Unit is responsible to provide safeguards needed to protect response personnel and their property. The Security Unit Leader shall:

- Obtain a briefing from the Logistics Section Chief.
- Review Facilities Maintenance Unit assignments with team members and assign tasks.
- Review common responsibilities.
- Establish contacts with local law enforcement agencies and private security as needed.
- Request/recruit required personnel support to accomplish work assignments, and ensure that support personnel are qualified to manage security problems.
- Develop Security Plan for incident facilities.
- Coordinate security activities with appropriate incident personnel.
- Keep peace, prevent assaults, and settle disputes through coordinated efforts.
- Minimize or prevent theft of property during the incident.
- Document all complaints and suspicious occurrences.
- Maintain an Activity Log (ICS-214 – Activity Log).

FINANCE SECTION

The Finance Section shall be responsible for all financial and related administrative activities. This Section shall also be responsible for the cost analysis aspects of the incident. Not all incidents will require a Finance Section. Only when the incident has a specific need for financial and administrative services will this Section be activated. Unit responsibilities are as follows:

Cost/Claims Unit – The Cost/Claims Unit shall provide all financial functions that are required for the incident including preparation of an incident cost analysis. In addition, this Unit shall assist residents with making damage claims. The Cost/Claims Unit Leader shall:

- Obtain a briefing from the Finance Section Chief.
- Review Cost/Claims Unit assignments with team members and assign tasks.
- Ensure that proper identification is made of all equipment and personnel that require payment.
- With the approval of the Incident Commander, disburse funds as required.
- Collect and record all cost data.
- Analyze and prepare estimates of incident costs.
- Develop incident cost summaries.
- Prepare resources-use cost estimates for the Planning Section.
- Make cost-saving recommendations to the Finance Section Chief.
- Assist residents with damage claims by providing information to residents on how to file claims with various agencies including HCCDA and FEMA.
- Maintain an Activity Log (ICS-214 – Activity Log).

Fundraising Unit – The Fundraising Unit shall coordinate and assist fund raising efforts before and during an incident. The Fundraising Unit Leader shall:

- Obtain a briefing from the Finance Section Chief.
- Review Fundraising Unit assignments with team members and assign tasks.
- Develop a Fundraising Plan to help with operating costs and other needed financial assistance for the incident.
- Apply to foundations, corporations and other entities such as Hawaii Island United Way for financial assistance for the incident.
- Receive unsolicited and voluntary contributions from individuals before and during the incident.
- Maintain an accounting of all fundraising activities and provide the Finance Section Chief and the Incident Commander with current reports.
- Maintain an Activity Log (ICS-214 – Activity Log).

COMMAND SUPPORT

During an incident the Incident Commander (IC) may need to delegate three important staff functions that are the responsibility of the IC. These include Information, Liaison and Safety. Depending on the size and breadth of the incident, the IC may designate individuals to carrying out these responsibilities as part of the organizational structure to support the incident. These positions and their respective responsibilities are as follows:

Public Information Officer - The Public Information Officer (PIO) is responsible for developing and releasing information about the incident to the news media, incident personnel and other agencies and organizations. Responsibilities of the PIO include:

- Determine the limitations on information release from the IC. All communications that do not pertain to local VERP operations are to be referred to HCCDA.
- Prepare information and material for use in media briefings.
- Obtain IC approval of media release.
- Inform media and conduct media briefings.
- Arrange tours and other interviews or briefings that may be required.
- Obtain media information that may be useful to incident planning.
- Maintain current information summaries and/or displays on the incident.
- Maintain an Activity Log (ICS-214 – Activity Log).

Liaison Officer - The Liaison Officer is the point of contact for personnel assigned to the incident by assisting or cooperating agencies. Responsibilities of the Liaison Officer include:

- Contact point for agency representatives.
- Maintain a list of assisting and cooperating agencies and representatives.
- Assist in establishing and coordinating interagency contacts.
- Keep agencies aware of incident status.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
- Maintain an Activity Log (ICS-214 – Activity Log).

Safety Officer - The Safety Officer will develop and recommend measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations. The Safety Officer will normally correct unsafe acts or conditions through the regular chain of command. However, the Safety Officer may exercise emergency authority to alter, suspend, or stop unsafe acts when immediate action is required. The Safety Officer must maintain constant awareness of active and developing situations. Responsibilities of the Safety Officer include:

- Participate in planning meetings.
- Identify hazardous situations associated with the incident.
- Review Incident Action Plan for safety implications.
- Exercise emergency authority to stop and prevent unsafe acts.
- Investigate accidents that have occurred within the incident area.
- Assign assistants as needed.
- Review Medical Plan for safety implications.
- Prepare the Site Safety Plan.
- Maintain an Activity Log (ICS-214 – Activity Log).

