

**EMERGENCY SUPPORT FUNCTION - SEVEN**  
**RESOURCE SUPPORT**

**PRIMARY AGENCIES:** Chelan County Emergency Management

**SUPPORT AGENCIES:** RiverCom  
Chelan County Board of Commissioners  
City Mayors / Councils  
Wenatchee Valley Humane Society  
Energy/Utility Providers  
R.A.C.E.S Amateur Radio Operators  
American Red Cross  
North Central EMS and Trauma Care  
Fire Services  
Law Enforcement Services  
Public Works  
LINK Transit  
Chelan County Assessor  
Chelan County Auditor  
Chelan County Coroner  
Chelan Douglas Health District  
Chelan County Prosecuting Attorney  
Chelan County Treasurer

**INTRODUCTION**

- A. Purpose
1. Ensure efficient utilization of resources during an emergency or disaster situation.
  2. Provide for the effective conservation and/or allocation of existing and requested resources during and after local major emergencies or disasters.
  3. To provide a framework for the process to establish mandatory controls on essential materials, supplies and services during and after major disasters, if adequate resources are not or will not be available.
- B. Scope
1. This Emergency Support Function (ESF) primarily applies to operations during major events that would have a widespread and complex impact on the county and its citizens. However, any incident has the potential to require specific resource management activities with the operation.
  2. Resource support includes the provision of services, personnel, commodities, and facilities to the county and cities within the county

- during the response and recovery phases of an emergency or disaster. This includes emergency relief supplies, office space, office equipment and supplies, contracting services, transportation services, and personnel as needed to support emergency activities.
3. The Chelan County Emergency Operations Center (EOC) coordinates resources and support agencies and organizations including the county and city resources, volunteer groups, businesses, and community service organizations.

## **POLICIES**

Chelan County Emergency Management/EOC functions are based on the Constitution and Revised Code of Washington (RCW) governing emergency management, which includes references regarding resource procurement, etc.

1. WA State Constitution Article 8, Section 7 “No county, city, town or other municipal corporation shall hereafter give any money, or property, or loan its money, or credit to or in aid of any individual, association, company or corporation.....”
2. Washington State RCW
  - a. 38.52.070 Emergency Contracts and Obligations
  - b. 38.52.110 Use of existing resources, command the service and equipment of the citizens

## **SITUATION**

- A. Emergency/Disaster Hazards and Conditions
  1. Resource support could be affected by several disaster scenarios, such as earthquake, flood and/or wildfire. The main focus would be on a disaster situation that would isolate the County or certain areas of the County, which would prevent timely arrival of resource support. Due to this, the County as a whole and the Cities must be able to coordinate local resources for a period of time prior to the arrival of additional resources.
  2. The following are infrastructures and facilities that are considered vital to the resource capabilities of the Chelan County area:
    - a. US Route 2 (Main route east and west - winter storms, slide and fires could close this route and the link with western Washington.)
    - b. US Route 97 (Main link with I-90)
    - c. Wenatchee River bridges
    - d. Columbia River bridges
    - e. Pangborn Airport
    - f. Chelan County Expo Center-formerly Chelan County Fairgrounds (staging area)
    - g. Waterville fair grounds (staging area)
    - h. Burlington Northern Railroad main line

- i. Domestic water systems:
    - (1). City of Wenatchee
    - (2). City of Chelan
    - (3). Malaga water district
    - (4). City of Leavenworth
    - (5). Chelan County PUD water services
  3. Another situation might be a lack of specific resources necessary for emergency response activities.
  4. An extreme situation could also develop that might require the elected legislative authorities of the county to invoke local resource restrictions or economic controls to assure an acceptable level of recovery and response.
- B. Planning Assumptions
1. Each responding organization has an established system for managing their own resources.
  2. Public safety and Public Works agencies are familiar and utilize the National Incident Management System (NIMS).
  3. Generally, sufficient resources necessary for an emergency operation are found locally.
  4. Requests for and utilization of outside resources will often become necessary in a larger-scaled emergency or disaster situation.
  5. The State Fire Mobilization plan can be utilized to obtain additional resources upon the depletion of local and mutual aid resources in a fire emergency.
  6. Normal methods of communication will be overloaded or interrupted during the early phases of an emergency or disaster.
  7. Transportation to, and within the affected area will be impaired or disrupted due to blocked or damaged roads, bridges, airports, or railways.
  8. Following an emergency or disaster, there will be a need to provide a variety of resources and services to the affected area.
  9. The management and logistics of resource support will require extensive coordination and personnel. A system will need to be established to record and utilize donated goods and services, and for the management and support of spontaneous volunteers.
  10. The free market economy and existing systems will be maintained to the maximum extent possible.

