

KATMAI PREPAREDNESS SOLUTIONS LLC

PROJECT# 2415

CITY AND BOROUGH OF WRANGELL

# City and Borough of Wrangell Emergency Operation Plan

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# Introductory Material

## Promulgation Statement and Plan Approval

The City and Borough of Wrangell acknowledges that there is a high risk of natural and man-made hazards that can occur, and have historically occurred, within its political boundaries. These risks pose the potential for harm and disruption to its citizens, economy, and provision of government services.

This plan, designed to be compliant with the provisions of Alaska Statute AS 26.23.060, outlines the roles and responsibilities of local elected and appointed officials, partner or voluntary agencies, and Borough staff and volunteers.

The plan is created under the principles of that National Incident Management System (NIMS) and utilizes the NIMS component of the Incident Command System (ICS) for the response to and recovery from disaster emergencies. The procedures contained in this plan have been carefully crafted to allow for the module implementation of ICS, considering the limited resources available in the community.

This plan is dynamic and will evolve over time, it will be updated and revised to incorporate lessons learned from drills and real-world incidents. Upon the signature of the Borough Manager, and the approved resolution of the Wrangell Borough Assembly, the City and Borough of Wrangell hereby officially adopt this Multi-Jurisdictional Emergency Operations Plan as a cornerstone of our collective preparedness and response efforts.

Approved:

\_\_\_\_\_  
Mason Villarma, Borough Manager

\_\_\_\_\_  
Date

The adoption of this plan was approved by Resolution \_\_\_\_\_ passed on \_\_\_\_\_ by the Wrangell Assembly.

Attest:

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Kim Lane, Borough Clerk

Insert Assembly Resolution

# Record of Changes

Change #	Date	Change Summary	Posted By

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# Purpose, Scope, Situation Overview, and Planning Assumptions

## Purpose

This Emergency Operations Plan (EOP) provides general information about how the City and Borough of Wrangell conducts emergency management during all phases, including preparation, response, and recovery from large-scale incidents. This plan is specifically designed for those incidents that go beyond the existing first responders in the community. This plan may not be appropriate for an incident such as a structure fire or law enforcement incident where existing procedures and protocols are in place and used by fire or police departments. These incidents may increase in complexity, and the plan should be utilized for complex incidents, those emergencies that require extensive outside support for response, and/or those that affect a large number of people within the community.

This EOP incorporates the guidance provided from the Federal Emergency Management Agency Comprehensive Preparedness Guide (CPG 101) version 3.0. It conforms with the requirements of the National Incident Management System, to include utilizing the Incident Command System (ICS). The plan can be utilized as a companion to existing or future plans relating to incident response, recovery, and continuity.

The plan is divided into several components:

The **Base Plan** contains information including roles and responsibilities, use of the Incident Command System, direction and control structure, and references other important documents.

**Functional Annexes** describe the functions that should be utilized to mount a successful incident response and go into detail the tasks required for those functions. These annexes can be used primarily by Emergency Operations Center (EOC) personnel to provide direction to support and manage the incident.

The **Hazard-Specific Annexes** provide information for a response and recovery to specific hazards. The hazards include natural and human-caused hazards. These annexes are to be utilized in addition to information in the base plan and functional annexes.

**EOP Quick Reference Guide** is presented in a quick use format that outlines actions and contacts for the first 24-hours of an incident.

## Scope

The emergency operations plan defines the overall structure of the emergency response organization, including roles and responsibilities. The plan is not meant to be restrictive, but to act as a guide with information, policies, and procedures that can be applicable to any disaster, known as the all-hazards approach. It outlines the types of emergencies and disasters the plan covers, which can vary depending on the organization's context (e.g., natural disasters, public health crises, industrial accidents, terrorist attacks).

The procedures and provisions of the plan apply to all agencies and individuals having responsibilities for emergency preparedness, response, and recovery in Wrangell. This includes Wrangell departments, partner agencies, voluntary organizations, and mutual-aid partners.

For the purposes of this plan, “Wrangell” is the City and Borough of Wrangell and the scope of this plan includes all activities in the geographic boundary of the Borough, as defined in Wrangell Municipal Code Chapter 1.06.030, as may be amended from time to time.

## Situation Overview

The community of Wrangell is located on the northwest tip of Wrangell Island in the center of Southeast Alaska, 155 miles south of Juneau and 89 miles northwest of Ketchikan. The City and Borough of Wrangell consist of 2,582 square miles of land and 883 square miles of water. The approximate population as of 2023 was 2,039.

## Socioeconomic Analysis & Demographics

The City & Borough of Wrangell was incorporated as a Unified Home Rule Borough in 2008, and has a population of about 2,039 year round residents. The median age of residents in Wrangell is 44.3 years, and approximately 650 residents, or about 31%, are over the age of 60. The median household income is \$64,545, with approximately 292 residents below 125% of the poverty level.

The Social Vulnerability Index (SVI), managed by the Centers for Disease Control, indicates a medium to high overall vulnerability for Wrangell.

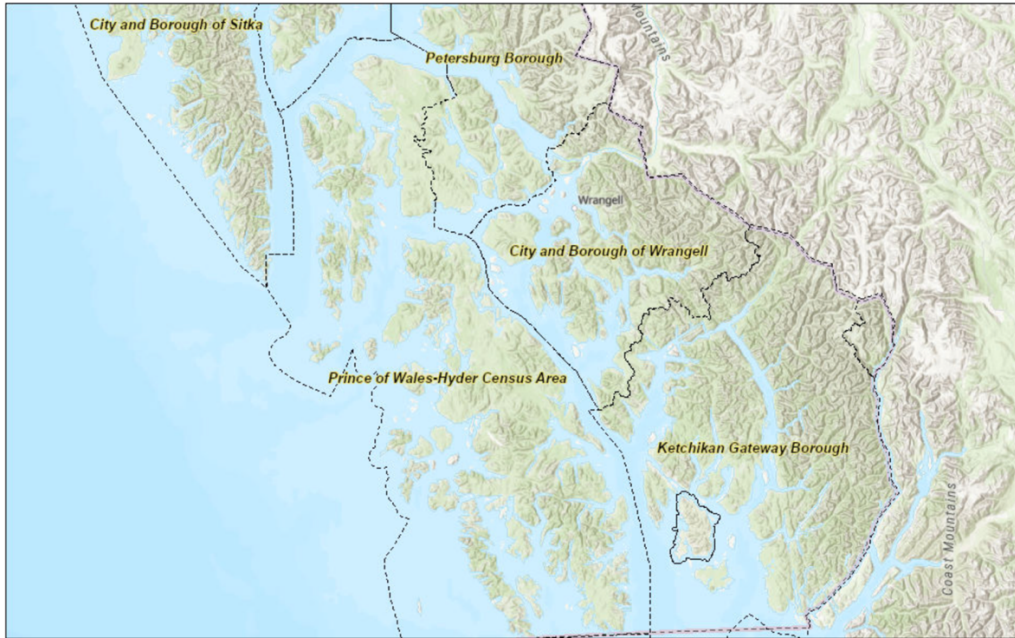


Figure 1: Wrangell Vicinity Map

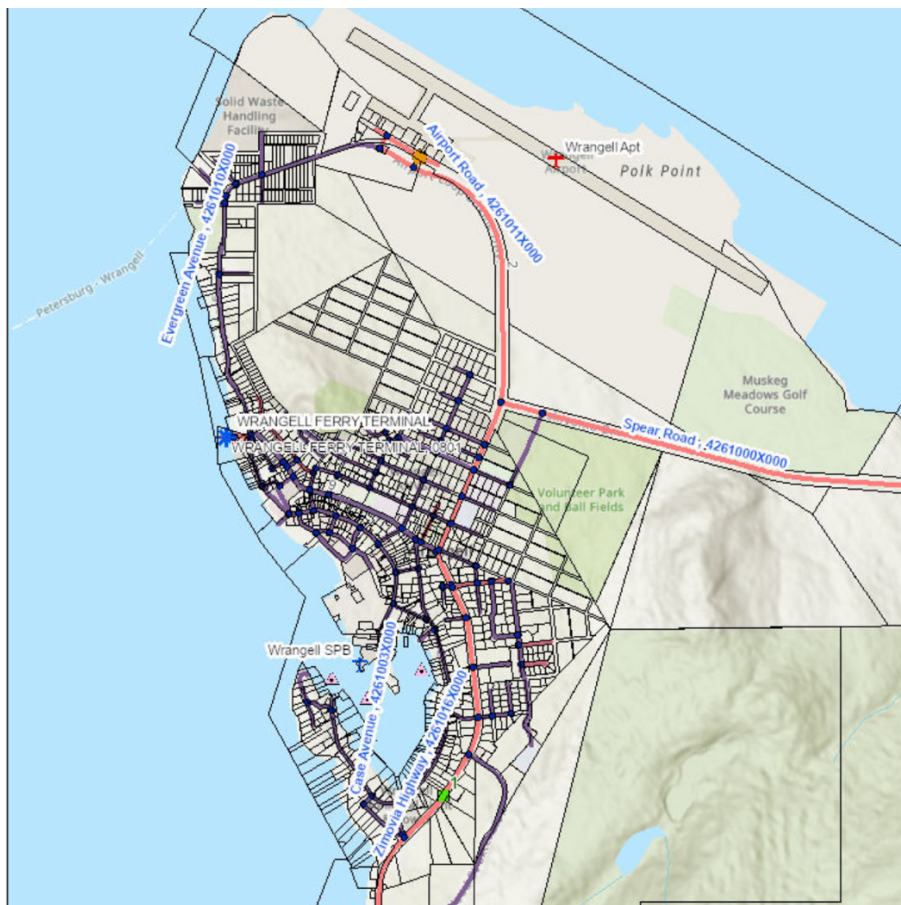


Figure 2: Wrangell Townsite

## Hazard and Threat Analysis Summary

A Hazard Vulnerability Analysis (HVA) is conducted collaboratively, with the last process occurring in 2020. This comprehensive approach involves coordination with government, private sector, emergency responders, stakeholders, and the whole community. The identified hazards and threats serve as a foundation for this Emergency Operations Plan.

Hazards identified in the HVA include:

- Earthquakes, which are likely to occur periodically in or near the area.
- Erosion and Flood, with potential for coastal storm surge flooding and heavy rains causing strain on existing infrastructure.
- Ground Failures and Landslide occurs in Southeast Alaska due to ground subsidence, melting permafrost, and other conditions.
- Severe weather of all types associated with changing climate patterns.
- Tsunami, which can occur but is generally of lower magnitude than other coastal communities.
- Volcanoes, where distant eruptions can cause ash to threaten health and disrupt transportation.
- Wildland Fire, a risk in the surrounding forest during dry conditions and human cause events.

Additional hazards facing Wrangell have been considered during this planning process, including:

- Cyberattacks, which can target local systems such as the Borough, as well as those used by the private sector that provide vital services to the community.
- Epidemics and Pandemics, threatening the health of community members and creating follow-on effects in numerous sectors.
- Supply chain disruption, preventing the timely provisioning of food, medication, and other goods to the community.

## Planning Assumptions

This Emergency Operations Plan was developed using the following planning assumptions:

- **Geographic and Resource Constraints:** Wrangell's location, as a geographically isolated borough, can delay assistance from neighboring jurisdictions, state agencies, and federal responders. Outside resources may take 72 hours or longer to arrive due to geographic and logistical considerations.
- **Community Preparedness:** Residents and businesses are encouraged to prepare for disasters by assembling emergency kits, practicing emergency plans, and staying informed about local risks. Factors such as seasonal population surges (e.g., tourists and temporary workers) and socioeconomic conditions (e.g., individuals below the poverty line) may affect the ability of some households to fully prepare.

- **Access and Functional Needs (AFN) Populations:** A significant portion of Wrangell’s population may require additional support during disasters, including individuals with physical or cognitive disabilities, seniors, those dependent on medical devices or assistive technologies, non-English speakers, and other underserved groups. The assumption is that Wrangell’s emergency services will prioritize equitable access to transportation, shelter, medical care, and public information for all community members in accordance with federal accessibility standards (e.g., ADA, Section 508).
- **Whole-Community Approach:** Successful emergency management requires shared responsibility and engagement across the whole community, including Borough agencies, Tribal partners, private sector entities, faith-based organizations, voluntary groups, and residents. The assumption is that all stakeholders will mobilize and work collaboratively during the planning, response, and recovery processes.
- **Outreach to Underserved Populations:** Wrangell includes populations that may encounter barriers in accessing resources due to geographic isolation, language proficiency, income limitations, or other factors. Borough agencies will conduct targeted outreach and allocate resources to best address the needs of these populations during a disaster.
- **Coordination with Tribal Partners:** Tribal entities play critical roles in emergency management within Wrangell. The Borough will establish formal agreements and coordination protocols to integrate Tribal leadership in all phases of the emergency management process, ensuring culturally relevant and equitable emergency response activities.
- **Equitable Emergency Services Access:** Response operations and resource distribution must ensure equity and fairness, regardless of race, gender, age, ethnicity, disability, English proficiency, income, or any other demographic factor. Services and information will be provided without discrimination.
- **Resource Gaps and Mitigation:** As Wrangell relies on external sources for many essential supplies, local stockpiling and mutual aid agreements are critical to mitigating supply chain disruptions and delays in accessing outside assistance.

## Concept of Operations

### Plan Activation

Once promulgated, this EOP will be the active plan for the City and Borough of Wrangell. Managing routine incidents such as fires, emergency medical calls, and other incidents handled by first responders as routine matters do not require activation of this plan.

Major emergencies exist when a situation exceeds everyday capabilities of responders, requires extensive coordination between agencies, or a large number of outside resources are required to handle the incident. Examples of elements of an emergency that may require implementation of this plan include:

- Significant number of casualties
- Severe or widespread property damage
- Shortage of needed resources

- Extended evacuation requiring sheltering
- Extended interruption of vital services

This plan may be activated by:

- The on-scene incident commander
- Borough Manager or designee

The plan may be activated without an emergency declaration as deemed appropriate by authorized staff. If a local emergency declaration is declared, this plan will automatically be activated.

## Operational Priorities

During response and recovery, the activities in this plan are focused on standard accepted priorities, based on the following:

- Protection of life for emergency responders and the general public
- Stabilization of the incident
- Protection of property and the environment
- Meeting the immediate needs of the affected population (rescue, shelter, food, clothing, etc.)
- Restoring normal operations of government, utilities, and other infrastructure

## Local Disaster Declaration

For the purposes of this section on Declaring a State of Emergency and a Local Disaster within the City and Borough of Wrangell, the following definitions apply:

- "Incident" means an occurrence, natural or man-made that necessitates a response to protect life or property. Includes planned events as well as emergencies and disasters of all kinds and sizes.
- "Emergency" means any occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from a natural or man-made cause that is less severe than a disaster, but of such severity that it cannot be handled by emergency response agencies in conduct of their normal duties.
- "Disaster" means the occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from any natural cause or cause of human origin, including but not limited to fire, flood, earthquake, wind, storm, wave action, hazardous substance incident, oil spill or other water contamination requiring emergency action to avert danger or damage, volcanic activity, epidemic, air pollution, blight, drought, infestation, explosion, civil disturbance, hostile military or paramilitary action, or a condition of riot, insurrection, or invasion existing in the state or in any borough, city, town, or district in the state.

## Authority to Declare a Local Disaster

Alaska Statute Title 26: Alaska Disaster Act § 26.23.010 - § 26.23.220. Local disaster emergencies establishes that the principal executive officer of a political subdivision may declare a local disaster emergency to “activate the response and recovery aspects of any and all applicable local and interjurisdictional disaster emergency plans and authorize the furnishing of aid and assistance under such plans.” Initial declarations are valid for up to seven days unless they are “continued or renewed by consent of the governing board of the political subdivision.” This Statute further permits State-level declaration of a disaster to provide emergency assistance to State, Tribal, and local governments to recover from damages incurred because of a disaster.

Pursuant to Alaska Statutes § 26.23.010 - § 26.23.220, a local government, service area or the Borough can declare a Local Disaster Declaration when a natural or man-made disaster is affecting the health, safety, security, public health, environment, and property of citizens in the Borough. The purpose of a Local Disaster Declaration is to formally activate Emergency Response and Recovery Plans and authorize the furnishing and funding of assistance through reserves and State and/or Federal Assistance. A Local Disaster Declaration is used when resources are expected to be seriously depleted or exhausted and/or there is a life safety risk to people due to an emergency happening in the Borough. State or federal mutual aid is available to the Borough without a Disaster Declaration, but state/federal funding or other extensive resources such as Incident Management Teams require a Local Disaster Declaration.

## Local Disaster Declaration Considerations

When an emergency response is occurring and response efforts are not stopping the threat to the community, the incident is straining resources of one or more agencies and/or the financial resources of a jurisdiction are being depleted; a Local Disaster Declaration should be considered.

The first step to determining whether a Local Disaster Declaration should be made by a jurisdiction (municipality, service area and/or Borough) is whether the emergency response is causing impacts to the jurisdiction in three areas:

- Damage – jurisdiction reports severe impacts to life, property and/or critical infrastructure and an impact to community safety.
- Resources – Available local resources, including local mutual aid, such as personnel or equipment are committed, will be committed in near future or are already exhausted.
- Funding – Response efforts are exceeding or expected to exceed the funding ability of the jurisdiction, and the lack of funding creates an exigency for the jurisdiction and imminent funding deficits will be or are occurring because of the disaster response.

## Reasons to enter a Local Disaster Declaration

The following are reasons why a Local Disaster Declaration may be beneficial to Wrangell during response to a disaster event:

- To qualify for emergency assistance under State and Federal disaster assistance policies and legislation.

- To activate local and inter-jurisdictional emergency plans and mutual aid agreements.
- To allow employees to be reassigned temporarily to help in the emergency response.