Maintenance

The VERP is a living document – one that adapts to the ongoing needs of response volunteers and the community. Planning is a continuous process that does not stop when the plan is published. Frequent updates, thoughtful planning and regular exercises and training will help protect response volunteers in an emergency by preparing them to effectively respond when the time comes. Periodic reviews of the Plan will also assure that it will be effective when responding to the needs of the community in a disaster. Ongoing maintenance of this Plan will be composed of three important areas – reviewing, revising and maintenance of the Plan; exercising the Plan and training volunteers.

Reviewing, Revising and Maintaining the Plan

The EAG shall be responsible for reviewing the Plan and making appropriate changes. The EAG shall work with the Planning Team in carrying out this responsibility and the Planning Team shall make the agreed upon revisions to the Plan. The EAG shall establish the frequency schedule for Plan reviews. However, in no case shall any part of the Plan go for more than <u>one year</u> without a review; and, revisions if needed. Certain elements of the Plan however, such as the Community Resources List and Organizational Assignments and Contact Information list, will require more frequent updating.

In addition to the annual reviews, the EAG should review the Plan after:

- A major incident.
- A change in operational resources (e.g., policy, personnel, organizational structures, management processes, facilities, equipment, etc.),
- Each activation.
- A major full-scale exercise.
- A change in the acceptability of various risks.
- The enactment of new or amended laws or ordinances that may affect the Plan.

The review process should take into account the following in determining if deficiencies exist:

- Information from exercises.
- Post-exercise critiques.
- Individual assessments.
- Administrative reviews.
- Post-disaster critiques.
- Input from outside organizations.
- Input from volunteers and members of the community.

Reviews should also take into account that community priorities may have changed, available resources may have expanded or contracted and the capabilities of volunteers may have evolved. Any identified deficiencies or enhancements should be documented and updates made to the Plan as soon as practical and the changes distributed to those who have been designated to have the Plan.

Exercising the Plan

Conducting routine exercises of the Plan is essential to ensure that the level of preparedness is adequate and that all response volunteers have a thorough understanding of their assigned responsibilities and how their role and responsibilities interface with other response components of the VERP. Exercises will consist of table-top and full-scale staged events. These exercises will be coordinated by the Incident Commander and the Leadership Group twice a year. A table-top exercise will be conducted at least annually followed by a full scale staged event six months later. All exercises should be conducted in close collaboration with community partners (e.g., Volcano CERT, Volcano Volunteer Fire Department, VCA, Cooper Center, etc.). Smaller-scale exercises should also be held throughout the year as needed to allow defined groups to practice their functional role under emergency conditions. The objectives of each exercise should include the opportunity to:

- Activate the EOC.
- Activate appropriate response protocols.
- Assess needed resources, including emergency equipment and supplies.
- Assess VERP implementation and operations.
- Test communications equipment and plans.
- Identify strengths and weaknesses.
- Modify the plan based on lessons learned.

An after action review or debrief ("hot wash") shall be conducted after each exercise and lessons learned will be documented in an after-action report. Debrief sessions should address the following:

- What changes need to be made to plans and procedures to improve performance?
- What changes need to be made to organizational structures to improve performance?
- What changes need to be made to management processes to improve performance?
- What changes to equipment or resources are needed to improve performance?
- What training is needed to improve performance?
- What are the lessons learned for approaching similar problems in the future?

Training Volunteers

Training individuals to effectively carry out their responsibilities as volunteers is an important function of the VERP. The Plan must be disseminated to all volunteers and Section Chiefs and

Unit Leaders must see to it that their personnel have the knowledge, skills and abilities needed to perform the tasks identified in the Plan.

In addition to the experience training they receive by way of the bi-annual exercises and other incidental training, volunteers will be encouraged to take on-line courses and other classroom training to improve their ability to effectively carry out their responsibilities under this Plan. On-line courses offered by FEMA that pertain to the Incident Command System (ICS), which this Plan is organized under include:

- IS-100 – Introduction to the Incident Command System
- IS-200 – ICS for Single Resource and Initial Action Incident
- IS-700 – National Incident Management System (NIMS)
- IS-800 – National Response Framework, An Introduction

All volunteers are encouraged to take ICS-100 and ICS-200. ICS-700 and ICS-800 should be taken by individuals in the Leadership Group.