## **CONCEPT OF OPERATIONS**

- A. General
1. This ESF will be implemented upon notification of a potential or actual major emergency or disaster. Implementing this ESF will be the mechanism for providing support activity to other ESFs. Actions undertaken by this ESF will be coordinated by personnel in the EOC.

2. In the event of a proclaimed disaster or a major emergency impacting Chelan County, use of local resources will be the first priority (RCW 38.52).
3. In a large scale multi-agency response a coordinating group of policy level officials will determine resource allocation, if necessary. This group may include, but is not limited to the following: Legislative authorities; Public Utility Districts; Public Transit (LINK); National Guard; Law Enforcement; Fire Services, and Emergency Management.
4. In an emergency operation, each responding entity will be responsible for conserving and controlling its own resources. Multi-agency response will follow the concepts of the National Incident Management System (NIMS).
5. Requests for additional outside equipment or other assistance must be a coordinated effort. Responding agencies should notify Chelan County Emergency Management or the EOC, if activated, for all outside requests made for emergency resources. Resource coordination will be from either the Emergency Management office or EOC. Chelan County Emergency Management Program Specialists, or designees have overall responsibility for the coordination and allocation of existing and requested resources. A resource inventory list will be kept current by Emergency Management.
6. Staging of incoming resources will be determined on a case by case basis, depending upon the situation.
7. The appropriate Board of County Commissioners, Mayor or City Commission has executive responsibility and authority to place economic controls, within legal constraints, into effect as the situation demands, or if contact with the state government is lost. If necessary, voluntary controls will be the preferred method of resource management, although mandatory controls may be required as a temporary measure. The public will be encouraged to voluntarily cooperate with emergency measures through the public information program.
8. When applicable, private agricultural, industrial, commercial, financial, or other service enterprises shall assist local government in an advisory capacity with development and support of emergency resource redistribution and mobilization policies or subsequent control programs.
9. Donated goods/money will be handled by local Community Service organizations with the American Red Cross being the lead agency. Receiving points for donated goods will be determined by the American Red Cross.
10. Chelan County R.A.C.E.S. organization will assist with communications for the coordination of resources, as appropriate.

**B. Organization**

1. Chelan County Emergency Management:
  - a. Will establish overall resource management priorities and strategies as appropriate and necessary
2. Chelan County Commissioners
  - a. May establish an Emergency Resource Management Organization (ERMO) selecting public agency representatives and representatives from the private sector representing the following interests: construction, utilities, industrial production, petroleum products, transportation, food, labor, medical and health and telecommunications.
3. Chelan County EOC
  - a. The group of individuals within the EOC, designated as the Support Group will coordinate resource support and management. The Support Group will communicate and coordinate with the group of individuals within the EOC designated as the Policy/Decision Group in support of this ESF.
  - b. Authorization for expenditures, entering into contracts, and other administrative issues will come from the Policy/Decision Group.

**C. Procedures**

1. The management of local resources not regulated by federal or state law is the responsibility of local government.
2. The management of the initial emergency response will be the responsibility of the Incident Commander(s).
3. Resource requests will be received, coordinated and processed through the Chelan County EOC. Requests will be evaluated by the EOC, and assigned to the appropriate group or sub-group for completion of the task.
4. Chelan County EOC may request additional outside resources. These requests will be coordinated through the State EMD.
5. Incoming resources will usually be processed through a staging area operation, which will be determined by the situation.
6. Procedures for purchasing resources during an emergency or disaster are described in RCW 43.19.200.
7. Outside resources will be demobilized as soon as possible.