## Local Disaster Declaration Procedure

During response to natural disasters, or man-made events, there may be a significant threat to life and safety which may require Wrangell to act and declare a Local Disaster. If the criteria for a Declaration of Local Disaster are met pursuant to Alaska Statute. § 26.23.010 - § 26.23.220, the principal elected official may declare a Local Disaster. A local declaration should clearly define the nature and scope of the emergency/disaster and the current and expected future impacts to the jurisdiction and its residents.

1. The Principal Executive Officer of each political subdivision has the statutory authority to issue a local disaster declaration. The Borough Manager is the Principal Executive Officer.
2. Unless the circumstances of the disaster prevent or impede immediate action, the Declaration shall be promptly filed with the Borough Clerk and a copy forwarded via email or other means to the State Emergency Operations Center.
3. The State Director of Emergency Management should be updated as to the emergency response efforts actively occurring and a situational update of the incident in the jurisdiction. Depending on the circumstances of the disaster and its impact on the community, the State Director of Emergency Management may request the Governor activate the State Emergency Operations Plan and/or activate the State Emergency Operations Center.
4. The issuance of a Local Disaster Declaration will formally activate the EOP if it is not already activated. The local declaration shall be the authority for the deployment, use and/or distribution of any finances, supplies, equipment, and materials assembled, stockpiled, or arranged to be made available pursuant to this plan, administrative policies, financial requirements, any provision of law or intergovernmental agreement relating to emergencies and/or disasters.
5. The public shall be notified of all declarations through general dissemination to the news media, posting on the Borough website, social media, or other means of publicity as intended to advise the public of the current situation.
6. Pursuant to Alaska Statute § 26.23.010 - § 26.23.220, a Local Disaster Declaration may not exceed seven (7) days except when ratified through consent of the entire governing elected body (Borough Assembly) who may then vote to continue the Local Disaster or terminate the Declaration.
7. A Local Disaster Declaration is a way for the jurisdiction to activate assistance from the State of Alaska and Federal Emergency Management Agency (FEMA). The Disaster Declaration should be written to provide FEMA and other agencies with an outline as to the factors which determine the severity, magnitude, and impact of the emergency event on the jurisdiction including but not limited to:
  - a. The amount and type of damage sustained (e.g. how many homes have been destroyed).
  - b. A description of the location of the disaster and where damages are occurring in the jurisdiction.



- c. The impact of the disaster on infrastructure and/or critical facilities within the affected area.
  - d. Active and ongoing or imminent threats to public health and safety.
  - e. A detailed summary of how the Community Lifelines are impacted by the Disaster and how the impact of critical services and functions is impacting residents.
  - f. How the resources of the State and/or Federal Government can assist the local governments and districts in responding to and stopping future harm to the community and starting the recovery process.
  - g. What the estimated total loss or cost of damages to the community is in terms of insurance claims on residential and public facilities.
  - h. What assistance has been provided to date and is actively responding to the incident to include government organizations at all levels, non-profit organizations, private sector, and faith-based organizations.
  - i. Whether other communities have made Local Disaster Declarations.
8. A sample Local Emergency Declaration and State of Emergency are included in the **Appendix**.

## Coordination With Other Entities

Wrangell will include other entities within the emergency response and recovery, as appropriate to the particulars of each incident. These entities may be included in status reports and communications, being consulted in an informal manner as needed.

A cooperating agency is an entity that supports an incident and supplies assistance other than direct tactical or support resources to the incident. Examples of these agencies may include those with specialized knowledge or functions, other government agencies providing support and expertise, and voluntary agencies. The Liaison Officer, if assigned, or Incident Commander will represent cooperating agencies in the planning process and will keep them informed of developments throughout the duration of the incident.

## Legal Issues and Disputes

Legal questions regarding the incident will be directed to the Wrangell attorney or other counsel as retained by the Borough. Other legal agencies may provide input or informal advice, but legal decisions are generally the responsibility of the jurisdiction. Within the provisions of the Alaska Public Records Act, communications regarding legal matters may be protected by attorney-client privilege and remain confidential.

## Organization and Assignment of Responsibilities

Wrangell will organize in a hybrid Incident Command Post/Emergency Operations Center (ICP/EOC) environment. This means that while control of tactical resources in the field will generally be the responsibility of the Operations Section Chief/On-Scene Incident Commander, planning and decision making may also take place in the EOC environment in addition to normal EOC support functions. This method allows for maximum flexibility and use of available staff

and personnel resources. The on-scene resources, as well as the EOC, will utilize the Incident Command System (ICS) for organization and management.

## Jurisdiction Responsibilities before an emergency response

Emergency response is often thought of as the response and recovery operations, but the four phases of emergency management also include preparedness and mitigation. Wrangell will incorporate these activities into normal operations to the extent feasible.

Preparedness includes activities that can prepare the organization and community for emergencies. These activities include:

- Encouraging residents and businesses within the community to prepare for emergencies by assembling emergency kits, practicing their emergency plan, and staying informed about local risks and hazards.
- Formulating and updating mutual aid agreements and other cooperative instruments for use during response and recovery.
- Conducting training for emergency response.
- Working with stakeholders through the Local Emergency Planning Committee (LEPC) or other means to prepare for response.
- Conducting drills or exercises to test plans, policies, and procedures.
- Performing an annual review of this Emergency Operations Plan and making any necessary changes.

## Jurisdiction Responsibilities during an emergency response

### Mayor and Assembly

The Mayor and Assembly are responsible for terminating or extending disaster declarations, allocating funding for emergency preparedness, response, and recovery, and working with the Borough Manager as directed during an emergency response and recovery.

### Borough Manager

The Borough Manager is responsible for overall command of the incident response and recovery, as well as encouraging and supporting preparedness, continuity, and mitigation activities before emergency incidents. This position is the designated Incident Commander, unless that authority is delegated to another qualified person. The Borough Manager shall exercise all powers and duties as defined in the Charter and Code of the City and Borough of Wrangell, as well as any powers specifically enumerated at the time of a disaster declaration.

### Law Enforcement Agencies

Police and other law enforcement within Wrangell will maintain law and order, perform traffic control, protect vital installations, and perform similar law enforcement functions. Specifically, during an emergency, law enforcement is responsible for controlling and limiting access to the

disaster scene and assisting with evacuation efforts. Law enforcement personnel will generally be located within the operations section within the ICS organization.

## Fire Departments

Fire departments are responsible for providing combat of fires, search and rescue, damage assessment, emergency medical triage, treatment, and transport. The Fire Department is generally represented in the operations section of the ICS organization but will also provide a Safety Officer to be part of the command staff.

## Public Works and Utility Departments

These departments, with assistance from outside agencies or contractors as appropriate, will maintain access to roadways, airways, boat landings, and other designated routes of travel. They will assist with heavy rescue, transportation, and debris management. The departments will plan for and prioritize critical infrastructure and services, restore services, and assess damage and repair critical infrastructure.

## School District

School staff will provide the use of facilities for emergency public education, emergency housing of evacuees and relief staffing, alternate treatment areas, and other needs as determined by the incident command.

## Tribal Nation

[Insert content here]

## Local Emergency Planning Committee

The LEPC will furnish information as needed such as maps for emergency management and responders. This includes Tier II reports and other supply and resource information. Members of the LEPC may augment EOC staff.

## Department Heads and Staff

All Wrangell management and staff have the responsibility to be familiar with the emergency plans, take advantage of training, and be available for assignment within the incident command organization. Some positions may not generally have emergency duties in order to ensure daily operations are conducted, while others may have pre-defined roles. See the EOC Annex for additional information.

# Volunteer Management

Volunteers are key to the incident response in any jurisdiction, large or small. It is essential that the volunteer effort be managed, in advance of an emergency, if possible, to ensure that the use of volunteers does not become a hindrance to the response.

Volunteers should be utilized for appropriate positions with the response. Some examples of tasks for volunteers include:

- Working at reception centers or shelters
- Providing for recreational programming and childcare for displaced residents/visitors
- Coordinating or preparing meals and snacks
- Assisting in providing public information
- Answering telephones and performing clerical functions

Wrangell will work to formulate a pre-screening process for volunteers to ensure that they have basic training and awareness of the plan and duties that are expected of them. This may include basic ICS training, review of this plan, and procedures for specific job duties. In addition, it may include background checks for volunteers, especially those in certain positions such as working with displaced persons, children, or the elderly.

A spontaneous or unaffiliated volunteer is defined as one that has not had prior training or screening but wishes to help and contribute to the incident response. These volunteers can be an asset, but procedures should be put in place to ensure they are able to effectively contribute to the greater incident organization. These can include:

- Providing for just-in-time training for response duties
- Issuance of safety equipment as required by the assigned duties
- Maintaining accountability of volunteers for safety and recordkeeping

It is important to note that all volunteers, pre-registered or unaffiliated, are the responsibility of the incident. This includes any liability for potential injury or misconduct. These implications should be considered before utilizing volunteers. Under no circumstances will volunteers be utilized for any position in an environment that may pose an Immediate Danger to Life and Health (IDLH) or similar unless those volunteers have previous training and experience in the field and approval from the Safety Officer and/or Incident Commander.

Risks of using volunteers may be mitigated if utilizing members of other organizations that provide for disaster response and recovery. Examples include the American Red Cross, Salvation Army, Sarmatian's Purse, and many others. These organizations typically have systems in place for training, credentialing, and background investigations that may be more flexible or efficient than Wrangell conducting similar functions in-house.

The Volunteer and Donation Management Annex goes into more detail about volunteer management.

## Mutual Aid Agreements

Mutual Aid Agreements (MAA) are pre-defined agreements between governments, private-sector suppliers, and voluntary organizations that are available for use if additional resources are required. Mutual aid does not include direct federal assistance. MAAs should be created and maintained for potential shortfalls and gaps identified through training, exercises, or planning on a continuous basis.

MAAs may be enacted at any time as conditions warrant. The Borough Clerk will keep records of all active agreements.

## Access and Functional Needs

### Purpose

Access and Functional Needs (AFN) planning ensures all residents in the City and Borough of Wrangell—including those who may need additional assistance during preparedness, response, recovery, and mitigation activities—can access and receive equitable emergency services. This section identifies populations with functional needs and establishes strategies to accommodate their safety, access to essential services, and effective communication during emergencies.

### Scope

The City and Borough of Wrangell commits to inclusive emergency management practices for people with disabilities, older adults, individuals with limited English proficiency (LEP), economically disadvantaged residents, pregnant individuals, children, or others with circumstances that may require assistance during an emergency event.

This plan aligns with the principles of Whole Community Planning and fulfills requirements under:

- ADA (Americans with Disabilities Act)
- Section 504 of the Rehabilitation Act
- Post-Katrina Emergency Management Reform Act (PKEMRA)
- Title VI of the Civil Rights Act (prohibiting discrimination based on race, color, or national origin in federally assisted programs)

## Populations with Access and Functional Needs in Wrangell

Wrangell's geographic, socioeconomic, and demographic profile identifies the following groups as having potential AFN requirements:

- Older Adults

- Approximately 31% of Wrangell residents are aged 60 or older, many of whom may have mobility, hearing, or vision impairments, or require medical equipment or medications.
- Individuals with Disabilities
  - Some residents are dependent on supportive equipment—including wheelchairs, oxygen, or communication devices—and may require evacuation assistance or accessible sheltering.
- English-Language Learners (ELL) and Limited English Proficiency (LEP)
  - Non-English-speaking or limited-English-speaking individuals may need translation services to understand alerts or access resources.
- Economically Disadvantaged Residents
  - Approximately 14% of households fall below poverty thresholds, limiting their ability to prepare for disasters (e.g., purchasing supplies, evacuation costs).
- Residents with Medical or Health-Related Needs
  - Residents relying on routine medical care or assistance for chronic health conditions (e.g., dialysis, medication management).
- Children
  - Impacts to schools or daycare centers may require special considerations, including reunification with caregivers.
- Tourists and Seasonal Workers
  - Wrangell experiences a seasonal influx of visitors and temporary workers, who may lack local knowledge or access to emergency response services.
- Individuals Living in Rural or Isolated Areas
  - Wrangell’s isolated geography exacerbates challenges for rural residents requiring evacuation, outreach, or resource delivery.

## Strategies for Addressing Access and Functional Needs

### 1. Inclusive Planning and Engagement

- Collaborate with Wrangell’s Local Emergency Planning Committee (LEPC), Tribal representatives, and organizations serving AFN populations, including seniors’ advocacy groups, faith-based organizations, community health clinics, and schools.
- Conduct regular outreach efforts to ensure AFN populations are integrated into preparedness initiatives, including tailored training, resource distribution, and surveys for specific needs.

### 2. Resource Allocation

- Identify and pre-stage critical emergency supplies, such as wheelchairs, portable ramps, oxygen cylinders, infant care supplies, and accessible transportation units, at strategic locations.
- Ensure accessible equipment is available at all mass care facilities, such as:
  - Universal/accessible cots
  - Bariatric cots or other mobility aids
  - Accessible portable toilets and hygiene solutions

### 3. Accessible Shelter and Evacuation Planning

- Mass care shelters and evacuation sites will comply with ADA accessibility guidelines, providing physical accommodations for persons with mobility impairments and service animals.
- Prioritize accessible transportation options, such as paratransit vehicles or volunteer drivers trained to assist with evacuation needs.
- Partner with organizations (e.g., American Red Cross, Salvation Army) to enhance shelter operations for individuals requiring specialized assistance.

### 4. Accessible Public Information and Outreach

- Disseminate public alerts in simple language and ensure multi-language formats (e.g., Yupik, Tagalog, Spanish).
- Create visual, audible, and tactile alerts through Wrangell's existing Nixle System, KSTK radio, and VHF systems for individuals with sensory disabilities or limited internet access.
- Provide public safety signage formatted with pictograms and in large text for readability.
- Share preparedness resources tailored for AFN populations via libraries, senior centers, and schools.

### 5. Training and Just-in-Time Support for Emergency Staff

- Provide Borough staff and volunteers with AFN-awareness training programs, such as FEMA's "Including People with Disabilities & Others with Access and Functional Needs in Disaster Operations."
- Identify and train AFN liaisons who can mobilize during incidents to provide technical advice, coordinate resources, and establish trust with underserved groups.

### 6. Reporting Systems for Needs

- Encourage self-reporting while maintaining data privacy.
- Pre-incident: Establish an emergency needs registry for residents requiring assistance (e.g., power-dependent medical devices, mobility impairments).
- Post-incident: Facilitate damage and unmet needs assessments tailored for AFN groups (e.g., FEMA Individual Assistance programs).

### 7. Volunteer Coordination for AFN Needs

- Coordinate with pre-screened volunteers trained to address AFN needs, such as caregivers or interpreters.
- Collaborate with local organizations to provide case-by-case assistance for displaced individuals requiring specialized care (e.g., families with medically fragile children).

## Key Roles and Responsibilities

- **Emergency Manager:** Ensure AFN needs are integrated into all phases of emergency operations. Serve as a liaison with external community partners and regulatory agencies to fulfill ADA compliance.
- **Mass Care Coordinator:** Oversee accessible shelter setup, including physical and operational accommodations for AFN individuals.
- **Public Information Officer (PIO):** Disseminate accessible and inclusive public messaging, ensuring formats reach all AFN populations.
- **Transportation Coordinator:** Establish contracts or memorandums of understanding (MOUs) with transportation providers for ADA-compliant vehicles during evacuation.
- **Community-Based Organizations (CBOs):** Act as trusted communication hubs, providing local expertise and coordination for supporting AFN groups.

## Performance Metrics

To ensure success, AFN planning in Wrangell will measure:

1. Utilization of accessible shelters and transportation options during drills or incidents.
2. Engagement levels of CBOs and Tribal partners in annual emergency planning workshops.
3. Improvements in self-reported preparedness among AFN individuals based on follow-up surveys or interviews.

## Community Lifelines

FEMA in 2019 unveiled a new concept for Emergency Management related to the identification and prioritizing restoration of Community Lifelines during the response phase. A Community Lifeline per FEMA “enables the continuous operation of critical government and business functions and is essential to human health and safety or economic security.

Lifelines are the most fundamental services that, when disrupted cause ripple effects through a community and if not restored quickly, can affect the ability of the community and agencies to respond and contain the situation and begin recovery.

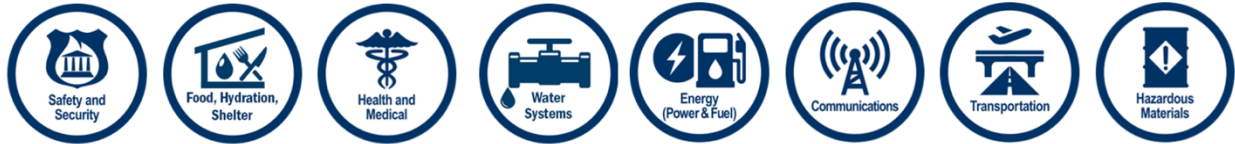
Not every emergency or disaster will impact all the lifelines or components. In fact, a disaster that impacts all lifelines is likely a major disaster requiring a federal declaration and will far exceed Wrangell’s local capabilities and lifelines won’t be restored without state and/or federal assistance.

### What are the Community Lifelines?

FEMA identified the below seven (7) areas as critical lifelines which if affected impact response and recovery efforts in communities.