Other FEMA online courses that would be helpful to volunteers include;

- IS-120 – An Introduction to Exercises
- IS-271 – Anticipating Hazardous Weather and Community Risk
- IS-801 – Emergency Support Functions – Transportation
- IS-812 – Emergency Support Functions – Energy
- IS-813 – Emergency Support Functions - Public Safety and Security
- IS-802 – Emergency Support Functions – Communications
- IS-804 – Emergency Support Functions – Firefighting
- IS-806 – Emergency Support Functions – Mass Care, Emergency Assistance, Housing and Human Services
- IS-807 – Emergency Support Functions – Logistics Management and Resource Support
- IS-808 – Emergency Support Functions – Public Health and Medical Services
- IS-809 – Emergency Support Functions – Search and Rescue

Classroom courses are offered from time to time by various groups such as the American Red Cross and Hawaii County Civil Defense, including the CERT Basic Training course. The Leadership Group will arrange to make these courses available to VERP volunteers. "In-house" training will also be conducted by VERP members and others who are qualified to do so where the need for particular training exits. Refresher training will also be provided as needed.

Appendix 1

Appendix 2

External Resources

External Resources

(as of 3/12/19)

Agency	Contact	Phone	Email	Remarks
Hawaii County Civil Defense	Bill Hanson	(808) 935-0031	civildefense@hawaiicounty.gov	
Hawaii County Police Department		(808) 935-3311		Non-emergency number
Hawaii County Fire Department		(808) 961-8336		Non-emergency number
American Red Cross	Marty Moran	(808) 315-9999 (808) 935-8305	martin.moran@redcross.org safeandwell.org (to report wellbeing to friends and relatives)	Wellbeing - report by Ham Radio on 147.320 MHz
Hawaii Island Disaster Response and Recovery Team (DARRT)			hidarrt.org/getting-help/	
Hilo Medical Center		(808) 932-3000		
Ka'u Hospital		(808) 928-8331		
Hawaii Electric Light		(808) 969-6666		
Hawaiian Telcom		(808) 643-6111`		
The Gas Company		(808) 935-0021		
Poison Control Center		1-800-222-1222		
Hawaii State Department of Health		(808) 586-4400	health.hawaii.gov	
U.S. Centers for Disease Control and Prevention		(888) 246-2675	cdc.gov	

Agency	Contact	Phone	Email	Remarks
U.S. Department of Homeland Security			ready.gov	
Hawaii Island Humane Society		(808) 966-5458	keaau@hihs.org	Address: 16-873 Kea'au Pahoa Hwy. (Hwy. 130)
Panaewa Equestrian Center - Boarding Horses	Pam Mizuno	(808) 959-7224		
Salvation Army		(808) 935-1277		Food and clothing; locating missing persons
Food Basket/Soup Kithchen Schedules		(808) 933-6030	hawaiifoodbasket.org/hawaii-food-pantry-soup-kitchen-schedule/Hilo	
Crisis Line of Hawaii		(808) 753-6879		Mental health crisis
Small Business Administration (SBA) - Disaster Loans			disasterloan.sba.gov/ela/	

Appendix 3

Appendix 4

Size Up Reporting Form

3/13/18

Size Up Reporting Form

Date: _____   **Time:** _____

Name/call sign: _____

Location:

    Subdivision: _____

    Address _____

    Pole #   _____

    Cross-Streets _____

    Lat/Long or *UTM coordinance _____

Disaster Level:

    _____   **All Clear:** No visible injuries or damages. Roads look open, utilities OK.

    _____   **Minimal:** Possible minor injuries, branches on roads but passable.

    _____   **Moderate to Substantial:** Medical response needed, visible injuries. Trees down, utilities spotty, minor home damage.

    _____   **Severe:** Possible casualties and many injuries, utilities damaged, large trees down – some roads blocked, houses/structures damaged.

    _____   **Extreme:** Many casualties, utilities out, homes severely damaged, roads blocked.

Additional Observations:

_____

_____

_____

_____

_____

_____

_____

_____

_____

*Universal Transverse Mercator

Appendix 5

EOC (ICC) FLOOR PLAN

Carlson Court

Rest Area

Food Area

Finance

Logistic

Planning

CERT

Operations

Medical
Treatment
Area

Carlson Court

Wright Road

Communications Center

Power Outlets

Sign-in/Info
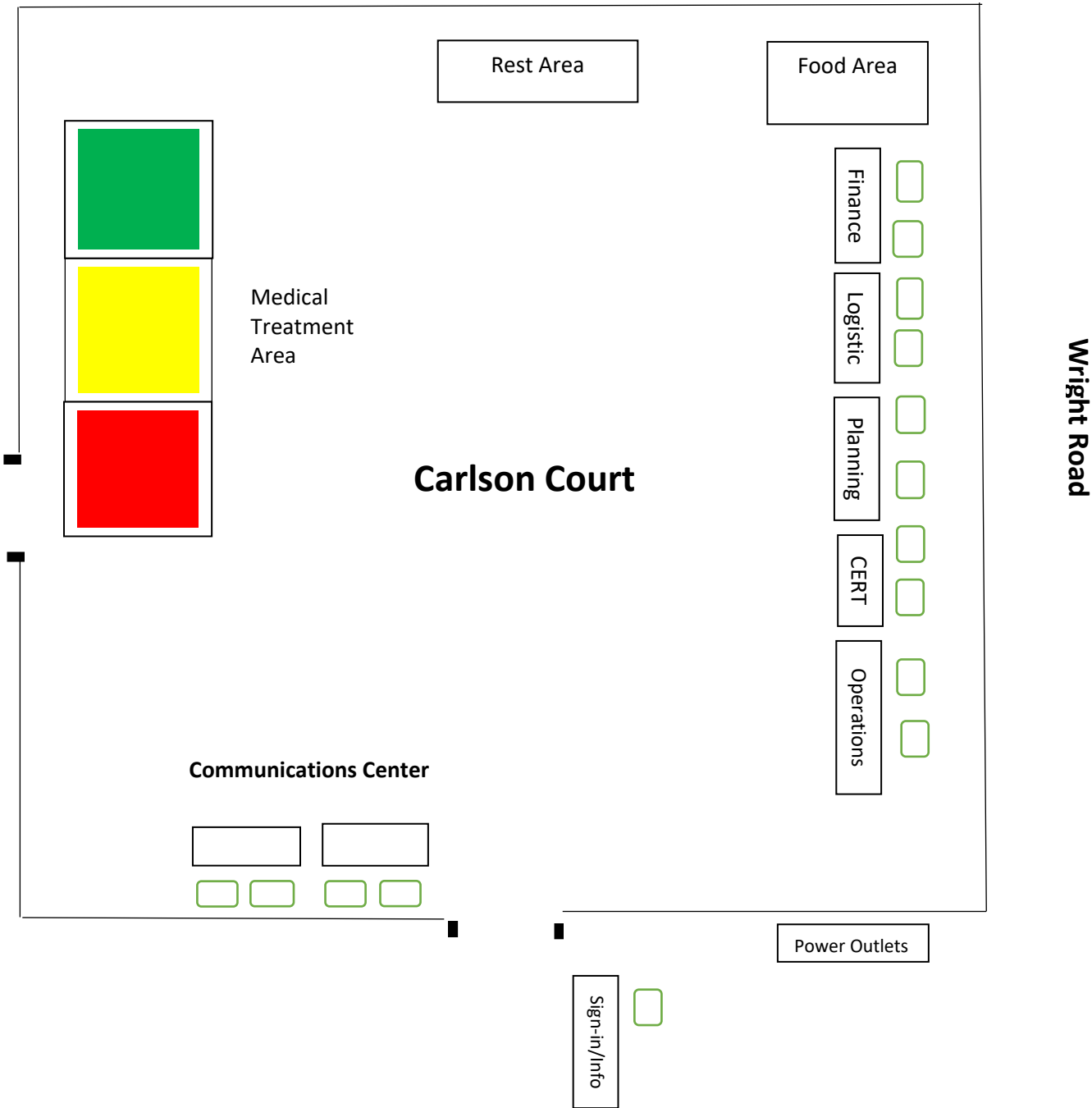
Appendix 6

Incident Briefing Form (ICS-201)

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

4. Map/Sketch (include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment):

5. Situation Summary and Health and Safety Briefing (for briefings or transfer of command): Recognize potential incident Health and Safety Hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards.

6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 201, Page 1 | Date/Time: _____

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

7. Current and Planned Objectives:

8. Current and Planned Actions, Strategies, and Tactics:

Time:	Actions:

6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 201, Page 2   Date/Time: _____