**D. Mitigation Activities**

1. Chelan County Emergency Management
  - a. Works with local agencies and organizations to establish and review department and agency roles and responsibilities for preparedness, and providing resource support during the response and recovery phases of an emergency or disaster.

- b. Participates in emergency management training at the county and state level
    - 2. Support Agencies and Organizations
      - a. Develop plans and conduct a needs assessment analysis to identify their resource needs; and identify resources that can be provided to them during response and recovery phases of an emergency or disaster. Necessary resources may include, but are not limited to the following:
        - (1) Identify essential personnel and staffing for internal and external support requirements.
        - (2) Identify emergency supplies needed for personnel
        - (3) Identify essential records, equipment, office supplies, and office space requirements
        - (4) Identify additional transportation requirements and resources in support of emergency or disaster
        - (5) Identify and prioritize internal activities that may require assistance from Chelan County EM in an emergency or disaster
- E. Preparedness Activities
  - 1. Chelan County Emergency Management
    - a. Conducts and participates in emergency and disaster exercises
    - b. Coordinates a backup plan for staffing the EOC in case the designated staff are unavailable or are unable to respond
    - c. Assists with, and coordinates the development of lists of essential resource requirements and resources
    - d. Obtains support of private resource organizations and participates in emergency resource management activities
  - 2. Support Agencies and Organizations
    - a. Develop Standard Operating Procedures for Resource Support.
    - b. Ensure that all personnel are familiar with their roles during an incident.
    - c. Identify, develop, and prioritize an inventory list for essential response and support agency resource requirements in an emergency or disaster
    - d. Identify and inventory essential lacking resources that may be needed during a major emergency
    - e. Participate in local emergency management meetings, training, exercises and drills
- F. Response Activities
  - 1. Chelan County Emergency Management/EOC
    - a. Activates EOC or other location for coordination of resources, as appropriate.

- b. Prioritizes requirements in support of ESF 7, and other ESFs as necessary, when activated for an emergency or disaster
  - c. Establish resource needs and identify available resources
  - d. Activate/request and coordinate with registered volunteer organizations and individuals as needed based on the type of emergency or disaster
  - e. Coordinate the establishment and operation of staging areas to process incoming resources
  - f. Provide support and coordination for managing spontaneous donations of goods, services, and volunteers that are received by the county or EOC
  - g. Coordinate with the PIO regarding public announcements and press releases to clearly specify what the resource needs are, and how to support them
  - h. Enter into contracts for critical goods or services, if not available through local government or volunteer agencies
  - i. Request other resources and support through the WA State EOC as necessary. Many state resources will require authorization from the governor before they can be deployed to the county
- 2. Chelan County Commissioners and/or City Mayors
    - a. Keep in contact with the Chelan County EOC or other coordinating location for the duration of the incident
    - b. Establish overall incident resource management strategies
    - c. Prioritize resource necessity and allocation in cooperation with Chelan County EM/EOC and operational agencies
    - d. Provide necessary funding for required resources, as appropriate for the incident and available within county/city fiscal capabilities
  - 3. Support Agencies and Organizations
    - a. Keep Chelan County EM/EOC advised on resource status and needs
    - b. Prioritize resource needs, identify and prioritize assets
    - c. Provide standard and supplemental support and resources to Chelan County
    - d. Provide support and coordination of spontaneous donated goods, services and volunteers received by their agencies/organizations.
    - e. Coordinate with the EOC PIO regarding public announcements and press releases concerning donations of goods, services, and volunteers.
    - f. Document all activities and costs incurred
- G. Recovery Activities
- 1. Chelan County Emergency Management/EOC