- Safety and Security
- Food, Water & Shelter
- Health and Medical
- Energy
- Communications
- Transportation
- Hazardous Materials
- 



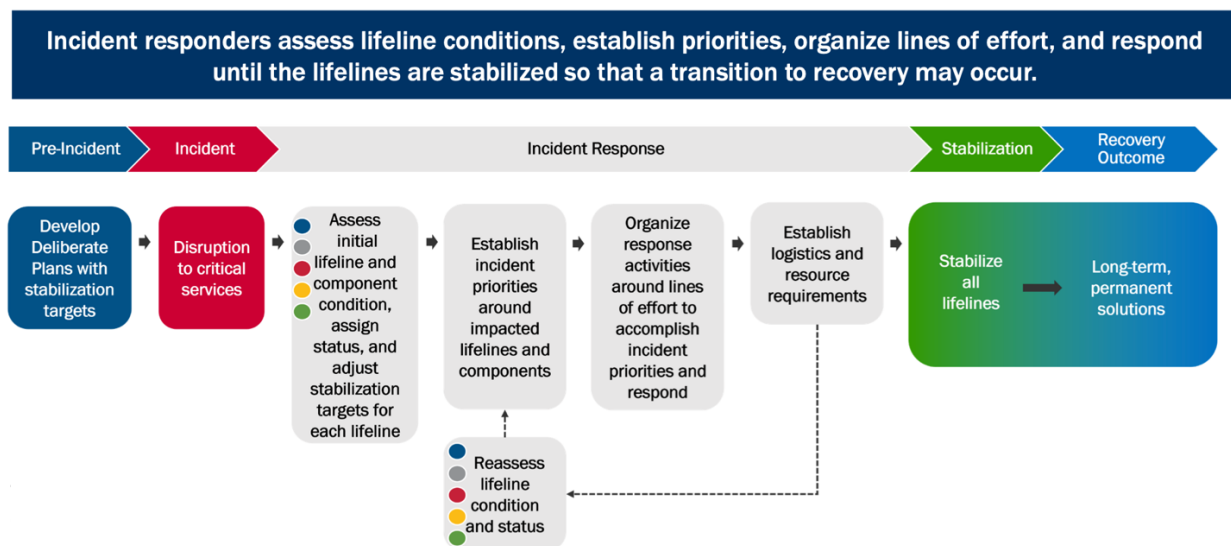
## FEMA Community Lifelines

### Functional Annex and Lifeline Relationship

The National Response Framework establishes the framework and relationship between Functional Annexes and the Community Lifelines. Functional Annexes exist to deliver core capabilities to stabilize Community Lifelines to minimize impacts to the community and residents. It is important to note – the FEMA Community Lifelines and their components do not directly cover all aspects of a community which are disrupted by a disaster such as natural, historical, and cultural resources or financial issues. (FEMA, 2019)

Wrangell encourages the prioritization and reporting of impacts to Community lifelines by all levels of government, private sector, service areas and other partners. The following diagram shows how Community Lifelines should be assessed and restored during an incident response.

## Lifelines Drive Response and Enable Recovery Transition



The Community Lifelines do not replace Functional Annexes. Rather, the lifelines should be viewed as a way for decision makers at all levels to quickly assess the impacts of a disaster on the community and identify areas that we need to focus resources to restore those lifelines to prevent further impacts to residents, infrastructure, and the community.

The community lifelines should be used by decision makers at all levels to determine the scope, complexity and impacts of a disaster and applying the lifelines does the following:

- Prioritize, sequence, and focus response efforts toward maintaining or restoring the most critical services and infrastructure.
- Utilize a common icon to facilitate communication across stakeholders and the public.
- Promote a response that facilitates unity of effort across the whole community.
- Clarify which components of the disaster are complex (red) and or complicated (yellow) requiring cross sector coordination and collaboration.

## Community Lifeline Components



Multiple components and subcomponents establish the parameters of the lifeline; component-level assessment is required to determine the condition of each lifeline.

### 1. Safety and Security

- Law Enforcement/Security
- Fire Service
- Search and Rescue
- Government Service
- Community Safety

### 2. Food, Hydration, Shelter

- Food
- Hydration
- Shelter
- Agriculture

### 3. Health and Medical

- Medical Care
- Public Health
- Patient Movement
- Medical Supply Chain
- Fatality Management

### 4. Energy

- Power Grid
- Fuel

### 5. Communications

- Infrastructure
- Responder Communications
- Alerts, Warnings, and Messages
- Finance
- 911 and Dispatch

### 6. Transportation

- Highway/Roadway/Motor Vehicle
- Mass Transit
- Railway
- Aviation
- Maritime

### 7. Hazardous Material

- Facilities
- HAZMAT, Pollutants, Contaminants

### 8. Water Systems

- Potable Water Infrastructure
- Wastewater Management

### ASSESSMENT

Status	"What?"
Impact	"So What?"
Actions	"Now What?"
Limiting Factors	"What's the Gap?"
ETA to Green	"When?"

FEMA Community Lifeline Components

## Community Lifeline Status Color Coding

ICS Command and General Staff, Functional Annex Leads, emergency management, and others should report the status of lifelines by using the below identified color chart established by FEMA which allows for quick assessment of lifelines by all levels at a glance. The priority will be to restore any lifelines that are red to yellow or green as quickly as possible.

**Unknown: Grey**

- Indicates the extent of disruption and impacts to lifeline services is unknown.

**Significant Impact: Red**

- Indicates there are severe challenges and obstacles hindering the essential services and resources associated with the lifeline. Immediate attention and resources are required to address the situation and restore functionality.

**Moderate Impact: Yellow**

- Indicates that there are disruptions or limitations to the delivery of normal, pre-incident services and resources. The situation requires attention and proactive measures to prevent further deterioration and ensure community needs are met.
  - Restoration of this lifeline is still in progress and the community has not returned to pre-incident levels of service. This includes instances in which lifeline restoration is being addressed through temporary means.

**Minimal Impact: Green**

- Indicates that the lifeline is functioning at pre-incident levels, with only minor disruptions or limitations.

**Administrative: Blue**

- Does not indicate an operational status or condition; used for administrative purposes such as presentations and briefings.

The following assessment matrix can be used to determine the status of a lifeline:

LIFELINE ASSESSMENT	
Status	What is going on?
Impact	What is going to happen as a result of this impact?
Actions	What do we need to do now?
Limiting Factors	What's the Gap?
ETA To Green?	How long will it take to restore?

## Direction, Control and Coordination

The City and Borough of Wrangell utilizes the National Incident Management System, to include the Incident Command System. All responses follow the principles of ICS.

Initial response is provided by local first responders and directed by on-scene incident command.

Activities may include rescue, firefighting, emergency medical services, crime scene investigations, traffic control, evacuations, and emergency public information releases. On-Scene command may establish Unified Command to integrate jurisdictional authority and responsibilities of participating organizations such as fire, EMS, and law enforcement.

In general, the incident commander is responsible for field assets and direction of such assets, with general direction and policy provided by the EOC or Borough Manager.

## Muli-Jurisdiction and Multi-Agency Coordination

Assistance from other jurisdictions and agencies is critical for incidents that may go beyond one or two operational periods or require resources that are in excess of those available in Wrangell. There may be resources available from the private sector, but most additional government resources will come from off-island. For this reason, it is essential to request resources sooner rather than later. It is always an option to demobilize resources that are not needed, rather than try to obtain resources when there is an immediate need.

It is the intent of Wrangell to form a mutual aid compact with other communities and agencies in Southeast Alaska. This system will allow for pre-arranged agreements and contracts to allow for rapid deployment of resources in the event this plan is activated. All mutual aid or similar agreements for emergency response by Wrangell are incorporated into this plan by reference.

The mutual aid agreements should follow guidance outlined in the document *National Incident Management System Guideline for Mutual Aid* dated March 2024 or a subsequent version.

All political jurisdictions in the state, unless their legislative body opts-out, are participants in the Alaska Intrastate Mutual Aid System (AIMAS). This mechanism is in place to obtain resources without specific agreements with individual jurisdictions. The guidelines of the AIMAS govern the procedures and policies around these resource requests. This program is administered by the State of Alaska, Department of Military & Veterans Affairs, Division of Homeland Security and Emergency Management. Requests are made through the State Emergency Operations Center (SEOC).

## Information Collection, Analysis and Dissemination

### Situation Assessment

The first responder to the scene of an incident will initially assess the situation and provide the current assessment. This will likely occur to the dispatch center, Incident Command, and/or Borough Manager. The information can then be used to assign or order additional resources and establish incident objectives and priorities.

Beyond the initial assessment, the situation is continually re-assessed to allow for updated information. In a post-response or recovery phase, assessments can be conducted via windshield surveys, building inspection, and information reported by the public.

When assessing the situation, there are certain essential elements of information that are required for proper decision making. These are:

- Current injuries and fatalities related to the incident
- Immediate resource needs

- Hazards to responders and the public
- Changes in condition at the incident scene
- Other issues that may affect the ability to respond to and stabilize the incident

Wrangell may define additional Essential Elements of Information (EIs) that are utilized for situation assessment and decision making.

## Interface With the Public and Other Agencies

Wrangell may not be able to conduct immediate situation and/or damage assessments due to priorities at the incident scene and limited resources. Public reporting of information related to the incident should be encouraged to gain a complete situational picture and to continue allocation of priorities to critical tasks. This may be especially valuable in the recovery phase of an incident, where operational response is winding down, but damage assessment and recovery activities begin.

If the situation warrants, encourage the public to report damage and other effects of the incident. This can include gathering information via a call-in phone number, in-person collection point, or online collection mechanism. The data requested could include:

- Location of the damage or affect. Attempt to use locations that can be mapped or represented in a dataset, such as physical addresses or mileposts. Local landmarks may not be known to state, federal, or voluntary agencies involved in the recovery or cost reimbursement.
- Contact information of the owner(s) or persons reporting so follow up can be conducted.
- Type of structure (home, apartment, business, etc.)
- If the structure is owned or leased
- If the structure is currently habitable
- Extent and description of the damage
- Photographs of the damage if available

If possible, utilize all three methods and ask volunteers to staff phones and in-person points to assist in collecting information. The electronic disaster form can be created in a simple data collection mechanism such as Microsoft Forms (forms.office.com). Information received from other sources can be entered into this same form by volunteers. This creates uniformity and allows the data to be exported to spreadsheets or other tools and shared as required.

## Information Gathering with Response Partners

Information can be gathered from numerous sources, and information gathered by other agencies should be utilized to the extent possible to reduce duplication of effort. Response partners that have information sharing capabilities include:

- National Weather Service
- National Tsunami Warning Center
- Alaska Earthquake Information Center

- US Coast Guard
- Other cities and boroughs in Southeast

Specific intelligence from criminal or terrorist threats can be processed through the Alaska Information and Analysis Center in Anchorage. The Police Department will be the primary liaison to the fusion center if required and will share information back to the incident response. Some information may be controlled and shared with only command and general staff in the response organization due to the sensitive nature of law enforcement information.

## Situation Reporting and Information Dissemination

Information gathered during the incident will primarily be disseminated via situation reports. These situation reports will summarize the current response and recovery condition utilizing the community lifelines concept (See page xxxx). The situation report will be released at a tempo designated by the policy group or incident commander, but generally once per day unless the situation calls for more frequent reporting.

The situation report will communicate information to the public, other government agencies, and the State Emergency Operations Center. Information released in the report will be general, but informative in nature. The report primarily communicates information in an aggregate format – individual damage or personal information is not included.

## Communications and Coordination

### Internal Notifications

Internal notifications to staff and first responders can be made through the Borough e-mail system, Nixle call out, or by radio/pager. Call out lists for EOC staff, emergency responders, and Borough staff will be continuously maintained.

### Communications to the State EOC

Official status updates regarding an incident and the daily situation report will be reported to the State EOC via email. Information sharing and significant events outside of the situation report will be reported via phone call.

Intelligence information related to a potential or active terrorist threat or major criminal activity that may occur or is occurring should be reported to the EOC Safety and Security or Intelligence Branch and/or to the Alaska Criminal Intelligence Center (Primary) – 907-269-8900 / 855-692-5425 for appropriate state and federal law enforcement agency coordination.

During a disaster or major emergency, communications, power, and other infrastructure may be offline or destroyed which will slow down or prevent external communication to the State EOC on Joint Base Elmendorf Richardson. The following are the preferred methods of communication between the Wrangell EOC and the State EOC.

- Primary: Email Message and/or Telephone – State EOC landline or DHSEM Staff member
- Alternate: Telephone via Satellite Phone
- Contingent: Text Message or Private Message to State DHS&EM Contacts
- Emergent: High Frequency (HF) Amateur Radio operated by local ham radio operators

## Nixle Notification System

The Nixle system is an opt-in, mass notification system that is a critical connection between the government and residents and visitors. This powerful tool is an essential component of communications to the public. The Public Information Annex contains additional information on the use of Nixle.

## External Communications

External communications will occur using the procedures in the Public Information Annex.

## Interoperable Communications

Radio systems are in use within Wrangell for first responder departments and other business functions. To ensure interoperability, these frequencies are shared and authorized for use between different responder agencies during an emergency.

In addition to frequency sharing, all agencies should program national interoperable frequencies to use as common simplex channels during an emergency when additional communications channels are needed.

The State of Alaska Land Mobile Radio system is not currently accessible from Wrangell. This prevents radio communication in areas off-island. Wrangell will continue to monitor the availability of new technologies that may provide links to the ALMR system.

# Administration, Finance and Logistics

## Administration

Upon execution of this plan, the Incident Commander has the authority to reassign Borough personnel, utilize temporary employees and/or volunteers, and otherwise provide staffing for the incident response and recovery. Potential employees that can be assigned to positions should be pre-identified if possible. See the Emergency Operations Center Annex for additional information on pre-planning the emergency assignment of employees.

This authorization does not allow the Incident Commander to assign or hire employees outside of current fiscal authority or outside of general work rules. The allocation of funding by the Assembly and general provisions of Wrangell Municipal Code are still in effect even with the activation of this plan.

The incident may solicit volunteers, based on other provisions within this plan, for use during the response and recovery of an emergency incident. Volunteer duties should be well-defined and follow general risk-management and other standards. Even unpaid volunteers may have a cost such as for equipment, supplies, or insurance and these costs should be carefully considered in the planning process.

## Documentation

Wrangell and all agencies involved in any portion of the response will maintain complete and accurate recordkeeping of all actions related to the incident. This is to ensure an accurate legal record of events, actions taken, and expenses incurred for recovery and other future purposes. This can include potential post-incident reimbursement from other levels of government. All documentation, including official records and unofficial notes will be retained per the current records retention policy.

The following documents, at a minimum, will be retained with permanent incident documentation:

- Activity logs maintained by all personnel
- Situation Reports
- Incident Action Plans
- Media Releases
- Correspondence
- Resource Orders
- Damage Assessments
- Timesheets and other personnel tracking forms

The planning section is responsible for incident documentation and preparing the same for permanent storage. All incident personnel are responsible for maintaining documentation appropriate to their position/section and turning documentation in to the planning section prior to demobilization.

Permanent storage of documents is the responsibility of the Borough Clerk. The planning section chief or designee will transfer records to the clerk for permanent archival and storage.

Electronic Copies do not generally replace permanent hardcopy or microfilmed documents. Correspondence and other incident information received through e-mail or text message should be converted to hard copy/pdf for permanent storage.

## After-Action Reporting

After-Action Reviews (AAR) is a formal process for evaluating the response to an incident. This process takes feedback from responders and identifies issues that impeded operations, or approaches that worked well that may be included for future responses or revisions to plans and procedures.



All personnel involved in the incident are responsible for keeping notes on any issues that are relevant to future improvement planning. This is especially critical in longer-term incidents, where memory may not be reliable, or factors may be missed upon the conclusion of the incident.

Prior to formal demobilization, the Incident Commander will affect a “hot wash” process to capture timely feedback for the after-action report. This will allow all sections and staff to provide notes and feedback in an informal, no-fault environment.

The Borough Manager is then responsible for coordinating a formal after-action process and improvement plan. The hot wash information can be incorporated into a more formal analysis of actions taken and the root cause of any items for improvement. Guidelines for after action should follow the most recent Homeland Security Exercise Evaluation Program (HSEEP) methodology. This process may be undertaken in-house or with an external entity. Identified items for improvement or modification may be assigned to different departments or staff with a timeline for completion.

## Finance

All agencies participating in an emergency response will maintain accurate records of all expenses that are incurred as a result of the emergency. The Finance/Admin section of the incident response will be responsible for processing all expenses for payment and tracking expenses such as purchases, equipment rentals, costs incurred under mutual-aid agreements and other items.

Documentation must be maintained that details exact costs and assignments. For personnel and equipment, hours worked, work location, and task should be recorded. All personnel assigned to the incident should track time separately that occurred as a result of the incident, even if during normal working shifts.

Documentation substantiating costs can include, but is not limited to:

- Purchase orders
- Invoices
- Contracts/Agreements
- Vouchers
- Payroll Information
- Timesheets
- Shift tickets or other equipment tracking forms

Cost recovery is a critical aspect to a post-incident response. Insufficient or inadequate cost documentation can result in the loss of reimbursement for certain items. In general terms, cost reimbursement can be obtained from:

- The State of Alaska for disasters that are issued a state declaration
- The Federal Government for disasters that receive a presidential declaration

- Cooperative agreements with agencies such as the Division of Forestry for specific incident response (e.g. wildland)

Each program has differing requirements, restrictions, and documentation needs. It is advisable to maintain an extremely detailed level of documentation throughout the incident, all can be used to substantiate expenses for reimbursement. The Finance/Admin section will advise on specific requirements and needs during the response.

In some cases, Individual Assistance (IA) may be available to individuals that have suffered a loss, and such assistance is included in state or federal disaster declarations. The public information officer will primarily be responsible for communicating these programs to the public, however documentation maintained by the incident will substantiate different finance thresholds that may be required for these programs to be available.

Businesses that suffer losses as a result of the emergency may be eligible for low-interest loans through the Small Business Administration. Individuals and businesses should carry the proper insurance for their property and operations in the event of a disaster, such as property insurance.

It is important to note that all normal finance and procurement methods used shall continue to be followed. Emergency procurement process can be followed per code, but the existence of the emergency does not waive any other provisions unless specifically allowed in Wrangell code.