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

9. Current Organization (fill in additional organization as appropriate):

```
                              ┌─────────────────────┐      ┌──────────────────────────┐
                              │                     │──────│     Liaison Officer      │
                              │ Incident Commander(s)│      └──────────────────────────┘
                              │                     │      ┌──────────────────────────┐
                              │                     │──────│     Safety Officer       │
                              │                     │      └──────────────────────────┘
                              │                     │      ┌──────────────────────────┐
                              └─────────────────────┘──────│ Public Information Officer│
                                                           └──────────────────────────┘

   ┌──────────────────┐  ┌──────────────────────┐  ┌─────────────────────────┐  ┌─────────────────────┐
   │ Planning Section │  │ Operations Section   │  │ Finance/Administration  │  │ Logistics Section   │
   │      Chief       │  │       Chief          │  │     Section Chief       │  │      Chief          │
   └──────────────────┘  └──────────────────────┘  └─────────────────────────┘  └─────────────────────┘
```
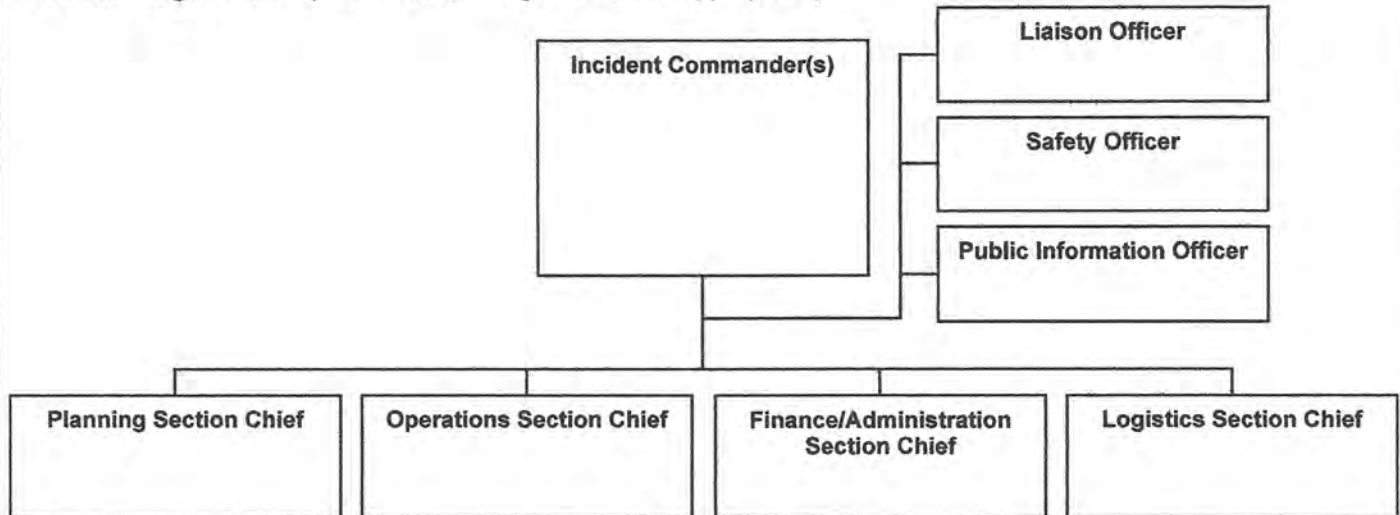
6. Prepared by: Name: _____ Position/Title: _____Signature: _____
ICS 201, Page 3   Date/Time: _____

INCIDENT BRIEFING (ICS 201)

1. Incident Name:	2. Incident Number:	3. Date/Time Initiated: Date: Time:

10. Resource Summary:

Resource	Resource Identifier	Date/Time Ordered	ETA	Arrived	Notes (location/assignment/status)
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	

6. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 201, Page 4 | Date/Time: _____

ICS 201
Incident Briefing

Purpose. The Incident Briefing (ICS 201) provides the Incident Commander (and the Command and General Staffs) with basic information regarding the incident situation and the resources allocated to the incident. In addition to a briefing document, the ICS 201 also serves as an initial action worksheet. It serves as a permanent record of the initial response to the incident.

Preparation. The briefing form is prepared by the Incident Commander for presentation to the incoming Incident Commander along with a more detailed oral briefing.

Distribution. Ideally, the ICS 201 is duplicated and distributed before the initial briefing of the Command and General Staffs or other responders as appropriate. The "Map/Sketch" and "Current and Planned Actions, Strategies, and Tactics" sections (pages 1–2) of the briefing form are given to the Situation Unit, while the "Current Organization" and "Resource Summary" sections (pages 3–4) are given to the Resources Unit.

Notes:
- The ICS 201 can serve as part of the initial Incident Action Plan (IAP).
- If additional pages are needed for any form page, use a blank ICS 201 and repaginate as needed.