- a. Continue to support and coordinate response and recovery activities as needed.
  - b. Follow appropriate policies and procedures in completing required documentation to justify emergency services, purchases, or expenditures.
  - c. Assure continuation of accurate and complete documentation of the event and actions taken. Continue to submit situation reports and after action reports to the WA State EOC as needed.
  - d. Document and report on resource status and activity.
  - e. Revise procedures or plans as necessary based on information learned from the event or disaster. Some of this information may continue to be learned long after the event or disaster is over.
2. Chelan County Commissioners and City Mayors
    - a. As necessary, establish priorities in the assignment and use of all resources including personnel, food, water, health resources, fuel, electric power, transportation, communications, and other survival items and services needed to provide effective recovery and restoration activity.
    - b. Coordinate recovery activities through Emergency Management and direct all county and city departments to cooperate with Emergency Management/EOC.
3. Support Agencies and Organizations
    - a. Keep Chelan County EM/EOC informed on resource status and needs.
    - b. Continue to support by providing available resources and coordinate response and recovery activities as needed.
    - c. Continue to document the event and actions taken, and document identified or potential problems.
    - d. Continue to submit after action reports and revise plans and/or procedures as necessary based on information learned from the event or disaster.
    - e. American Red Cross
      - (1) Provide care and support to affected population as prescribed in the Red Cross disaster plan.
      - (2) Perform damage assessment, per Red Cross policies, and coordinate information with Emergency Management
    - f. Public Works/Utilities
      - (1) Perform damage assessment and determine priorities in order to re-establish "normal" conditions as soon as possible.
      - (2) Ensure that vital systems are prioritized in order for them to be restored in the quickest manner.

- (3) Coordinate with Emergency Management on actions taken to ensure that recovery efforts are done to meet the needs of the public.

## **RESPONSIBILITIES**

1. Chelan County Emergency Management/EOC
  - a. Maintain communication with involved agencies, and coordinate required logistical and resource support
  - b. Develop and maintain local resources inventory
  - c. Assist all other local agencies in establishing resource inventories and resource management procedures
  - d. Coordinate local resources through the EOC or other coordination point
  - e. Document and report on resource status and activity
  - f. Coordinate local requests for out of area resources and maintain contact with WA State EMD
  - g. Coordinate activities with adjacent jurisdictions
  - h. Document all activities and costs incurred
2. Support Agencies and Organizations
  - a. Support their own internal resource requirements as much as possible
  - b. Maintain communication with field personnel, other coordinating logistical and resource agencies/organizations, and the EOC
  - c. Work with the Chelan County EM/EOC to maintain resource inventories and operating procedures
  - d. Document all activities and costs incurred

## **RESOURCE REQUIREMENTS**

1. Resources required by this ESF will be established in coordination with local government and supporting agencies
2. Chelan County resources will be utilized before purchasing goods or services from commercial vendors

## **REFERENCES**

- A. Washington State Constitution, Article 8, Section 7
- B. RCW 38.52.070
- C. RCW 38.52.110
- D. RCW 43.19.200

## **APPENDICES**

- A. Appendix A – Emergency Personnel

B. Appendix B -- Management of Donated Goods, Services, and Monies

## **EMERGENCY SUPPORT FUNCTION SEVEN RESOURCE MANAGEMENT**

### **APPENDIX A EMERGENCY PERSONNEL**

#### **INTRODUCTION**

- A. Purpose  
To provide for the utilization and management of local or requested emergency personnel.

#### **POLICIES AND ASSUMPTIONS**

- A. The Chelan County EM Organization, including county and municipal departments, state and federal agencies, local political subdivisions, volunteer and other organizations; their personnel, services and facilities will be utilized as the primary emergency management staff (RCW 38.52.110).
- B. Locally organized and trained volunteer groups will provide the majority of additional specialized emergency personnel resources for areas such as operations, damage assessment, shelter and mass care activities, and handling donated goods and other emergency functions. These groups may include:
1. Red Cross
  2. Fire Services
  3. Local Church Groups
  4. Local School Districts
  5. Law Enforcement reserves and volunteers
  6. Other local organizations
- C. Additional emergency personnel assistance may be requested and will be coordinated through WA State Emergency Management.
- D. Responding agencies should notify the Chelan County EM/EOC of all requests for additional personnel.