## Logistics

In the event of a declared disaster or emergency, any resources owned or in control of the City and Borough of Wrangell will be made available for the response. If additional resources are required, a resource order can be placed to initiate the procurement process.

The following are the potential sources for resources in an emergency or disaster:

- Personnel, staff, facilities, and equipment belonging to the City and Borough of Wrangell
- Resources from neighboring jurisdictions utilizing mutual aid agreements
- Resources from the private sector
- Resources from the State of Alaska, including technical assistance and the National Guard
- Mutual Aid Resources through the Alaska Intrastate Mutual Aid Program
- Resources from other states and countries utilizing the Emergency Management Assistance Compact (EMAC)
- Federal Government resources

Resources from the state and through non-local mutual aid agreements are requested through the State Emergency Operations Center (SEOC). A local disaster declaration may be required to access these resources.

The LEPC and other sources may pre-identify resources that are available for use in an emergency.

Voluntary agencies may be a source of logistical support, especially for resources for individuals with Access and Functional Needs, pets and service animals, and other populations.

## Authorities and References

### Delegation of Authorities and Continuity of Government

The Borough Manager will delegate authorities to other staff as required, and such delegated staff will have the full authority to execute this plan and provide for response and recovery to an emergency event.

### Federal

Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC. §§ 5121 - 5208)

Title VII of the Civil Rights Act of 1964

Homeland Security Act of 2002

The Americans with Disabilities Act of 1990 as Amended by the ADA Amendments Act of 2008

The Post-Katrina Emergency Management Reform Act of 2006

Comprehensive Preparedness Guide 101 version 3 (CPG-101 v3)

Homeland Security Presidential Directive 5 (HSPD 5), Management of Domestic Incidents

Presidential Policy Directive: PPD-8, National Preparedness

National Planning Frameworks (NFR): National Prevention Framework, National Protection Framework, National Mitigation Framework, National Response Framework and the National Disaster Recovery Framework

Pets Evacuation and Transportation Standards (PETS) Act of 2006 | H.R. 3858 | 42 U.S.C. 5196

Comprehensive Environmental Response Compensation and Liability Act of 1980; Public Law 96-510 (CERCLA or “Superfund”)

### State of Alaska

AS 26 Chapter 20 (Civil Defense Act)

AS 26 Chapter 23 (Alaska Disaster Act)

AS 29 Chapter 25 (Emergency Ordinances)

AS 29 Chapter 35 (Emergency Disaster Powers)

AS 46 Chapter 9 (Hazardous Substance Release Control) State of Alaska Emergency Response Plan (2004)

Alaska Federal/State Preparedness Plan for Response to Oil and Hazardous Substance Discharges and Releases (Unified Plan) and Subarea Plans (also Federal Authority)

# Acronyms and Abbreviations

## General Acronyms

ADA - Americans with Disabilities Act

AFN - Access and Functional Needs

AIMAS - Alaska Intrastate Mutual Aid System

ALMR - Alaska Land Mobile Radio

CBRNE - Chemical, Biological, Radiological, Nuclear, and Explosives

CDC - Centers for Disease Control and Prevention

CBOs - Community-Based Organizations

CERT - Community Emergency Response Team

COOP - Continuity of Operations Plan

CPG - Comprehensive Preparedness Guide

DHS&EM - Division of Homeland Security and Emergency Management

DMAT - Disaster Medical Assistance Team

DMORT - Disaster Mortuary Operational Response Team

DOC - Department Operations Center

DoD - Department of Defense

DOT - Department of Transportation

EMS - Emergency Medical Services

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

ESF - Emergency Support Function

FAN - Functional and Access Needs

FEMA - Federal Emergency Management Agency

HMP - Hazard Mitigation Plan

HSEEP - Homeland Security Exercise and Evaluation Program

ICP - Incident Command Post

ICS - Incident Command System

IMT - Incident Management Team

LEPC - Local Emergency Planning Committee

MAA - Mutual Aid Agreement

MOU - Memorandum of Understanding

NIMS - National Incident Management System

NOAA - National Oceanic and Atmospheric Administration

NTSB - National Transportation Safety Board

PIO - Public Information Officer

PKEMRA - Post-Katrina Emergency Management Reform Act

SEOC - State Emergency Operations Center

SVI - Social Vulnerability Index

UCG - Unified Coordination Group

USACE - U.S. Army Corps of Engineers

USCG - United States Coast Guard

VOAD - Voluntary Organizations Active in Disaster

WUI - Wildland-Urban Interface

## Emergency Communications Acronyms

EAS - Emergency Alert System

WEA - Wireless Emergency Alert

VHF - Very High Frequency Radio

HF - High Frequency (Radio)

## Public Information Acronyms

ICS 214 - Unit/Activity Log (form reference)

ICS 211 - Check-In Sheet (form reference)

## Hazard-Specific & Response Acronyms

DDOS - Distributed Denial of Service

EPA - Environmental Protection Agency

HAZMAT - Hazardous Materials

HVA - Hazard Vulnerability Analysis

SAR - Search and Rescue

USGS - United States Geological Survey

## Community Lifelines Acronyms

F&W - Food and Water

H&M - Health and Medical

S&S - Safety and Security

T - Transportation

E - Energy

Comms - Communications

Hazmat - Hazardous Materials

# Cybersecurity and Response Annex

## Purpose

This annex describes preventative and response actions with the City and Borough of Wrangell to a cyber-attack or major disruption in access to computer systems locally or using the global Internet.

## Situations and Assumptions

- a) Situation
  - a. A cyber disruption may consist of a disruption of service to the island (e.g. a cut fiber-optic line) or the failure of a service that is used for major services (e.g. a Microsoft 365 failure for any reason).
  - b. A cyber-attack is an intentional attack against Wrangell’s servers or individual computers that results in a loss of service (DDOS) or encrypting/corruption of data (ransomware).
  - c. Some attacks and intentional acts are a result of targets of opportunity, where others could specifically target Wrangell’s infrastructure.
  - d. Wrangell is subject to infrastructure failure due to a lack of diverse network connection paths off the island. Wrangell contains one fiber optic link and two commercial common carrier links off the island.
- b) Assumptions
  - a. Wrangell will invest in the security of IT systems to the extent practical by implementing security hardware and software, strong password requirements, and training for employees.
  - b. A weakness or compromise in one computer system can affect other computer systems.
  - c. Wrangell, like many other governments, are a target for cyber criminals to attack critical infrastructure and lock data for ransom.
  - d. Wrangell has a backup program that provides for secure backups of data that can be restored in the event of a cyber incident.

## Preparation Actions

	Conduct an inventory of IT systems	Understand the IT systems that Wrangell has in place, identify their function and if they are hosted on-island or through an off-site service provider. Include business systems, utility systems, and other items that may affect critical infrastructure.
	Create and implement policies	Policies for users can provide guidance for the protection and safe use of IT systems. These policies can include Acceptable Use, Device Use, Security rules and regulations, or reporting procedures.
	Provide end-user training	Provide training for end-users on proper security processes and warning signs. Training should be

		renewed at least annually and can be provided in-house or by a number of third-party providers.
	Verify data backups	Ensure that critical data backups are being performed and consider that a portion of those backups are stored off-island.

### Response Actions

	Notify IT contacts	Staff should immediately follow reporting procedures to the appropriate personnel
	Perform a quick assessment	Determine the type of incident and the impact to IT systems.
	Notify outside contacts	Notify outside IT contractor and any hosted service providers that may be affected.
	Take immediate actions to secure systems	Take any immediate actions to mitigate further damage. This could include taking systems offline, disabling or restricting logins, or other temporary steps.
	Notify Law Enforcement	Notify law enforcement, including the Anchorage FBI Field Office and immediately follow their initial instructions.
	Preserve Logs	Take actions to ensure that network traffic, access logs, and other information is copied or preserved for use by law enforcement or other IT professionals.
	Engage response contractors if required	If recovery will require outside support, engage contractors as soon as possible.



# Earthquake Annex

## Purpose

This annex describes specific actions to be undertaken by the City and Borough of Wrangell because of a major earthquake occurring in or near the Borough.

## Situations and Assumptions

- a) Situation
  - a. All residents are vulnerable to the effects of a major earthquake, which has potential to disrupt business, infrastructure, and delivery of government services.
  - b. Localized evacuations are possible from specific areas, but evacuation in case of severe effects will likely be conducted to off-island locations via air and marine routes.
  - c. Seasonal variations will greatly affect the magnitude of the response.
- b) Assumptions
  - a. Major earthquakes will occur with little or no warning, and aftershocks causing additional damage are likely to occur with no warning following the initial event.
  - b. Local tsunami conditions could occur as a result of a major earthquake, depending on location, depth, and magnitude.
  - c. The effects of earthquakes will likely result in a complex incident that requires emergency responders to affect Search and Rescue, Firefighting, Emergency Medical Services, Mass Care, and other activities.

## Immediate Response Actions

	Activate Emergency Responders	Emergency responders and EOC staff should be immediately activated for situational assessment and response. Consider a default condition where assigned personnel report without being activated for a major earthquake.
	Conduct rapid damage assessments	First responders should be assigned to conduct damage assessments immediately upon reporting. Utilize Police and Firefighters to patrol major areas and transportation routes and advise of: <ul style="list-style-type: none"> <li>• Obvious damage to buildings and structures, both public and private</li> <li>• Impact to infrastructure, such as roads, bridges, powerlines, hydrants, and other signs of damage</li> <li>• Blockage to residential and commercial areas that may affect access for responders</li> <li>• Status of airport and harbor</li> </ul>
	Issue holding message	As early as possible, issue a holding message to the public. Although information may not be available,

		assure the community that damage assessments are being conducted to assess the situation and that the safest course of action is to remain at work or home until further information is provided. Work with KSTK to issue messaging and utilize the Nixle platform if mobile services are available.
	Communicate with partners to obtain additional damage assessment	Building owners and infrastructure operators will be assessing their own damage after an earthquake. Reach out to the appropriate points of contact to determine their status. Pay particular attention to: <ul style="list-style-type: none"> <li>• Utilities: Power, Water, Telephone, etc.</li> <li>• Facilities listed in the plan that may be used for mass care such as the Nolan Center or Parks &amp; Rec Facility</li> <li>• Schools</li> <li>• DOT: State Roads and Airport</li> <li>• AMHS Dock Facilities</li> </ul>
	Determine if evacuations are required	After damage assessment information is received, determine with the operations section chief and first responders if any areas require evacuation. Evacuation may be indicated for areas that have severe damage, utility failures, or other immediate threats to life. Consider transportation routes and available shelter areas – make sure these are safe and ready before evacuating unless the danger is immediate.
	Stand up reception centers or shelters if required	Utilize the Mass Care annex to determine location and method for sheltering displaced residents.
	Declare a local disaster	If the damage is severe or extensive outside resources are expected to be needed, declare a local disaster immediately to fully activate this plan.
	Provide an initial status report to the State Emergency Operations Center	The SEOC should be notified of the status of the community and given a head up if a local disaster declaration is to be declared or resources will be requested of the state. At this point, it is not necessary to provide formal status reporting, a verbal conversation is sufficient.

**Response Phase**

	Determine operational period and staffing needs	Depending on the time of year, the operational period may vary due to safety and other considerations. The operational period will drive staffing needs. Ensure that staffing is available for following shifts and to ensure standard operational needs for police, fire, utility, and other services.
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	Provide for the immediate needs of the community	Continue to care for the immediate needs of the community. This will involve a focus of operations on the following items: <ul style="list-style-type: none"> <li>• Search and Rescue</li> <li>• Mass Care</li> <li>• Restoration of critical utilities and infrastructure</li> </ul>
	Account for all members of the community	Ensure that community members are identified and accounted for. If there are areas of damage where rescue is still taking place, this will help provide an idea of missing community members. Work with cruise ship operators and other commercial companies that may have visitors to the island to determine numbers and location.
	Provide for ongoing information	The PIO should determine a frequent information release schedule depending on the severity of the incident during this phase, especially if there are widespread rescue operations still taking place. That will assist with rumor control and help alleviate additional anxiety from infrequent updates.
	Provision mental health assistance if possible	Work with medical professionals and clergy to provide mental health support if rescues or injuries/fatalities have been experienced. Although mental health needs will be high during recovery, the immediate needs will be acute
	Determine restoration priorities	The restoration of utilities, transportation, and other services will need to be prioritized. In general, priorities should be set to do the greatest good for the greatest number of people with the resources available. Consider the following factors: <ul style="list-style-type: none"> <li>• Items needed for first responder duties</li> <li>• Restoration of areas where people have been evacuated and can re-occupy</li> <li>• Ensuring utilities and supply to shelters or other mass care facilities</li> <li>• Ensuring supply lines are available for resources to arrive on the island</li> </ul>
	Plan for debris management	Debris management will likely require planning with public works and waste management to maintain a safe environment but will need to utilize limited resources that can also be tasked for restoration.
	Confirm Disaster Declaration	The Assembly must vote to continue the disaster declaration within seven days of the original declaration

	Perform comprehensive damage assessment	A damage assessment should be again conducted with information from “windshield surveys” as well as more detailed information from utilities, building owners, and residents. This assessment should be assembled for the purposes of communicating to the state and FEMA the estimated damages and cost in order to trigger the provision of Public Assistance and Individual Assistance funding.
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## Recovery Phase

	Continue to restore vital services	Restoration of services and damage repair will continue throughout the response phase. Typically, immediate needs will be taken care of at this point, and secondary priorities, or those priorities that need outside resources, will be repaired at this time.
	Restore access to evacuated areas if possible, or provide for temporary housing	If housing units in the community are damaged or uninhabitable for an extended period of time, provision for temporary housing should be conducted. In general, mass care sheltering should be used as a temporary measure only and more permanent and stable housing should be planned for. Utilize assistance from the State and FEMA, as well as voluntary organizations, to provision funding and resources. This may include working with commercial lodging establishments or property owners to provide for short-term leases.
	Support reopening of services and businesses	Depending on the extent of damage, the EOC should support business and industry to re-open as soon as practical. This allows for the economy to stabilize and a sense of order and normalcy to be restored. Of special importance is businesses such as retail, services including parks, recreation, and libraries, and schools.
	Develop project worksheets and documentation for funding	Project Worksheets are the FEMA instrument used to delineate work done for disaster response and recovery. These projects are used to restore facilities to pre-disaster conditions. Consider hiring temporary staff or assigning administrative/finance specialists to maintain and document the incident, working with other levels of government, to recoup costs borne by Wrangell.
	Provision for long-term recovery for citizens	A major incident that includes loss of life or major injury will require mental health, spiritual care, and other interventions for the long-term. Work with medical providers, clergy, and mental health practitioners to provide for assistance to residents.

# Emergency Operations Center Annex

## Introduction

An Emergency Operations Center (EOC) is a physical or virtual location from which leaders of a jurisdiction or organization coordinate information and resources to support on-scene operations. Per Federal Emergency Management Agency guidance, an EOC:

- Is a coordination structure to collect, analyze, and share information
- Supports resource needs and requests, including allocation and tracking
- Coordinates plans and determines current and future needs
- Provides coordination and policy direction

Effective EOCs:

- Help establish, maintain, and share situational awareness
- Facilitate long-term operations
- Improve continuity
- Provide ready access to essential information
- Simplify information analysis and verification
- Promotes resource identification and assignment

Often, there are two primary physical locations related to incident management: The Incident Command Post (ICP) and the EOC. The ICP is usually physically located at or near the incident scene and arranges for the command and control of tactical, on-scene resources while the EOC plays a supporting role.

The City and Borough of Wrangell is a small jurisdiction with a limited staff. When an emergency incident takes place, there is often an “all hands-on deck” approach with operational departments such as police, fire, public works, and utilities. At the same time, continuity of government services must generally continue despite the emergency. Therefore, a hybrid approach to the ICP and EOC will be utilized to allow for efficiency of staff and management. This annex will describe the organization and functions of this approach, which include a single integrated ICS structure and pre-identified positions within Borough staff to assume these roles.

## Incident Command

The organization structure in Wrangell will ensure that field resources and EOC operations are adequately managed. It is imperative that both the operational and management side of an emergency must be assigned adequate resources in order to be successful. This ensures the safety of all incident personnel and residents, as well as the most efficient use of resources during a response. An effective incident management organization accomplishes these goals, but also overwhelmingly sets up the recovery and reimbursement process for shorter timeframes and increased success.

The Incident Commander is the position that directs all emergency operations and is ultimately responsible for the incident. This is often thought of as the individual directing field operations only. In a hybrid environment, the Incident Commander is responsible for the overall incident command, including field and management operations.

## Authority to Activate the EOC

The following individuals have the authority to activate the EOC based on their assessment of incident conditions and potential impact. EOC activation may occur either in-person at the primary EOC facility or as a virtual/remote activation, depending on logistical needs, safety concerns, or the nature of the incident.

1. Borough Manager or Designee
2. Fire Chief

In the absence of the above personnel, other senior staff with designated authority may also activate the EOC as deemed necessary to ensure a timely and effective response. The mode of activation (in-person or virtual) should be communicated during the initial activation notification.

## Guidelines for EOC Activation Levels

EOC activation is organized into three levels: **Level 1 (Full Activation)**, **Level 2 (Partial Activation)**, and **Level 3 (Monitoring/Minimal Activation)**. Each level aligns with the complexity and severity of an incident. The activation levels and triggers are intended as **guidelines** to assist in decision-making, but the Borough Manager or other authorized personnel may adjust activation levels as necessary.

The flexibility of in-person and virtual operations applies across all activation levels. The mode of activation whether traditional, in-person coordination at the primary EOC or virtual coordination via remote access is decided based on incident specifics, resource availability, and safety considerations.

## Activation Levels and Decision Matrix

### Level 3: Monitoring/Minimal Activation

- **Scenario:** Minor incidents or events that require monitoring but are manageable within existing operational resources.
- Trigger Examples:
  - Minor flooding or localized power outages.
  - Weather watches or advisories with limited anticipated impact.
- Actions:
  - Minimal EOC staffing, primarily focused on monitoring and situational awareness.
  - Regular updates provided to key stakeholders, no public information release unless necessary.