Block Number	Block Title	Instructions
1	**Incident Name**	Enter the name assigned to the incident.
2	**Incident Number**	Enter the number assigned to the incident.
3	**Date/Time Initiated** • Date, Time	Enter date initiated (month/day/year) and time initiated (using the 24-hour clock).
4	**Map/Sketch** (include sketch, showing the total area of operations, the incident site/area, impacted and threatened areas, overflight results, trajectories, impacted shorelines, or other graphics depicting situational status and resource assignment)	Show perimeter and other graphics depicting situational status, resource assignments, incident facilities, and other special information on a map/sketch or with attached maps. Utilize commonly accepted ICS map symbology. If specific geospatial reference points are needed about the incident's location or area outside the ICS organization at the incident, that information should be submitted on the Incident Status Summary (ICS 209). North should be at the top of page unless noted otherwise.
5	**Situation Summary and Health and Safety Briefing** (for briefings or transfer of command): Recognize potential incident Health and Safety Hazards and develop necessary measures (remove hazard, provide personal protective equipment, warn people of the hazard) to protect responders from those hazards.	Self-explanatory.
6	**Prepared by** • Name • Position/Title • Signature • Date/Time	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).
7	**Current and Planned Objectives**	Enter the objectives used on the incident and note any specific problem areas.

Block Number	Block Title	Instructions
8	**Current and Planned Actions, Strategies, and Tactics** • Time • Actions	Enter the current and planned actions, strategies, and tactics and time they may or did occur to attain the objectives. If additional pages are needed, use a blank sheet or another ICS 201 (Page 2), and adjust page numbers accordingly.
9	**Current Organization (fill in additional organization as appropriate)** • Incident Commander(s) • Liaison Officer • Safety Officer • Public Information Officer • Planning Section Chief • Operations Section Chief • Finance/Administration Section Chief • Logistics Section Chief	• Enter on the organization chart the names of the individuals assigned to each position. • Modify the chart as necessary, and add any lines/spaces needed for Command Staff Assistants, Agency Representatives, and the organization of each of the General Staff Sections. • If Unified Command is being used, split the Incident Commander box. • Indicate agency for each of the Incident Commanders listed if Unified Command is being used.
10	**Resource Summary**	Enter the following information about the resources allocated to the incident. If additional pages are needed, use a blank sheet or another ICS 201 (Page 4), and adjust page numbers accordingly.
	• Resource	Enter the number and appropriate category, kind, or type of resource ordered.
	• Resource Identifier	Enter the relevant agency designator and/or resource designator (if any).
	• Date/Time Ordered	Enter the date (month/day/year) and time (24-hour clock) the resource was ordered.
	• ETA	Enter the estimated time of arrival (ETA) to the incident (use 24-hour clock).
	• Arrived	Enter an "X" or a checkmark upon arrival to the incident.
	• Notes (location/ assignment/status)	Enter notes such as the assigned location of the resource and/or the actual assignment and status.