#### **RESPONSIBILITIES**

- A. Chelan County EM/EOC is responsible for coordinating emergency personnel and will:
1. Identify and register available personnel resources as Emergency Workers (RCW 38.52.310).
  2. Utilize appropriate temporary Emergency Workers by registering and classifying them as to ability and skills (RCW 38.52.310)

3. Coordinate specialized training requirements for Emergency Workers
  4. Process Emergency Worker liability or other claims as necessary (RCW 38.52.210).
  5. Adhere to the rules pertaining to the uses, classes, scope, conditions of duty, and training of Emergency workers and compensation of Emergency Workers' claims per WA State Administrative Code (WAC) 118-07 – Emergency Worker Program.
- B. During an emergency or disaster Chelan County and city departments and agencies as well as private and volunteer organizations are responsible for:
1. Administrative Functions – Documenting all emergency and disaster related expenditures and obligations for auditing and reimbursement purposes.
  2. Support Functions – Providing personnel as agreed upon, contracted for, or designated in mutual aid agreements.

### **REFERENCES**

- A. RCW 38.52.210
- B. RCW 38.52.310
- C. WAC 118-04-020

## **EMERGENCY SUPPORT FUNCTION SEVEN RESOURCE MANAGEMENT**

### **APPENDIX B MANAGEMENT OF DONATED GOODS, SERVICES AND MONIES**

#### **INTRODUCTION**

- A. Purpose  
This appendix is to provide guidance for the management of donated goods and services in order to meet the needs of Chelan County and to designate the responsibilities for management and dispersal of donated monies.
- B. Scope  
This appendix applies to Chelan County Emergency Management, other county and city agencies and departments, church and volunteer service organizations, and private groups. (See the WA State CEMP for listing of specific groups and organizations available throughout the state and country.)

#### **POLICIES**

- A. Chelan County EOC will facilitate the operations of voluntary organizations and service groups to enable them to function to the full extent of their mission and expertise.
- B. Chelan County EOC will coordinate with local jurisdictions and agencies to assure that local resources are utilized before requesting assistance from the WA State EOC.
- C. Chelan County EOC, through the Public Information Officer, will advise the public as to which local group(s) or organization(s), such as the Red Cross, donations of money, goods, and/or services may be made.

#### **SITUATION**

- A. Emergency/Disaster Conditions and Hazards (See Chelan County Basic Plan)
- B. Planning Assumptions
  - 1. The event will have such an impact on the county that there will be an outpouring of offers of assistance from throughout the community, region, and likely from throughout the state, and even other states.

2. Much of the response will be spontaneous and uncoordinated, and the influx of volunteers and resources will create an additional burden on the Emergency Management system.
3. Volunteer organizations and service groups will support and assist with the management of donated goods, services and funds to the full extent of their capabilities.
4. State support of the county response to the event will take time to implement, and may be significantly impacted by conditions of the event.
5. An Emergency Management office from outside the affected area will be available to assist by opening a resource logistics center.

### **CONCEPT OF OPERATIONS**

#### **A. General**

1. Following an emergency or disaster, there may be a need to provide goods and/or services to the affected area. Although these goods and services may be available commercially, this Appendix specifically addresses donated resources.
2. During an emergency or disaster, people of all ages and backgrounds, from all parts of the community, state, and nation have shown amazing generosity. Because of the anticipated outpouring of donations and volunteers, it is very important to have a system in place to manage these resources. This system also needs to have the capability of coordinating the release or the transfer of resources to other communities or areas affected by the emergency or disaster once local needs have been met.
3. The Chelan County EM/EOC should be prepared to manage volunteers, as well as assure proper handling of monetary donations, including those designated for a specific affected area. In addition to managing resources for incoming help, Chelan County EM/EOC should be willing to provide resource management assistance and logistical support to affected neighboring counties, provided Chelan County has the necessary capabilities and resources.
4. The American Red Cross should be prepared to manage donated goods and services, and will determine receiving points for them.

#### **B. Procedures**

1. The Chelan County EOC is responsible for the management of logistical support to the event. A volunteer coordinator may be designated, as necessary. The volunteer coordinator will work closely with the PIO to inform the public of what is needed, and how they can help. The American Red Cross will coordinate the dissemination of goods and services with the Chelan County EOC.