## Level 2: Partial Activation

- **Scenario:** Moderate incidents that require significant coordination across multiple departments or agencies but do not necessitate a full-scale EOC activation.
- **Trigger Examples:**
  - Severe weather warnings with potential infrastructure impacts.
  - Moderate flooding or a small-scale hazardous materials incident.
  - Civil disturbances that may require multi-departmental coordination.
- **Actions:**
  - Activation of cross-functional EOC teams, including operations, logistics, planning, and public information.
  - Regular briefings with EOC staff and partner agencies.
  - Potential activation of public information protocols to keep the community informed.

## Level 1: Full Activation

- **Scenario:** Major incidents or disasters requiring full-scale EOC activation and comprehensive interagency coordination.
- **Trigger Examples:**
  - Catastrophic events like earthquakes, tsunamis, or widespread flooding.
  - Large-scale hazardous materials incidents or mass casualty events.
- **Actions:**
  - Full staffing of EOC roles and functions, including all ICS sections (Operations, Planning, Logistics, Finance/Admin).
  - Continuous updates with local, state, and federal partners.
  - Full-scale public information engagement, including media briefings and emergency notifications.

The decision to conduct virtual or in-person operations should take into account:

- The magnitude of the incident.
- The need for physical access to infrastructure (e.g., communication tools, map boards, ICS resources).
- Health and safety concerns (e.g., pandemics, hazardous conditions).

## Activation Triggers

The EOC will be activated under the following circumstances:

- **Level 3 (Monitoring):** Localized incidents (e.g., minor weather impacts, limited utility outages).
- **Level 2 (Partial Activation):** Regional events requiring multi-department coordination (e.g., severe weather warnings with potential infrastructure impacts, moderate flooding or a small-scale hazardous materials incident).
- **Level 1 (Full Activation):** Large scale incidents (e.g., earthquakes, widespread infrastructure failure).

# Operational Procedures

## Step 1: Incident Assessment

- The Fire Chief or Borough Manager gathers initial incident details (e.g., scope, severity, and potential impacts) and proceeds with EOC activation—in-person or virtual.
  - In-person Activation: Initiate operations directly from the primary EOC or secondary EOC facilities.
  - Virtual Activation: Initiate operations using pre-established remote access tools, such as video conferencing platforms and communication tools (e.g., radios, satellite phones, and apps like Microsoft Teams).
- Considerations for virtual activation include:
  - Safety concerns preventing on-site operations (e.g., infrastructure damage, hazardous environments, public health emergencies).
  - Availability of remote-access communication systems.
  - Staff accessibility to remote access resources (home offices or alternate safe locations).

## Step 2: Activation Notification

- Notify EOC staff and key stakeholders of the activation and specify the mode (virtual or in-person):
  - Include clear instructions on where to report (e.g., primary EOC or virtual platform link).
  - Provide any necessary access credentials or contact information for remote meeting tools.
- Deploy resources to establish the physical or virtual EOC.

## Step 3: Conduct Initial Briefing

- The mode of activation influences briefing methods:
  - In-person: Conduct the briefing from the EOC room or designated command space.
  - Virtual: Schedule a real-time video conference or teleconference. Disseminate documents digitally (e.g., ICS forms, situation assessments) prior to the meeting.
- Share situational updates and confirm ICS role assignments. Ensure all team members have access to relevant communication tools, whether in-person or virtual.

## Step 4: Manage Ongoing Operations

- Maintain situational awareness through regular updates and incident monitoring.



- The EOC Manager supervises adjustments to activation levels or resource allocation as conditions evolve.
- In-person and virtual teams must adhere to ICS communication protocols to maintain operational efficiency and consistency.

## Step 5: Demobilization and Transition

- Scale down EOC operations as the incident stabilizes.
- The Planning Section Chief oversees documentation of all actions, and the EOC Manager ensures transition to recovery operations if applicable.
  - If virtual operations were used:
    - Ensure all ICS documentation is stored securely in the centralized database or system used.
    - Conduct a post-incident review to identify technical challenges and operational successes for remote activations.
  - If in-person operations were used:
    - Ensure the physical EOC is returned to its standby readiness state.
- Conduct an After-Action Review (AAR).

## Communication Protocols

### Internal Communication:

- Use ICS structure for efficient communication between EOC staff, field teams, and leadership.

### External Communication:

- Notify mutual aid partners, Borough leadership, and regional agencies of EOC activation.
- Disseminate public updates via the PIO using all available channels (e.g., social media, Nixle, radio).

## Resource and Equipment Requirements

- The EOC must have access to the following:
  - Communication tools: radios, satellite phones, computers.
  - Office supplies: ICS forms, whiteboards, and documentation tools.
  - Backup power systems to ensure uninterrupted operations.

## EOC Capacity and Requesting an outside IMT

The EOC is the primary method of managing incidents within Wrangell. Some incidents may far exceed the capabilities of the local EOC to manage and support the incident. In these cases,

assistance can be requested from the State of Alaska to provide additional staffing or a full Incident Management Team. Such requests are routed through the State Emergency Operations Center.

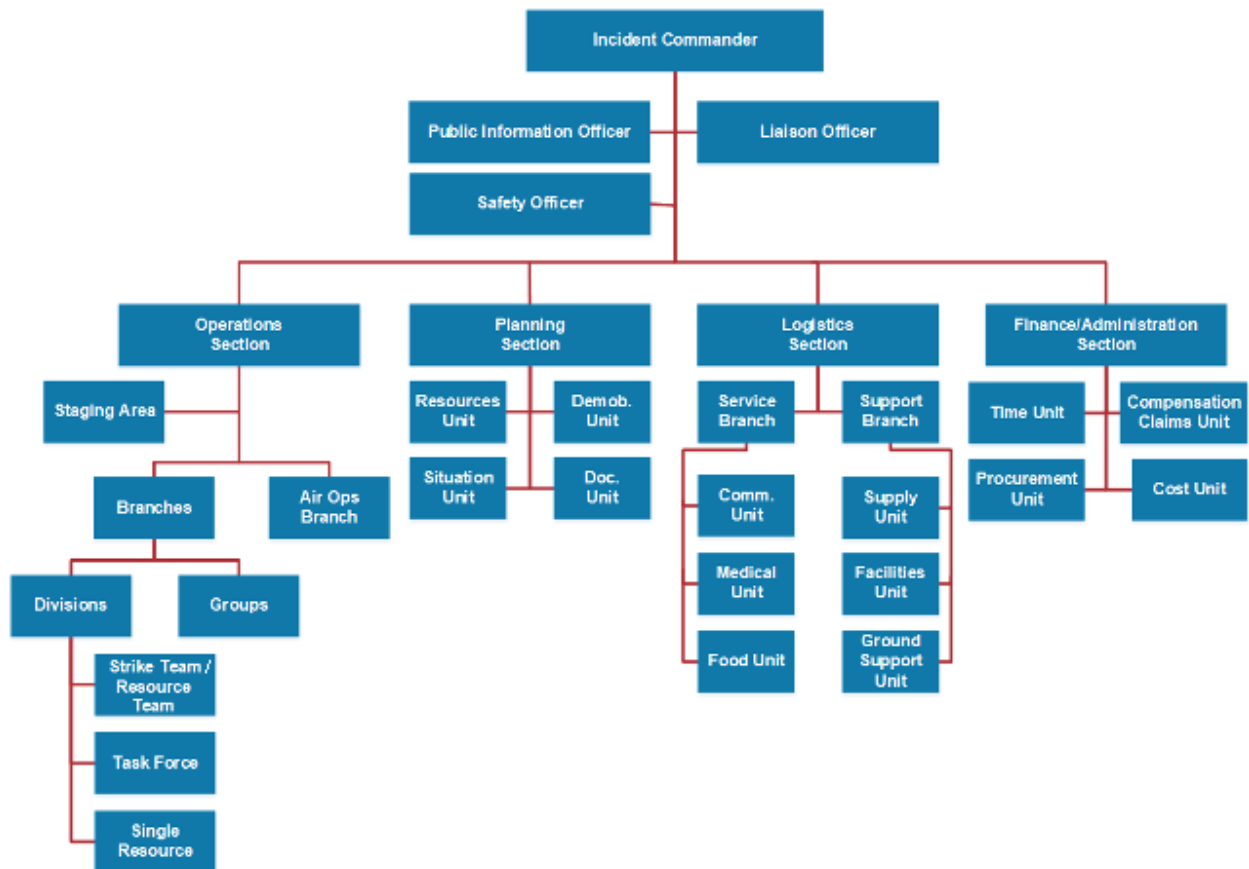
In these cases, Wrangell should expect the requirement of a local disaster declaration and managing the incident until the team is established. It is always better to request such resources early, as they can always be cancelled if the incident complexity doesn't increase as predicted. Wrangell must still be involved with incident management – request of an outside team does not eliminate responsibility of leadership to provide incident objectives and policies to the team.

## EOC Locations

In general, the EOC is located at the Public Safety Building in the Fire Department training room. As a backup, the EOC can be placed at the Nolan Center, School, or City Hall.

## EOC Organization

The Emergency Operations Center will be organized using an Incident Command System structure. A sample structure is illustrated below:



The above structure shows a significant number of additional units under each section. The ICS structure is modular, meaning that only those positions or sections that are needed for that

particular section are activated. In Wrangell, it is likely that few of these positions will be filled beyond one or two people for each section, except for field responders that are part of the operations section.

## EOC Position Crosswalk

Wrangell defines certain positions within government as having emergency duties, including staffing within the EOC. The following table shows the default positions mapped to EOC roles. This table does not preclude other positions or outside volunteers filling these roles.

<b>Wrangell Position</b>	<b>EOC Role</b>	<b>Alternate Position</b>
Borough Manager	EOC Manager	Borough Clerk
	Deputy EOC Manager	
Borough Clerk	Public Information Officer	Marketing/Dev Coordinator
Marketing/Dev Coordinator	Assistant Public Information Officer	
	<b>Liaison Officer</b>	
Fire Chief	Operations Section Chief	
Economic Development Director	Planning Section Chief	
<b>Finance Director</b>	<b>Finance/Admin Section Chief</b>	<b>Finance Director</b>
<b>Borough Controller</b>	<b>Logistics Section Chief</b>	<b>Parks &amp; Rec Coordinator</b>
Nolan Center Director	Mass Care Branch Director	
Library Director	Volunteer Manager	

## EOC Staff Training

Members of the EOC should take the following minimum training:

- IS-100 Introduction to the Incident Command System
- IS-200 Basic ICS for Initial Response
- IS-700 Introduction to the National Incident Management System
- IS-800 National Response Framework, an introduction

This training is available online from the FEMA Emergency Management Institute Independent Study Program.

The following additional FEMA classroom training is recommended:

- ICS-300 – ICS for Intermediate and Expanding Incidents
- G-191 – EOC/ICS Interface
- Position Specific: Each EOC role has a position specific classroom delivery

## Operational Planning Cycle

The incident action planning process and IAPs are central to managing incidents. The incident action planning process helps synchronize operations and ensure that they support incident objectives.

Personnel managing the incident develop an IAP for each operational period. The IAP is the vehicle by which leaders on an incident communicate their expectations and provide clear guidance to those managing the incident. The IAP:

- Informs incident personnel of the incident objectives for the operational period, the specific resources that will be applied, actions taken during the operational period to achieve the objectives, and other operational information (e.g., weather, constraints, limitations, etc.);
- Informs partners and EOC staff regarding the objectives and operational activities planned for the coming operational period;
- Often provides a schedule of the key meetings and briefings during the operational period.

The development of IAPs is a cyclical process, and personnel repeat the planning steps every operational period. The Operational Period Planning Cycle (Planning P) is a graphic depiction of this cycle. Personnel develop the IAP using the best information available at the time of the Planning Meeting. Personnel should not delay planning meetings in anticipation of future information.

In the Planning P, the leg of the “P” describes the initial stages of an incident, when personnel work to gain awareness of the situation and establish the organization for incident management.

The following are brief descriptions of the meetings and briefings that are repeated each operational cycle until the conclusion of the incident or event.

**Objectives Development/Update:** The IC/UC establishes the incident objectives for the initial operational period. After the initial operational period, the IC/UC reviews the incident objectives and may validate them, modify them, or develop new objectives.

**Strategy Meeting/Command and General Staff Meeting:** After developing or revising the incident objectives, the IC/UC typically meets with the Command and General Staff, and sometimes others, to discuss the incident objectives and provide direction.

**Preparing for the Tactics Meeting:** Once the approach to achieving or working toward achieving the incident objectives is determined, the Operations Section Chief and staff prepare for the Tactics Meeting by developing tactics and determining the resources that will be applied during the operational period.

**Tactics Meeting:** In the Tactics Meeting, key players review the proposed tactics developed by the Operations Section and conduct planning for resource assignments. The OPS Section Chief

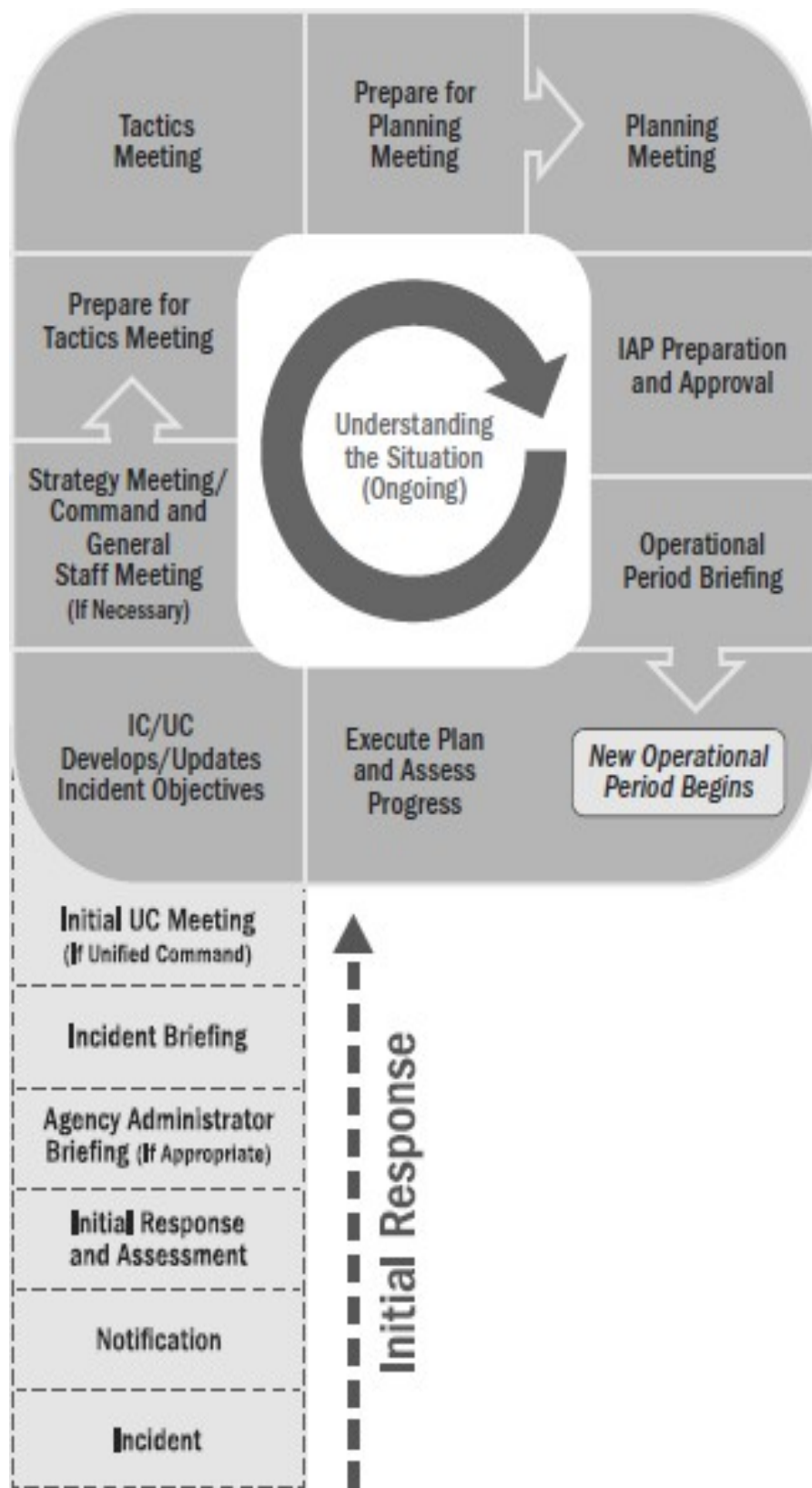
leads the Tactics Meeting, and key participants include the LOG Section Chief, Safety Officer, a Planning representative and others invitees.

Preparing for the Planning Meeting: Following the Tactics Meeting, staff collaborate to identify support needs and assign specific resources to accomplish the plan.

Planning Meeting: The Planning Meeting serves as a final review and approval of operational plans and resource assignments developed during and after the Tactics Meeting. At the end of the Planning Meeting, Command and General Staff confirm that they can support the plan.

IAP Preparation and Approval: Based on concurrence from all elements at the end of the Planning Meeting, the Incident Commander or Unified Command approves the plan.

Operational Period Briefing: Each operational period starts with an Operational Period Briefing. Incident supervisory and tactical personnel receive the IAP during the briefing. Members of the Command and General Staff present the incident objectives, review the current situation, and share information related to communications or safety. Following the Briefing, supervisors brief their assigned personnel on their respective assignments.



## Sample Schedule and Meetings

The daily tempo of the Emergency Operations Center is centered around the development of strategies and tactics for the next operational period. This includes planning actions, evaluating the availability of resources, mobilizing and demobilizing resources, and continuous documentation and administrative tasks.