Appendix 7

VERP Incident Message Form

VERP Incident Message Form

Date:_____   Time: _____   Message # _____

Name/call sign: _____

PRIORITY: _____ Life Safety   _____ Timely   _____ Routine

Location: _____

Reporting: _____ #Injured   _____ Damaged Home (s)   _____ Downed Tree

                     _____ Blocked Rd.   _____ # Needing Shelter   _____ Downed Power Line

                     _____ Special Needs Assistance   _____ #Animals

                     _____ Supplies Needed (ice, food, water, tarps, generator, etc.)

                     _____ #needing transportation to: _____ Medical Unit

                                                 _____ Shelter

                                                 _____ Other

               _____ Other: _____

DAMAGE LEVEL: _____ HEAVY   _____ MODERATE   _____ LIGHT

MESSAGE:
_____
_____
_____
_____
_____
_____
_____
_____
_____

ACTION TAKEN:
_____
_____
_____
_____

RESOLUTION:
_____
_____
_____
_____

Appendix 8

Record of Updates

	A	B	C
1			
2			
3	**Date**	**Description of Update**	**Person Providing Update**
4			
5	1/31/2018	First Complete Draft	D. Wilson
6	3/13/2018	Draft presented to VCA	D. Wilson
7	7/18/2018	Changes to pages 4, 7, 33, 37 and Appendix 8	D. Wilson
8	9/20/2018	Update of Community Resources - Appendix 1	D. Wilson
9	9/22/2018	Update of Organizational Assignments - Appendix 3	D. Wilson
10	9/22/2018	Update of Size Up/Communications List - Appendix 3	D. Wilson
11	9/22/2018	Update of External Resources - Appendix 2	D. Wilson
12	10/14/2018	Update of Page 4	D. Wilson
13	10/14/2018	Update of Organizational Assignments - Appendix 3	D. Wilson
14	10/14/2018	Update of Size-Up/Communications List - Appendix 3	D. Wilson
15	10/14/2018	Add Ham Radio Operators - Appendix 3	D. Wilson
16	10/28/2018	Update of Organizational Assignments - Appendix 3	D. Wilson
17	11/18/2018	Update of Size-Up/Communications List - Appendix 3	D. Wilson
18	1/6/2019	Updated VERP Incident Message Form	D. Wilson
19	1/6/2019	Updated EOC Floor Plan	D. Wilson
20	1/27/2019	Updated Page 4	D. Wilson
21	1/27/2019	Updated Size-up/Communications List - Appendix 3	D. Wilson
22	1/27/2019	Add VCA Restriction - Appendix 9	D. Wilson
23	1/27/2019	Add Contact Information - Appendix 10	D. Wilson
24	2/10/2019	Update of Operational Assignments - Appendix 3	D. Wilson
25	2/10/2019	Updated Size-up/Communications List - Appendix 3	D. Wilson
26	2/10/2019	Memorandum of Understanding - Appendix 9	D. Wilson
27	2/10/2019	Updated Page 4	D. Wilson
28	2/10/2019	Activity Log (ICS-214)	D. Wilson
29	3/17/2019	Update of Operational Assignments - Appendix 3	D. Wilson
30	3/17/2019	Updated Size-up/Communications List - Appendix 3	D. Wilson
31	3/17/2019	Updated External Resources List - Appendix 2	D. Wilson
32	4/7/2019	Updated EOC Floor Plan	D. Wilson
33	4/7/2019	Update of Operational Assignments - Appendix 3	D. Wilson
34	4/14/2019	Update of Operational Assignments - Appendix 3	D. Wilson
35	4/14/2019	Update of VERP Incident Message Form	D. Wilson
36	5/9/2019	Update of Operational Assignments - Appendix 3	D. Wilson
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			

Appendix 9

Memorandum of Understanding

Memorandum of Understanding

Between
Cooper Center Council/Volcano Emergency Response Plan
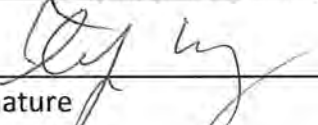And
Hawaii County Civil Defense Agency

Purpose: The purpose of this Memorandum of Understanding (MOU) is to establish a framework for Hawaii County Civil Defense Agency (HCCDA) to support the activation and implementation of the Cooper Center Council's (CCC's) Volcano Emergency Response Plan (VERP) when responding to an emergency or disaster in the Volcano area. The CCC has established the VERP to assist the Volcano community in the event of a disaster when HCCDA emergency response resources are not available. The HCCDA will provide support for VERP's activities and volunteers under Hawaii Revised Statutes (HRS) Chapter 90 – State Policy Concerning the Utilization of Volunteer Services and HRS Section 127A – Emergency Management.

This MOU, entered into between HCCDA and CCC, establishes what VERP can expect from HCCDA in support of its operations during a disaster. HCCDA and CCC have reached an understanding that:

1. As described in the VERP, the Emergency Advisory Group (EAG) will conduct a pre-activation size-up and determine that the VERP will be activated. The Incident Commander, or one of its designees in the Command Group under the VERP, will inform HCCDA that the EAG intends to activate the VERP. The notification shall include the time and date of the activation, reason for activation and a brief situation report. HCCDA shall determine if the activation is appropriate and, if so, authorize the activation and confirm that all volunteers under the VERP, including members of Volcano Community Emergency Response Team (CERT), will be covered under HRS Chapter 90 and HRS Section 127A during the period of activation and declared state of emergency. This liability protection shall also apply if self-activation of the VERP should be performed, prior to the formal declaration of a state of emergency by the governor or mayor, when it can be reasonably determined that a VERP response is necessary based on the magnitude of a given disaster, such as a major earthquake, volcanic eruption, hurricane, wild land fire or other significant event.

2. The Civil Defense Administrator shall verbally notify CCC that it has authorized the activation of the VERP and confirm its authorization by email and recording the authorization on its written records.

3. HCCDA reserves the right to deactivate the VERP at any time during and after an event with respect to the support and liability coverage under this MOU upon reasonable notice to CCC. CCC will then take whatever action it deems appropriate, which may include deactivation of some or all components of the VERP.

4. Volunteers who are assigned to perform specific functions under the VERP will not perform any tasks that are beyond their level of training. Volunteers who have not been trained (spontaneous volunteers) shall be supervised by those who have received training and will not be assigned to tasks for which they have not received training.

5. During an activation CCC requests for emergency equipment and supplies may be provided by HCCDA based upon need an availability assessment. Any equipment or supplies provided will be subject to the terms, conditions and uses as prescribed by HCCDA.