2. When large volumes of volunteers and/or donated goods are anticipated or identified, the Chelan County EOC may designate a logistics center. The American Red Cross will participate in the logistics center for the distribution of donated goods and services. Ideally, the logistics center will be outside of the affected area, yet near enough to be easily utilized. In the case of a widespread disaster, the logistics center may need to be established in a neighboring county. If that were to be necessary, Chelan County EOC would coordinate with the EM office or EOC of that county.
  3. If individuals or organizations wish to make monetary donations, the preferred method is to request they make the donation to a local service group or charity that provides emergency or disaster assistance. The donor can specify it be used in the local disaster area. The county and cities will not normally accept cash donations.
  4. The Chelan County EOC and PIO will assist service organizations and charities by encouraging the public to make monetary donations to those groups rather than donations of non-specified goods. Reducing the volume of goods that are not likely to be needed or used greatly reduces the need for space and personnel to manage them, freeing up resources for more critical needs. Additionally, monetary donations can be quickly used for whatever or wherever the most critical and greatest needs are.
  5. The Chelan County EOC needs to maintain coordination and communication regarding needs and resources. Then, if needs cannot be met with local resources the Chelan County EOC can request assistance from the WA State EOC.
- C. Preparedness Activities
1. Chelan County Emergency Management/EOC
    - a. Involve EOC staff and service organizations in emergency preparedness planning and training, regarding resource management and donations.
    - b. Identify the roles and responsibilities of the volunteer / resource coordinator and the logistics center manager
    - c. Coordinate with the PIO in the development of a public information and education outline or plan regarding identification of community needs and how the public can be of assistance.
  2. Supporting Agencies
    - a. Participate in preparedness planning and training regarding resource management and donations.
    - b. Identify roles and responsibilities of leaders and staff, to support, coordinate, and manage incoming donated goods, services and volunteers, and to maintain communication with the Chelan County EOC.

- c. Assist Chelan County EM/EOC with identification of potential resources and locations that could be used for managing, coordinating, or storing donated goods, and/or provide an area for registration and coordination of volunteers and donated services.

D. Response Activities

1. Chelan County Emergency Management/EOC
  - a. Coordinate with the PIO to provide press releases and announcements specifying what is and is not needed, and indicate a telephone number and/or locations where people can make donations or volunteer.
  - b. Establish a resource/volunteer coordinator as needed, provide support to the coordinator as necessary.
  - c. Establish a logistics center and identify a manager for it. Assure/establish communications between the logistics center and the EOC.
  - d. Assure communications between supporting agencies and the EOC.
  - e. Coordinate with the Chelan Douglas Health District representative, and others as necessary, to assure that donated goods meet health and safety requirements and that proper handling and storage procedures are being followed.
  - f. Coordinate with the WA State Patrol, Public Works representatives, scale master, or others regarding issues such as weight limits, approved routes and other factors for incoming truckloads of donated goods.
  - g. Provide situation reports to the WA State EOC and request support from them if local resources are inadequate.
2. Supporting agencies
  - a. Open and staff offices and other facilities as needed to manage incoming spontaneous volunteers and donated goods, services and money.
  - b. Support Chelan County efforts by providing necessary resources as requested if available.
  - c. Assist Chelan County efforts by helping locate, staff, and/or manage a logistics center if requested.
  - d. Assure appropriate transportation is obtained for volunteers or goods that the supporting agencies are responsible for.
  - e. Maintain communication and coordination with the EOC.

**RESPONSIBILITIES**

- A. Chelan County EM/EOC will have the overall responsibility for the coordination and management of the donated goods and services program or plan. Other county agencies will support this program or plan, according to their day-to-day and emergency mission.
- B. Supporting agencies are responsible for assuring the logistical support of their staff and volunteers, either through their own resources or by coordinating with the county EOC. Supporting agencies will support the donated goods and services program or plan consistent with their day-to-day and emergency mission.

**RESOURCE REQUIREMENTS**

- A. Administration
  - 1. Maintain all records and reports necessary to accurately document the activities of departments and organizations involved in the response to the emergency or disaster.
  - 2. Provide administration support staff to personnel managing donated goods and services during the emergency or disaster.
  - 3. Document all activities and costs incurred.
- B. Logistics
  - 1. Provide logistical support staff to the personnel managing donated goods and services during an emergency or disaster.