Depending upon the operational period being used, the EOC schedule may vary. This sample schedule can be modified based on the needs of the incident:

07:30	EOC Opens
08:00	Operational/Shift Briefing
09:00	Situation Report Production
10:30	Tactics Meeting
11:30	Situation Report Published
13:00	Planning Meeting
15:00	IAP Components Due
17:00	Press Conference/Public Presentations
19:00	IAP Published
19:30	EOC Closes

## Meetings, Attendees, Agenda, Position Tasked, Deliverables

Meeting	Attendees	Agenda	Deliverables
Operations Briefing/Shift Briefing	All Command & General Staff  All operational supervisors  For small responses in Wrangell, it may be beneficial for all responders to attend. Consider transmitting via radio/teams for those away from the EOC	<ul style="list-style-type: none"> <li>- Current response actions and accomplishments</li> <li>- Review of incident objectives</li> <li>- Review IAP</li> <li>- Review tactical assignments</li> <li>- Weather and conditions briefing</li> <li>- Safety issues/message</li> <li>- Finance messages</li> <li>- Public Information messages</li> <li>- Cooperating agency questions/concerns</li> <li>- Incident Command comments</li> </ul>	Communicate Incident Action Plan to oncoming shift

Strategy or Command and General Staff Meeting	Command & General Staff Meeting	- Provides incident objectives from command and discusses	Provides objectives to inform the planning process
Tactics Meeting	Planning Section Chief Operations Section Chief Logistics Section Chief Safety Officer	- State objectives for the next operational period, provided by EOC Manager - Define primary and alternative strategies - Identify needed resources (ICS 215)	Primary and Alternate Strategies  Draft Operational Planning Worksheet (ICS 21)

## Incident Action Plan

The Incident Action Plan is the final deliverable of the incident planning process and serves to document the planned actions during an operational period. The plan communicates essential information to incident staff such as safety and communications information, documents tactical assignments, incident objectives, and other information. A written IAP is not required unless a hazardous materials incident is involved, but it is recommended to generate an IAP for all partial and full activations.

The planning section coordinates the production of the IAP with assistance from other sections. The components of the IAP are usually made up of established ICS forms and attachments, which are noted in the table below.

Order	ICS Form	Title	Required	Responsibility
1	200	Cover Sheet	Always	Planning
2	202	Incident Objectives	Always	Planning
3	205	Incident Radio Communications Plan	Optional	Logistics/Communications Unit
4	205A	Incident Telephone Communications Plan	Always	Planning
5	207	Incident Organization Chart	Always	Planning
6		Incident Map	Always	Planning
7	204	Assignment List	Always	Operations
9	206	Medial Plan	Always	Safety Officer
10	230	Meeting Schedule	Optional	Planning
11	208	Safety Message	Optional	Safety Officer



# Mass Care and Sheltering Annex

## Purpose

This annex is designed to establish an organization and procedures for the Wrangell that will provide mass shelter and feeding for evacuees or other displaced persons due to an emergency.

## Situation and Assumptions

- a) Situation
  - a) The area encompassing the Borough of Wrangell is subject to a number of disasters that could result in evacuations or displacement of residents from an affected area.
  - b) The number of people affected could range from very few to large numbers if a disaster affected a large portion of the Borough.
  - c) Facilities are available in the Borough to temporarily shelter and feed those persons evacuated or displaced by an emergency or disaster.
- b) Assumptions
  - a) Affected persons will respond as directed by local government officials.
  - b) A large percentage of displaced persons will stay with friends or relatives.
  - c) All persons or groups who control or own potential shelters will cooperate and make their facilities available.
  - d) Wrangell may have to conduct such operations without outside assistance for the first forty-eight hours to perhaps days, or even weeks following a disaster.
  - e) Other outside assistance will be needed.

## Types of Mass Care Facilities

**Reception Centers:** This concept is a facility that provides for an immediate need for evacuation or reunification with family members. This type of facility is often opened for a no-notice event where an immediate need for safety is required.

**Information or Day Centers:** An information center is a location for displaced residents to get information from the PIO, access services such as disaster assistance, and receive meals. This is similar to a shelter, but there is no overnight lodging provided.

**Shelter:** A shelter provides overnight lodging and may also provide many other services such as a Day Center.

## Potential Mass Care Facilities

There are three primary areas that could be used for a day center, overnight shelter, or other mass care facilities. Each of these has specific advantages and disadvantages that should be considered by the EOC logistics section before activating.

## Nolan Center

The Nolan Center has numerous advantages in terms of space and physical layout. The building has a capacity for a large number of people and has additional classrooms that could be used for children's areas or other services. A generator is available on-site to provide lighting and basic power. Additionally, a commercial kitchen is available for meal preparation.

During the tourist season, the center attracts visitors and generates revenue in this way, which could be curtailed if used for an extended emergency during these months. Additionally, the center does not have shower or sanitary facilities beyond restrooms.

## Parks & Recreation Center

The Parks & Rec facility has advantages of different spaces and equipment that could be used for recreation for children and others during an emergency. There are locker rooms for extended stays and some backup power available.

Due to the layout and nature of the facility, additional staff may be required for proper supervision. A kitchen is not available on site, and normal uses may have to be suspended if used during an emergency.

## High School

Schools are generally good shelters as far as physical layout and availability of services such as kitchens, laundry, and showers. The school has some generator power and is a known gathering space for the community.

Safety of students and staff must be considered if the facility is used while school is in-session. In a general community-wide emergency or during the summer season where schools are closed, the school may be a good resource for sheltering. It is not advisable during the school year unless the shelter activities can be conducted in such a way that the normal activities are not disrupted.

## Management of Mass Care Facilities

Mass Care and Sheltering are managed by the EOC. Mass Care facilities in Wrangell will be managed under the logistics section, typically as a branch within that section. While generally this may fall under operations, the operations section chief is dedicated to on the ground operations and a proper span of control would not be maintained if attempting both functions with available resources.

Other outside agencies, including volunteer agencies, are often associated with sheltering and mass care activities. These may include the American Red Cross, Salvation Army, and others. In general, these agencies rely on volunteers to conduct the on-the-ground mission. While volunteers are often highly trained, compassionate, and effective at these duties, their availability tends to be variable. Due to this, Wrangell should be prepared to train and activate internal staff

for the functions described in this annex, while still taking advantage of volunteers when possible.

For more information on the use of volunteers, see the volunteer annex that is part of this plan.

## Sheltering requirements and pets

Wrangell shall make provisions for pets in the same way they plan for residents and visitors. By accommodating pets, this ensures that pet owners seek services and maintain safety from evacuated or dangerous areas, knowing that pets are also taken care of. Pets are sheltered adjacent to mass care facilities, or in a separate part of the facility. The pets annex should be consulted for additional information.

There is often confusion on the difference between service animals and pets. For the purposes of access to shelter and day center facilities, service animals are permitted entry, while pets should be sheltered separately. A service animal is any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a physical or mental disability. To determine if an animal is a service animal, the registration staff can ask the following questions:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

It is not permitted to ask for documentation or proof of the training or certification of the animal, nor is it permitted that a demonstration of the tasks be required. Any further questions or demands of documentation are unlawful.

Although various laws require service animals be able to access all public areas in the same manner others are permitted, the service animal can be removed if it is behaving in an unacceptable way or being disruptive. Examples of this type of behavior:

- Uncontrolled barking, growling at others, jumping on other people
- The inability for the individual/handler to control the dog via leash, harness, or voice control
- The animal not being housebroken

It is recommended that a separate space be available for service animals and handlers if others in the facility are allergic or sensitive to animals. This should be utilized only if requested (e.g. someone at a shelter has a dog allergy) and should be an accommodation for the service animal, not seen as isolating someone with a disability away from others.

## Non-Discrimination

Alaska statute and Federal regulations require non-discrimination in the provision of services assisted by FEMA or as a political subdivision of the State of Alaska. This prevents discrimination based on a number of protected classifications found in statute. It is essential that

all persons be treated equally, and in a respectful and helpful manner, when utilizing any service outlined in this plan.

In compliance with regulation, Wrangell will not prevent any person from accessing mass care or other services based on protected classes. Additionally, residency and other requirements will not be required when provisioning services. Under this plan, the least amount of demographic information possible will be collected to avoid the appearance of discrimination, and all employees and volunteers will be trained on these provisions.

If there is concern about specific individuals or information volunteered, such as being required to register with authorities, those specific cases should be referred to the EOC or Police Department for guidance.

## Documentation

Mass Care operations will keep records on the following during operation, and will turn records into the planning section for permanent storage:

- Shelters used, including dates and times of operations and locations
- Number of visitors and overnight stays
- Number of meals served
- Volunteer names and hours
- Significant events that occurred while shelter was open

Forms used include:

- Resident sign-in/sign-out
- Visitor sign-in/sign-out
- Daily shelter log

## Day Center Checklist

	Task	Description
	Perform Walk-Through	Prepare the facility by performing a walk-through and establishing the appropriate areas for sign-in, gathering, provision of services, restrooms and/or showers, or other necessary areas.
	Determine Services Offered	<p>At a minimum, the day center concept provides a safe place for residents that may be displaced from home or work to assemble and obtain information and services. The day center can provide any or all of the following services:</p> <ul style="list-style-type: none"> <li>• General comfortable and safe space for adults and for children. If possible, a separate space for children to play or participate in activities should be provided.</li> <li>• Information from the incident can be provided. This could take the form of notices on a bulletin board, or scheduled briefings from the incident PIO or other staff.</li> <li>• Snack foods and beverages</li> <li>• Restroom and/or shower facilities</li> <li>• Assistance services provided by agencies like the Salvation Army or American Red Cross, or services provided by government agencies such as the State or FEMA for immediate needs</li> </ul>
	Identify Staffing	<p>In general, staffing for a day center should correspond with the services offered. A minimum staffing of two should be required at all times. If providing food, childcare, or if the facility is larger with multiple areas, consider adding additional staff and volunteers. Duties include:</p> <ul style="list-style-type: none"> <li>• Assisting people with sign-in and answering questions upon entry</li> <li>• Provide for general cleaning and upkeep of the facility throughout the day</li> <li>• Providing snacks, children’s supplies, or other items throughout the day to visitors</li> <li>• Providing for appropriate supervision in the facility, including the main gathering area and children’s area</li> <li>• Ensuring safety of visitors</li> <li>• Minor custodial duties</li> </ul>
	Ongoing Operations	Ongoing day center operations are generally minimal, consisting of ensuring a safe and healthy environment where large numbers of visitors congregate. As the center continues to operate, ensure:

		<ul style="list-style-type: none"> <li>• Sign in sheets and daily logs are kept and turned in to the EOC</li> <li>• Janitorial duties and general cleanliness is maintained in association with the property owner</li> <li>• Appropriate supplies are re-ordered with the EOC as they are used</li> </ul>
	Center closeout	<p>The EOC will make the decision to close the day center. Upon closing, ensure the following steps are taken:</p> <ul style="list-style-type: none"> <li>• Staff and volunteers are debriefed, and information on areas for improvement and successes are captured for future improvement</li> <li>• All documentation is complete and turned into the EOC</li> <li>• The facility is cleaned and returned to the condition required by the property owner</li> <li>• Equipment is returned to storage or the proper location</li> </ul>

## Overnight Shelter Checklist

This checklist provides for high level items that must be completed. It is recommended to utilize guidance contained in the Shelter Field Guide, FEMA publication P-785 for specific and detailed actions.

	Task	Description
	Perform Walk-Through	Prepare the facility by performing a walk-through and establishing the appropriate areas for parking, registration, dormitory, children, and pets.
	Determine services offered	Overnight shelters typically provide for basic services including dormitory arrangements, shower or bathing facilities, child and family areas, and food service. The extent of the facility will determine staffing. In particular, define food service: feeding packaged items and snacks throughout the day requires little support, but the preparation of fresh meals require additional staff with the proper training and licenses. If the facilities or staff are not available, local restaurants or other food service businesses can prepare food off-site for transport to the shelter.
	Identify Staffing	<p>Shelters will generally operate 24/7 for a period of time. Personnel consisting of Borough staff, volunteers affiliated with various organizations, unaffiliated volunteers and others will typically provide for staffing support. Generally, at all times the following staff will be required:</p> <ul style="list-style-type: none"> <li>• Shelter Manager or Supervisor</li> <li>• Registration Staff</li> <li>• Dormitory Staff</li> <li>• Logistics/Helpers</li> </ul> <p>During day hours, a minimum of four staff is recommended. During the overnight shift, staffing can reduce to two. During all times, staff of each gender should be available.</p> <p>If the shelter is staffing more than twenty persons, a minimum of six during the day and three at night should be maintained.</p>
	Determine and order Resources	<p>The supplies and equipment needed for an overnight shelter may vary but consider these common supplies. They may be pre-staged or may have to be ordered:</p> <ul style="list-style-type: none"> <li>• Shelter forms and office supplies</li> <li>• Cleaning and sanitation supplies</li> <li>• Communication equipment (phones or radios)</li> <li>• Cots, including accessible/universal, children, and bariatric</li> <li>• Blankets and Pillows</li> <li>• Towels</li> </ul>

		<ul style="list-style-type: none"> <li>• First aid/medical supplies</li> <li>• Personal hygiene supplies or comfort kits</li> <li>• Snack foods and drinks</li> <li>• Entertainment items such as board games, activity books for children, drawing paper and markers</li> <li>• Provisions for wi-fi for residents if possible</li> </ul>
	Operate Registration	<p>Register each resident with the following information:</p> <ul style="list-style-type: none"> <li>• Family Name</li> <li>• Names of all family members</li> <li>• Contact phone if available</li> </ul> <p>Check with residents to determine if any immediate medical needs are necessary. If so, refer to EMS, the Hospital, or other health care staff as directed.</p> <p>In general, federal regulations affect the provision of services in a disaster. Among these provisions is language forbidding discrimination. All persons are welcome at overnight sheltering and are not required to provide identifying documents or other information to gain access to services. If residents are required to register with local authorities (e.g. people on parole) then the PD should be contacted for guidance on the appropriate actions to take. Segregated dormitory areas or other arrangements may be required.</p>
	Overnight dormitory management	<p>In general, separate facilities should be established for families, single women, or single men. Distribute supplies for hygiene and other supplies such as bedding and pillows as necessary.</p>
	Feeding	<p>Meals, snacks, and beverages should be provided. In general, attempt to have water and snacks (such as packaged items) available throughout the day and evening. Announce and post mealtimes for breakfast, lunch, and dinner in advance. These should be prepared on-site by staff or catered by an outside source.</p>
	Ongoing maintenance and cleaning	<p>Your logistics/helper staff will be critical in keeping up with ongoing cleaning and maintenance services. During the shelter operation, be sure that janitorial services are provided to the extent resources are available. At a minimum, ensure waste and trash disposal are conducted regularly.</p> <p>The facility where the shelter is located may have existing janitorial staff or contract support. Work with the property owner to determine responsibility between the facility and the shelter operations.</p> <p>Special consideration for cleaning and maintenance should be given to kitchen and showering facilities. Ensure</p>



		appropriate materials, chemicals, and processes are used in these areas.
	Ongoing operations	Ensure documentation is kept updated about shelter residents entering and leaving the shelter, as well as daily shelter logs that are provided to the EOC. Each day, it is advised to have a meeting with shelter residents to provide updates to shelter schedule and any changes that may occur. Coordinate with the incident PIO to potentially have them available at these meetings to provide incident information.
	Continual Assessment	Each day, assess shelter population, staffing, and supply needs. The number of residents will generally peak at the beginning of the incident and will taper off as residents are able to return to their homes or make other arrangements. Staffing and volunteer needs should be reduced appropriately.
	Closing	The EOC will make the decision to close an overnight shelter. Upon closing, ensure the following steps are taken: <ul style="list-style-type: none"> <li>• Shelter staff and volunteers are debriefed, and information on areas for improvement and successes are captured for future improvement</li> <li>• All documentation is complete and turned into the EOC</li> <li>• The facility is cleaned and returned to the condition required by the property owner</li> <li>• Equipment is returned to storage or the proper location</li> <li>• Used supplies that are staged for sheltering are replaced</li> </ul>

# Pets Annex

## Purpose

This annex is designed to establish procedures for domestic animals when mass care operations are in effect. The annex is intended to comply with provisions of the amended Stafford Act and the Americans with Disabilities Act.

## Situation and Assumptions

- c) Situation
  - a) Domestic animals are present throughout the community, and their care and well-being are important to residents.
  - b) It is essential to plan for domestic animals during any emergency situation.
  - c) The area encompassing the Borough of Wrangell is subject to a number of disasters that could result in evacuations or displacement of residents from an affected area.
  - d) Pet shelter operations are not different from mass care operations for residents and visitors.
  - e) Wrangell does not have a staffed municipal animal shelter or extensive animal control program.
- d) Assumptions
  - a) Domestic animals must be accommodated; by providing mass care planning that accounts for pets, human lives will be saved.
  - b) Pet owners will generally be able to provision the appropriate supplies and food for their pets during an emergency.
  - c) In some cases, the immediacy of an evacuation or inability to access the home may lead to pets and owners arriving at a mass care facility without supplies or food.
  - d) Non-domestic pets, such as livestock, will be cared for by their owners and are not considered in this annex.
  - e) Nationally, more than 60% of households own at least one pet. We will assume 60% of evacuees will have a pet that needs some type of care.