6. All equipment on loan to CCC during activation of the VERP shall be documented and the condition of the equipment prior to the loan shall be recorded along with the party who is signing out the equipment on behalf of CCC.

7. CCC shall assume responsibility for any damage, except for normal wear and tear, VERP volunteers may cause to equipment on loan from HCCDA during activation.

8. The Incident Commander, Volcano CERT, Command Group Leaders and Unit Team Leaders will ensure, as far as is reasonably practicable, that all equipment used during the activation, including chain saws, vehicles and other debris removing equipment are fit for operation and are used only in accordance with the training the volunteer user has received. All equipment will be inspected prior to use.

9. If personal vehicles are used during the activation, CCC, the Incident Commander and/or the Command Group staff will attempt to verify that all volunteers have adequately insured themselves to drive their own vehicles while undertaking their duties as part of the VERP activation.

10. CCC will delegate day-to-day operational management of the VERP to the Incident Commander and the Command Group under the Plan and Volcano CERT.
By signing this MOU the parties are evidencing their intent to abide by the terms of this MOU in the event of a disaster and the activation of the VERP.

Hawaii County Civil Defense Agency

Signature

TALMADGE MAGNO
Print name

CIVIL DEFENSE ADMINISTRATOR
Title

5.23-19
Date

Cooper Center Council

Signature

Linda L. Ugalde
Print name

Pres. Cooper Center Council
Title

5/20/19
Date

Appendix 10

Contact Information

Contact Information

Cell: (808) 222-0272

(808) 315-1758

Email: verthawaii@gmail.com

Ham Radio: 147.260 MHz (Shift +600; Pl 103.5 Hz)

Appendix 11

Activity Log (ICS-214)

ACTIVITY LOG (ICS 214)

1. Incident Name:	2. Operational Period: Date From: Date To: Time From: Time To:	
3. Name:	4. ICS Position:	5. Home Agency (and Unit):

6. Resources Assigned:

Name	ICS Position	Home Agency (and Unit)

7. Activity Log:

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 214, Page 1   Date/Time: _____

ACTIVITY LOG (ICS 214)

1. Incident Name:	2. Operational Period: Date From:　　　　　Date To:
	Time From:　　　　　Time To:

7. Activity Log (continuation)**:**

Date/Time	Notable Activities

8. Prepared by: Name: _____　Position/Title: _____　Signature: _____

ICS 214, Page 2	Date/Time: _____

**ICS 214
Activity Log**

Purpose. The Activity Log (ICS 214) records details of notable activities at any ICS level, including single resources, equipment, Task Forces, etc. These logs provide basic incident activity documentation, and a reference for any after-action report.

Preparation. An ICS 214 can be initiated and maintained by personnel in various ICS positions as it is needed or appropriate. Personnel should document how relevant incident activities are occurring and progressing, or any notable events or communications.

Distribution. Completed ICS 214s are submitted to supervisors, who forward them to the Documentation Unit. All completed original forms must be given to the Documentation Unit, which maintains a file of all ICS 214s. It is recommended that individuals retain a copy for their own records.

Notes:
- The ICS 214 can be printed as a two-sided form.
- Use additional copies as continuation sheets as needed, and indicate pagination as used.

Block Number	Block Title	Instructions
1	**Incident Name**	Enter the name assigned to the incident.
2	**Operational Period** • Date and Time From • Date and Time To	Enter the start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3	**Name**	Enter the title of the organizational unit or resource designator (e.g., Facilities Unit, Safety Officer, Strike Team).
4	**ICS Position**	Enter the name and ICS position of the individual in charge of the Unit.
5	**Home Agency** (and Unit)	Enter the home agency of the individual completing the ICS 214. Enter a unit designator if utilized by the jurisdiction or discipline.
6	**Resources Assigned**	Enter the following information for resources assigned:
	• Name	Use this section to enter the resource's name. For all individuals, use at least the first initial and last name. Cell phone number for the individual can be added as an option.
	• ICS Position	Use this section to enter the resource's ICS position (e.g., Finance Section Chief).
	• Home Agency (and Unit)	Use this section to enter the resource's home agency and/or unit (e.g., Des Moines Public Works Department, Water Management Unit).
7	**Activity Log** • Date/Time • Notable Activities	• Enter the time (24-hour clock) and briefly describe individual notable activities. Note the date as well if the operational period covers more than one day. • Activities described may include notable occurrences or events such as task assignments, task completions, injuries, difficulties encountered, etc. • This block can also be used to track personal work habits by adding columns such as "Action Required," "Delegated To," "Status," etc.
8	**Prepared by** • Name • Position/Title • Signature • Date/Time	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).