## General guidelines for Pet Sheltering

- 1) Pets will, in all but the most exception circumstances, be sheltered adjacent to their owners. This means that pet sheltering must be considered for identification of all shelter locations.
- 2) In order to accommodate all persons in mass care facilities, pets will be kept separate from the general population. This is to ensure that persons with allergies or other medical needs that contraindicate contact with animals are still able to take advantage of mass care services. Service animals must be allowed in the general area.
- 3) Pet owners are responsible for the care of their animals. Duties such as feeding, walking, and other care should be restricted to pet owners or an appropriate veterinarian. In extreme cases, such as when the pet owner is separated due to medical care, basic care can be rendered if necessary. This is to avoid liability for any person or for Wrangell.
- 4) Each pet shelter will provide a designated area for pets. This should be, at a minimum, a separate room. It is advised that a separate outdoor space be provisioned if possible.

Examples can include outbuildings, sheds/storage buildings, trailers, portable offices/buildings, or similar. Any separate area used must have sufficient heating, lighting, and space that is appropriate for the use.

- 5) Pet owners will be required to have their pets in an appropriate carrier or cage. If outside, they will be on a leash.
- 6) Pets will be documented with the family when registering for shelter attendance or signing in for other mass care services.

## Service Animals

A service animal is any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a physical or mental disability. These animals are not considered pets for the purposes of this annex. Service animal information should be referenced in the Mass Care Annex.

## Disruptive or Aggressive Animals

Animals in a sheltering situation which are unduly aggressive, which attempt to or bite others, or may be disruptive should be referred to the Police Department.

## Sick or Injured Animals

Animals which appear sick should be separated from others, if possible. Consider contacting a veterinarian for additional guidance. Note that contracting for services with a vet may result in cost to Wrangell, therefore, this should only be done after consulting with the EOC and receiving approval.

## Determining a Pet Shelter Area

Look for the following features of the pet shelter area:

- Sufficient room for pet shelter workers, pet owners, and pets
- Power, lighting, and heat is adequate for pets and workers
- A supply of fresh water
- Flooring that is resistant to damage and can be effectively cleaned
- A space for registration and documentation
- Restrooms for pet owners and staff (if not available in an immediate adjacent facility)

## Pet Sheltering Checklist

	Task	Description
	Set up pet area	Prepare the facility pet area. This should be separate from the main area occupied by mass care users, and if possible, isolated from the main area audibly and visually. Consider setting up any existing supplies, trash cans, sheeting, or other protective materials if used.

	Deliver supplies (if applicable)	Pet owners should generally bring their own food, supplies, and cages to the pet shelter. Due to a no-notice evacuation or other extenuating event, these supplies may have to be provided. These can be set aside for this purpose, or acquired on-demand from local vendors.
	Begin Documentation	Pet shelter staff should sign in on the ICS 211 form or equivalent. This can be documented on a separate form for the pet shelter or the primary mass care facility if co-located.
	Sign-In pets and owners	A pet sign-in form is available for use, or a standard check-in form can be utilized. Be sure to record the pet name and description and contact information for the owner. If possible, consider taking a photo of animal(s) with their owner.
	Assign pet area	If possible, separate the dog and cat area. Ensure that exits are not blocked and sufficient space for emergency egress exists.
	Maintain pet shelter	<p>During pet shelter operations, staff will be required to monitor for any issues with pets and ensure the area is kept as clean and sanitary as possible. Staff will:</p> <ul style="list-style-type: none"> <li>• Maintain pet area and change layout as necessary</li> <li>• Refill water dishes and clean up spills of food, water, and other items</li> <li>• Maintain accountability of pets and owners when entering or leaving the pet shelter area</li> <li>• Notify owners to attend to or remove pets that are in need of care or are being disruptive</li> <li>• Notify the EOC of any issues related to operation of the pet shelter</li> </ul>
	Demobilize pet shelter	<p>As the mass care facilities demobilize, the pet shelter can generally demobilize with the last overnight shelter or day center closing. To demobilize:</p> <ul style="list-style-type: none"> <li>• Return all supplies used to the proper location</li> <li>• Remove any protective supplies used</li> <li>• Clean the area as agreed with the building owner</li> <li>• Turn in all documentation to the EOC planning section</li> </ul>

# Public Information Annex

## Overview

The City and Borough of Wrangell (Wrangell) is responsible for public information on an on-going basis as a result of normal municipal programs and activities. It is recognized that multiple departments provide public outreach and messaging on a frequent basis, and this is the baseline of public communications to citizens and visitors. Emergency information and warning becomes a natural extension of normal operations, but with a higher degree of timeliness and severity required.

During normal operations, all departments and functions should consider utilizing the same sources and methods as during emergency events. This allows for the public to become familiar with the sources to receive legitimate information, who will likely continue to check these sources for official information.

Accurate and timely public information is necessary to keep the public informed, but also provides a positive image of the emergency response and the current situation. A lack of, or incomplete information, can cause doubt among members of the public as to the accuracy of the information. Therefore, the Public Information Officer (PIO) should be activated for any level of emergency response, and the importance of the function cannot be understated.

## The Public Information Section

The Public Information Officer is the lead of the Public Information section. In the Incident Command System (ICS) structure, the PIO is located under the Incident Commander as part of the Command Staff. Although not usually shown on ICS organization charts, the PIO may have several assistant PIOs or depending on the severity of the incident.

**INSERT GRAPHIC ICS COMMAND STAFF**

**INSERT GRAPHIC PIO SECTION WITH ASSISTANT AND SUPPORT INCL CALL CENTER/TOWN HALL**

## Public Information Officer Qualification

It is advisable that the position(s) responsible for public information during normal operations be responsible for staffing the section during an emergency. All PIOs should have the following training at a minimum. This training is available online from the FEMA Independent Study Program.

- IS-29 Public Information Officer Awareness
- IS-100 Introduction to the Incident Command System
- IS-200 Basic ICS for Initial Response
- IS-700 National Incident Management System, An Introduction
- IS-800 National Response Framework, An Introduction

It is recommended that at least the lead PIO receive the following additional classroom training:

- ICS-300 Intermediate ICS for Expanding Incidents
- E/L-105 Public Information Basics
- E/L 388 Advanced Public Information Officer

## Media Sources

The following media sources, at a minimum, should be utilized to disseminate incident information:

- Wrangell Sentinel Newspaper
- KSTK Radio Station
- Official Wrangell social media accounts

In addition to traditional and social media, the section should consider contingencies for unusual circumstances. This can include incidents that take place outside of areas with internet or mobile connectivity as well as widespread technology outages. In addition, some incidents may call for more one-on-one interaction. Consider alternatives such as:

- Notices posted in the community or at designated location
- Live radio/Livestream broadcasts
- Town Hall meetings
- Facilitated open house

## Media Representatives and Spokesperson

In general terms, the PIO is the conduit from the media to the response and is responsible for fulfilling the needs of the media. This may include answering questions, providing photograph(s) and/or access to the incident site, technology support, and other items. While the PIO can speak for the incident, in general terms, it is usually preferable that the Borough Manager and/or Incident Commander be the primary spokesperson, in that order. These positions are responsible for Borough operations in normal operations, and they will be a familiar and trusted voice to the public.

## Messaging Approval

All messages require approval from the EOC Manager or Incident Commander. Determine the appropriate method (hard copy, e-mail, etc.) to submit draft messages and receive approval. When working with these individuals, establish a mutually agreed upon time frame that messages must be approved. This should be based on the release schedule determined by the PIO and any appropriate media deadlines (scheduled news broadcasts or similar) that are in effect.

Social media and other technologies may require more timely messaging or response to discussions to control rumors or other misinformation. Discuss these expectations with the EOC manager during mobilization of the section and agree on the proper protocol for these types of

issues. Generally, it is expected that the PIO is able to respond to comments and questions using the general information released without specific approval. The latitude to do so may vary from incident to incident depending on circumstances. Such guidelines should be documented on the activity log or elsewhere.

## Use of Mass Notification Systems

Mass Notification Systems are an invaluable tool to ensure that a message is rapidly disseminated in emergency situations. Wrangell has two systems available for emergency uses: Nixle and the Emergency Alert System (EAS).

Nixle is an “opt-in” system that can disseminate text messages, phone calls, e-mails, and other methods of communication. Anyone wishing to receive messages must register their phone number or other information. Messages are then manually sent by authorized Borough officials.

The Emergency Alert System uses television and radio broadcasts to disseminate messages. These messages must meet more stringent criteria than using an opt-in system, and generally involve severe weather warnings or immediate threats to life and health. An authorized entity transmits the message, which is then automatically broadcast over the air. Currently, radio station KSTK is the only broadcaster in Wrangell that would disseminate EAS messages. It may be more effective to maintain a connection with KSTK staff to broadcast necessary information over the air as part of their normal operations than to rely on the EAS system. See the Wrangell EAS plan for additional information.

In general, the Nixle system should be utilized for emergency and immediate information and warning. The information disseminated should be carefully planned: A system that constantly alerts for a wide variety of messaging will quickly join other notifications that are received by most mobile phone users and run the risk of being ignored. On the other end of the spectrum is a system that is underused: this will cause a reduction in sign-ups and have a lower perceived value for the public.

In general terms, the Nixle system should be used for messages that impact the community and are of a timely nature. This will ensure that during emergency situations, messages are read and acted upon. Some examples of proper use of the system can include:

- Severe weather alerts or the affects of the same, such as dangerous road conditions or power outage information
- Police activity that may require public action or assistance, such as requests to stay away from certain areas or missing persons
- General Borough announcements that have an urgent/timely requirement such as reminders to clear snow from boats in harbor or unexpected road closures

The Nixle system should not be used for routine messaging, which should instead utilize social media, radio announcements, and/or newspaper publication. Some examples could include:

- Routine meeting reminders or announcements
- Community deadlines (e.g. property tax payments, candidacy declarations)
- Scheduled utility work

The following officials are authorized to send messages from the Nixle system. If the EOC is activated, the approval will be obtained as outlined in this plan and annex:

- Borough Manager or designee
- Borough Clerk or designee

## Contingent Information Distribution

In case of widespread technology outages, regular services such as Nixle may not be available, as they require connection to the greater internet, and individual mobile devices require an internet or mobile connection as well. Public Information Officers should plan for emergency methods of disseminating information. Consider the following:

### KSTK Radio

In most cases, KSTK can still broadcast local content without an off-island connection. This assumes that power at the studio and broadcast facilities are still available. Work with radio staff to determine the best method and schedule for information dissemination to the public. This could include a staff member at the station as a conduit between the EOC and the public, or some similar schedule where updated information is provided.

If KSTK facilities are damaged, Coast Alaska has emergency broadcasting equipment available. This setup has radio equipment that can broadcast at a lower power from a vehicle or other small facility. This equipment would need to be transported to the island if needed.

### Written Notices

Written updates can be provided at established locations throughout the community. Consider posting notices at specific areas such as shelters or mass care facilities, schools, businesses, and other locations where people are likely to congregate and that are accessible. Existing locations can be used, but it may be advisable to establish A-frame signs, corkboards, or other similar temporary structures to post notices and important information.

If this type of information dissemination is required during tourist season, consider locations where visitors are likely to congregate.



## Public Information Checklist

Action Item	Description
Begin Documentation	Start an ICS 211 form or similar log for the incident
Release holding message	Release an initial holding or alert message to the community to communicate first information and set expectation for further messaging
Obtain incident briefing	Obtain a briefing from the IC and gather detailed incident information
Update holding message	Update the initial holding message if necessary
Obtain information assistance if required and available	Order additional resources if available and necessary for the incident
Determine release schedule and media events	Release schedules and media events should be set and modified as the incident progresses
Coordinate media needs with spokesperson and IC	Communicate with officials on current and potential future media/information issues
Release updates per schedule	Maintain release schedule and adjust as needed
Stay updated with incident developments	Visit the incident scene and remain in contact with other members of the team regarding incident status
Plan for contingent information needs	Incident within an incident and other events may require special pre-planning
Maintain documentation including after action information	Continuously update documentation throughout the incident
Plan for and release recovery messaging	Provide recovery messaging and information transition to regular information operations
Compile incident documentation for incident close out	Submit incident documentation and participate in the after-action process

### Begin Documentation

Documentation should begin as soon as the PIO is activated. Incident documentation should include:

- Sign-in sheets to the Emergency Operations Center
- ICS 214 Activity Log
- Release log

Initially sign in to the EOC on an ICS 211 or similar sign in sheet. Then begin your ICS 214 activity log, which should be maintained throughout the incident. On the 214 form, note any significant events, releases, or other actions with the time that it occurred.

In addition to events on the 214, the PIO should begin documenting all releases in an appropriate way. This may include saving pdf documents of releases as they were sent out, social media posts, bulletin board postings, or other communication with the public. If possible, capture comments or other discussions attached to social media posts. It is recommended these posts are saved as pdf documents for ease of archiving, but can include screenshots, printed records, or any other appropriate format as determined for each incident. All documentation substantiates information and actions that may be required for subsequent after-action evaluation, audit, or legal proceedings.

## Release Holding Message

As soon as practical, holding messages should be issued to the public. This ensures that the public is informed about the emergency and establishes credibility as to the reputable source of information.

There are examples of holding or initial alert messages located in the sample messages in this annex. A holding message provides basic information and sets the stage for following updates. Some examples include:

- “As the situation evolves, what we know right now is...”
- “Please avoid the area of XXX and YYY as first responders work to assess the emergency. Further updates will be available XXX”
- “You can check back here for updates or visit XXX for additional information”

Consider issuing holding messages to internal audiences as well as the public. This is especially critical for audiences that may interact with the public or receive public inquiries. It is recommended to also distribute releases to elected officials.

## Obtain Incident Briefing

An initial briefing should be obtained as soon as practical. This briefing may be obtained by referencing the ICS 201, Incident Briefing form that may be completed by the on-scene incident commander or the EOC. This form is not always used, and it’s more likely that this briefing will be a verbal report. During the briefing, obtain the following information:

- Event initiation and initial events: What happened? What was the initial response?
- Status and outlook: Is the incident stable, improving, or getting worse? What is the timeline for stabilization? Will more resources, especially those from off-island, be needed?
- Who is the Incident Commander? Will that be changing soon? Will other agencies become involved, and will there be a potential to transition to Unified Command?

- Have additional response resources been ordered? From where? What is the ETA?
- Is the EOC being stood up?
- What are the current messaging needs? What information needs to go to the public in the short term?

## Update Holding Message

After obtaining an initial briefing, update the holding message with any information. This step may not always need to occur but is advisable if there is additional initial information to share – especially as it relates to life safety issues or incidents that are impacting a large portion of the population.

It may be prudent to release updates to messages even when there are no updates to share. Depending on the scale of the incident, rumors may circulate faster than the PIO section is able to keep up. If there are active search and rescue or other types of field operations in place, consider updating the message every 30 or 60 minutes with an update that these operations are still in progress, and further information will be released when available.

## Order additional resources

Based on the incident, estimate the needs for public information and determine the resources that may be required. Most important is generally additional personnel as PIO assistants to provide to the PIO. It is recognized that there may not always be trained and/or credentialed PIOs to allow for a complete secondary backup, however, other types of assistance are often needed. Consider obtaining additional personnel if PIO assistance is needed at the media scene, if public events are scheduled, or other tasks require work outside of the EOC or office. If the incident includes infrastructure disruption that may limit dissemination of information via Nixle or social media (such as an internet/phone outage), consider obtaining assistance early on to support posting on bulletin boards, answer phones, or other lower-tech dissemination methods.

In addition to personnel, consider any other resources that may need to be obtained, such as printing/posters, projectors and technology, signage, or other supplies and equipment.

## Determine release schedule and media events

The release schedule for updates should be communicated to KSTK, the Sentinel, or other media outlets. Determine the initial schedule for the frequency of releases, such as every 4, 8, or 12 hours. This interval can also be published in social media posts or other announcements to set expectations of the public.

At the same time, decide for any town halls, briefings, press conferences, or other events that require pre-planning and notice to the media or other audiences.

As the incident progresses, it is recognized that the interval for releases may change. Initially information may be updated every hour or few hours. As we progress towards a stable incident and to recovery, the interval may shorten to daily or as-needed.

## Coordinate with spokesperson and IC

The PIO should stay in touch with the IC and incident spokesperson on media needs. These individuals may be able to predict incident events that have media implications (such as injuries or fatalities) or may request specific safety information be disseminated. The PIO should connect during the incident with both individuals at least once per day, more often during the initial response.

## Release updates per schedule

Ensure that subsequent releases are disseminated on the schedule previously established. Be sure to draft releases and submit for approval, allowing time for review and approval by the Incident Commander or EOC Manager before the publication deadline.

## Stay updated with incident status

It is vital to stay updated with developments and status of the incident. This will allow to plan for messaging and get ahead of any information needs. Some items that may be useful:

- Type of incident
  - What are the hazards associated with the incident (Hazardous materials, biological agents, explosives, environmental, weather, etc.)?
- Scope of incident
  - How many people are affected now, and how many people will potentially be affected? Do we have any information on special populations that may be affected, such as those with functional and access (FAN) needs, English-as-a-second language (ESL), limited proficiency in English, socio-economic factors, etc.?
  - How many are at the scene that are sick or injured? What is the status of their treatment (treatment on-scene, transferred to hospitals, other?)
- Status of incident
  - Do we know the status currently, or do we have an idea of the current level of stability? In other words, is the situation stable, or is it getting worse or getting better?
  - What phase of response are we in? Are we still responding to the incident, is the incident stable, or is the main phase over and we are working through recovery issues?
  - Estimated duration of the response: hours, days, weeks, etc.
- Risk Factors
  - What risk factors are present that can affect the response? This could include access to scene, materials involved, resource availability, or any other aggravating factor that is pertinent to the response.
- Other identified needs
  - Number of visitors/transient population affected that require special information considerations

## Plan for contingent information needs

As an emergency incident occurs, it is likely that there may be unexpected events or other circumstances that occur throughout the response and recovery phase. These are commonly referred to as an incident within an incident and may include the injury or death of a responder, loss of a critical community resource or historically/culturally important site, or many other items.

When working with field responders, the incident outlook may indicate some potential events that could occur. It is advisable to begin planning early for any type of incident or contingency. Draft releases or bullet points on how to respond to these events to ensure that information is ready ahead of time to control rumors and be transparent to the public.

## Maintain Documentation

Activity logs (ICS 214), copies of releases, and other documentation should be maintained throughout the incident. It is easier to keep documentation up than to try and re-create or “catch up” near the end of the incident. Throughout the incident, maintain documents in hard copy or electronic format until the planning section requests the documentation for the permanent incident file. Retain a copy of any documentation desired, especially activity logs, and forward the originals to the planning section.

Some examples of documentation generated by the PIO section that should be retained include:

- All messaging and public service announcements
- Screenshots of social media posts and comments if possible
- Logs including activity log and contact log (if used)
- Media coverage: website articles, newspaper articles, transcripts of audio stories, etc
- Agenda and sign in sheets for public meetings
- Briefing notes for incident spokesperson/IC
- Copies of correspondence to/from the incident
- Videos and Photos of the incident

The PIO section should keep an additional log of items to be considered during the after-action process. This can include notes on items that worked well or needed improvement, supplies or equipment needed, training to assist in the next event, or any other item that can be noted and acted on during the after-action report process.

## Plan for and release recovery messaging

When the incident enters into the recovery phase, begin releasing recovery messaging such as safety announcements, debris management issues, availability of assistance programs, and similar. Be sure to adjust the release schedule if not previously done so to reflect the less timely nature of this phase of the response.

Consider releasing thank you accolades and other recognition of first responders, residents, volunteers, and others that contributed to the response.

## Incident Close Out

At the conclusion of the incident, public information should message that EOC and/or incident operations are being discontinued. If applicable, highlight sources for continued recovery information or assistance options.

The PIO section should participate in the after-action process for the incident using the notes that have been assembled throughout the incident.

# Sample Messaging

## Introduction

Effective communication is critical during any emergency response. The sample message templates provided in this Joint Information System Plan are designed to ensure timely, clear, and consistent communication with the public during various types of emergencies. This section outlines best practices for utilizing these sample messages to maximize their effectiveness.

### Best Practices

#### 1. **Timeliness**

- Issue messages as quickly as possible after verifying the information. Prompt communication can save lives and reduce confusion.

#### 2. **Clarity**

- Use clear and concise language. Avoid technical jargon or abbreviations that may not be understood by the general public.
- Ensure that the instructions are simple and actionable.

#### 3. **Consistency**

- Maintain consistency in the messaging across all platforms (e.g., social media, press releases, public address systems).
- Ensure that all information disseminated is uniform to prevent misinformation.

#### 4. **Audience Awareness**

- Consider the specific needs of different segments of the population, such as non-English speakers, people with disabilities, and the elderly.
- Tailor messages to address these needs appropriately, using available resources such as translation services and accessible formats.

#### 5. **Verification**

- Confirm the accuracy of the information before dissemination. Misinformation can lead to unnecessary panic and confusion.
- Work closely with other agencies and departments to ensure that the information is accurate and up to date.

#### 6. **Updates**

- Provide regular updates to keep the public informed of new developments and changing conditions.
- Indicate the time of the last update to ensure the public knows how current the information is.

## **7. Multi-Platform Dissemination**

- Utilize various communication platforms, including social media, websites, local news channels, radio, and emergency alert systems, to reach the widest audience possible.
- Ensure that messages are synchronized across all platforms.

## **8. Engagement**

- Encourage the public to follow official channels for the most reliable information.
- Be responsive to public inquiries and provide clear guidance on where to find additional information or assistance.

## **9. Training**

- Regularly train all PIOs and relevant staff on how to use the template messages effectively.
- Conduct drills and simulations to practice real-time use of the templates and improve response times and coordination.

## **10. Feedback**

- After an incident, review the communication process and gather feedback from the public and other stakeholders.
- Use this feedback to improve future messaging and update templates as necessary.

## **Using the Sample Message Templates**

### **1. Identify the Emergency Type**

- Determine the nature of the emergency (e.g., earthquake, wildfire, flood) to select the appropriate template.

### **2. Fill in Specific Details**

- Insert specific information such as the location, evacuation routes, shelter locations, and emergency contact numbers.
- Customize the messages to reflect the current situation accurately.

### **3. Coordinate with Relevant Authorities**

- Work with emergency responders, local authorities, and other relevant organizations to ensure the message content is accurate and coordinated.

### **4. Issue the Message**

- Disseminate the message through all available channels.
- Ensure the message reaches all affected areas and populations.



## **5. Monitor and Update**

- Continuously monitor the situation and provide updates as needed.
- Correct any misinformation quickly and clearly.

## Avalanche and/or Landslide

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### Initial Alert Message

- **Subject:** Immediate Alert: [Avalanche/Landslide] in [Location]
  - Message:
    - Attention residents of [Location]:
    - An [avalanche/landslide] has occurred in the area of [specific location].
    - Immediate evacuation is advised for those in the affected area.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Stay safe and avoid the area to allow emergency responders to work efficiently.
- 

### Safety Information Message

- **Subject:** Safety Information: [Avalanche/Landslide] in [Location]
  - Message:
    - The [Location] area has experienced an [avalanche/landslide].
    - For your safety, do not attempt to return to the affected area until it has been declared safe by authorities.
    - Stay indoors if you are near the affected area but not in immediate danger.
    - Be alert for additional [avalanches/slides].
    - If safe to do so, check on neighbors, especially those who are elderly or have disabilities.
    - Report any signs of distress to emergency services.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Due to the recent [avalanche/landslide], residents of [specific areas] are required to evacuate immediately.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the [avalanche/landslide].
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the [avalanche/landslide], the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of [Avalanche/Landslide] Emergency Response in [Location]
- **Message:**
  - The emergency response to the [avalanche/landslide] in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.

- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Dam Failure/Potential Dam Failure

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### Initial Alert Message

- **Subject:** Immediate Alert: [Dam Failure/Potential Dam Failure] in [Location]
  - **Message:**
    - Attention residents of [Location]:
    - There has been a [failure or potential failure] at [Name of Dam].
    - Immediate evacuation is advised for those in the downstream affected areas.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Move to higher ground and avoid the area.
- 

### Safety Information Message

- **Subject:** Safety Information: [Dam Failure/Potential Dam Failure] in [Location]
  - **Message:**
    - Due to the [dam failure or potential failure] at [Name of Dam], please take the following safety precautions:
    - Move to higher ground immediately if you are in the affected area.
    - Avoid floodwaters and do not attempt to drive through flooded areas.
    - Be alert for further instructions from authorities.
    - Check on neighbors, especially those who are elderly or have disabilities.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - **Message:**
    - Residents of [specific areas] are required to evacuate immediately due to the [dam failure or potential failure].
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the [dam failure or potential failure].
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the [dam failure or potential failure], the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of [Dam Failure/Potential Dam Failure] Emergency Response in [Location]
- **Message:**
  - The emergency response to the [dam failure/potential failure] at [Name of Dam] in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.

- Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Earthquake

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### Initial Alert Message

- **Subject:** Immediate Alert: Earthquake in [Location]
  - Message:
    - Attention residents of [Location]:
    - An earthquake has occurred in the area of [specific location].
    - Initial reports indicate [magnitude] on the Richter scale.
    - Please follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Take necessary precautions and stay informed.
- 

### Safety Information Message

- **Subject:** Safety Information: Earthquake in [Location]
  - Message:
    - Due to the earthquake in [Location], please take the following safety precautions:
    - Stay indoors if you are in a safe location.
    - Move to an open area away from buildings if you are outside.
    - Be prepared for aftershocks.
    - Avoid using elevators and take the stairs.
    - Check for injuries and provide first aid if necessary.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are advised to evacuate due to structural damage and safety concerns.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message



- **Subject:** Shelter Information for Evacuees from [Location]
  - Message:
    - Emergency shelters are available for those affected by the earthquake.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - Message:
    - Due to the earthquake, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - Message:
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of Earthquake Emergency Response in [Location]
- Message:
  - The emergency response to the earthquake in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
  - Stay informed through official channels for ongoing updates on recovery and rebuilding.

- For any further information or assistance, contact [emergency contact information].

## Extreme Weather

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### Initial Alert Message

- **Subject:** Immediate Alert: Extreme Weather in [Location]
  - **Message:**
    - Attention residents of [Location]:
    - Extreme weather conditions, including [specific type of weather, e.g., severe thunderstorms, tornadoes, blizzards], are expected in the area of [specific location].
    - Please take necessary precautions and follow instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Stay indoors and avoid unnecessary travel.
- 

### Safety Information Message

- **Subject:** Safety Information: Extreme Weather in [Location]
  - **Message:**
    - Due to the extreme weather conditions in [Location], please take the following safety precautions:
    - Stay indoors and away from windows.
    - Secure outdoor objects that could become projectiles.
    - Keep a flashlight, batteries, and a battery-powered radio on hand.
    - Avoid using electrical appliances and landline telephones during thunderstorms.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - **Message:**
    - Residents of [specific areas] are advised to evacuate due to the extreme weather conditions.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
-

## Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the extreme weather.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

## Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the extreme weather conditions, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

## Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

## Closure Message

- **Subject:** Conclusion of Extreme Weather Emergency Response in [Location]
- **Message:**
  - The emergency response to the extreme weather conditions in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.

- Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Flood

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### Initial Alert Message

- **Subject:** Immediate Alert: Flooding in [Location]
  - Message:
    - Attention residents of [Location]:
    - Significant flooding has been reported in the area of [specific location].
    - Immediate evacuation is advised for those in the affected areas.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Move to higher ground and avoid the area.
- 

### Safety Information Message

- **Subject:** Safety Information: Flooding in [Location]
  - Message:
    - Due to the flooding in [Location], please take the following safety precautions:
    - Move to higher ground immediately if you are in the affected area.
    - Avoid walking or driving through floodwaters.
    - Be alert for further instructions from authorities.
    - Check on neighbors, especially those who are elderly or have disabilities.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are required to evacuate immediately due to flooding.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
- Message:

- Emergency shelters are available for those affected by the flooding.
  - Shelters are located at [shelter locations].
  - Food, water, and basic medical care are available at these shelters.
  - Pets are allowed at [specific shelters if applicable].
  - Please bring necessary personal items and medications.
  - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the flooding, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Closure Message

- **Subject:** Conclusion of Flood Emergency Response in [Location]
- **Message:**
  - The emergency response to the flooding in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
  - Stay informed through official channels for ongoing updates on recovery and rebuilding.
  - For any further information or assistance, contact [emergency contact information].

## Hazardous Materials Incident

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### Initial Alert Message

- **Subject:** Immediate Alert: Hazardous Materials Incident in [Location]
  - Message:
    - Attention residents of [Location]:
    - A hazardous materials incident has occurred at [specific location].
    - Immediate shelter-in-place or evacuation is advised for those in the affected areas.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Avoid the area and take necessary precautions.
- 

### Safety Information Message

- **Subject:** Safety Information: Hazardous Materials Incident in [Location]
  - Message:
    - Due to the hazardous materials incident in [Location], please take the following safety precautions:
    - If advised to shelter-in-place, close all windows and doors and turn off ventilation systems.
    - If advised to evacuate, do so immediately following the instructions of emergency personnel.
    - Avoid the area and do not attempt to enter restricted zones.
    - If you experience symptoms such as dizziness, difficulty breathing, or irritation, seek medical attention immediately.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are required to evacuate immediately due to the hazardous materials incident.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
-



### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the hazardous materials incident.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the hazardous materials incident, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on decontamination, debris removal, and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the incident. Visit [official website] for details.
- 

### Closure Message

- **Subject:** Conclusion of Hazardous Materials Incident Response in [Location]
- **Message:**

- The emergency response to the hazardous materials incident in [Location] is now concluded.
- Thank you to all residents for their cooperation and patience.
- Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Transportation Accident

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### Initial Alert Message

- **Subject:** Immediate Alert: Transportation Accident in [Location]
  - Message:
    - Attention residents of [Location]:
    - A transportation accident involving [specific type, e.g., train, bus, truck] has occurred at [specific location].
    - Emergency services are on the scene.
    - Please avoid the area to allow emergency responders to work efficiently.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Follow all instructions from authorities.
- 

### Safety Information Message

- **Subject:** Safety Information: Transportation Accident in [Location]
  - Message:
    - Due to the transportation accident in [Location], please take the following safety precautions:
    - Avoid the accident area to prevent congestion and allow emergency responders to do their work.
    - If you are near the accident site, follow the instructions of emergency personnel.
    - Be cautious of potential hazards such as fuel spills or debris.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are advised to evacuate due to potential hazards from the transportation accident.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the transportation accident.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory in [Location]
  - **Message:**
    - Due to the transportation accident, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the incident. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of Transportation Accident Emergency Response in [Location]
- **Message:**
  - The emergency response to the transportation accident in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.

- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Utility Disruption

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### Initial Alert Message

- **Subject:** Immediate Alert: Utility Disruption in [Location]
  - **Message:**
    - There is a utility disruption affecting [specific utility, e.g., electricity, water, gas] in the area of [specific location].
    - Crews are working to restore services as quickly as possible.
    - Please conserve usage and follow all instructions from utility providers.
    - Monitor KSTK and official social media channels for updates.
    - Your safety and comfort are our priorities. Thank you for your patience and cooperation.
- 

### Safety Information Message

- **Subject:** Safety Information: Utility Disruption in [Location]
  - **Message:**
    - Due to the utility disruption in [Location], please take the following safety precautions:
    - If you are without power, use battery-operated lights and avoid using candles.
    - If you are without water, use bottled water for drinking and hygiene.
    - If you are without gas, avoid using any open flames or ignition sources.
    - Be cautious of carbon monoxide poisoning from alternative heating or cooking sources.
    - Stay informed through reliable sources.
- 

### Conservation Instructions Message

- **Subject:** Conservation Instructions During Utility Disruption in [Location]
  - **Message:**
    - Due to the ongoing utility disruption, residents are advised to conserve [specific utility, e.g., electricity, water, gas].
    - Limit the use of non-essential appliances and lighting.
    - Turn off taps and avoid unnecessary water use.
    - Report any leaks or issues to [utility provider's contact information].
    - Your cooperation will help expedite the restoration process.
- 

### Resource Information Message

- **Subject:** Resource Information for Those Affected by Utility Disruption in [Location]
  - **Message:**
    - Resources are available for those affected by the utility disruption.
    - Charging stations for electronic devices are set up at [locations].
    - Water distribution centers are available at [locations].
    - Heating or cooling centers are open at [locations].
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Service Restoration Update Message

- **Subject:** Service Restoration Update for Utility Disruption in [Location]
  - **Message:**
    - Crews are working diligently to restore [specific utility] services.
    - Estimated time of restoration for affected areas is [timeframe].
    - Thank you for your patience as we work to resolve the issue.
    - Stay tuned to local news and official channels for further updates.
- 

#### Closure Message

- **Subject:** Conclusion of Utility Disruption Emergency Response in [Location]
- **Message:**
  - The emergency response to the utility disruption in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
  - Stay informed through official channels for ongoing updates on recovery and service restoration.
  - For any further information or assistance, contact [emergency contact information].

## Volcano

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### Initial Alert Message

- **Subject:** Immediate Alert: Volcanic Eruption in [Location]
  - Message:
    - Attention resident, the [name] volcano has erupted.
    - Residents are advised to shelter in place.
    - Immediate evacuation is advised for those in the affected areas.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
- 

### Safety Information Message

- **Subject:** Safety Information: Volcanic Eruption in [Location]
  - Message:
    - Due to the volcanic eruption in [Location], please take the following safety precautions:
    - Evacuate immediately if you are in the advised evacuation zone.
    - If you are not in an evacuation zone, stay indoors to avoid ashfall.
    - Keep windows and doors closed and use damp cloths to seal gaps.
    - Wear masks or use damp cloths to cover your nose and mouth if you must go outside.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are required to evacuate immediately due to the volcanic eruption.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message



- **Subject:** Shelter Information for Evacuees from [Location]
  - **Message:**
    - Emergency shelters are available for those affected by the volcanic eruption.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory Due to Volcanic Eruption in [Location]
  - **Message:**
    - Due to the volcanic eruption, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Aircraft operations may be impacted, check with your airline before leaving for the airport.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - **Message:**
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of Volcanic Eruption Emergency Response in [Location]
- **Message:**
  - The emergency response to the volcanic eruption in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.

- Stay informed through official channels for ongoing updates on recovery and rebuilding.
- For any further information or assistance, contact [emergency contact information].

## Wildfire

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### Initial Alert Message

- **Subject:** Immediate Alert: Wildfire in [Location]
  - Message:
    - Attention residents in the area of [Location]:
    - A wildfire has been reported near [specific location].
    - Immediate evacuation is advised for those in the affected areas.
    - Follow all instructions from emergency personnel.
    - Monitor KSTK and official social media channels for updates.
    - Your safety is our priority. Avoid the area and take necessary precautions.
- 

### Safety Information Message

- **Subject:** Safety Information: Wildfire in [Location]
  - Message:
    - Due to the wildfire in [Location], please take the following safety precautions:
    - Evacuate immediately if you are in the advised evacuation zone.
    - If you are not in an evacuation zone, stay indoors to avoid smoke exposure.
    - Keep windows and doors closed and use air purifiers if available.
    - If you must go outside, wear a mask to protect against smoke inhalation.
    - Stay informed through reliable sources.
- 

### Evacuation Instructions Message

- **Subject:** Evacuation Instructions for [Location] Residents
  - Message:
    - Residents of [specific areas] are required to evacuate immediately due to the wildfire.
    - Follow the designated evacuation routes [insert routes if available].
    - Proceed to the nearest emergency shelter located at [shelter locations].
    - If you need transportation assistance, call [emergency contact number].
    - Take essential items such as medications, identification, and important documents.
    - Do not delay your evacuation to gather belongings.
- 

### Shelter Information Message

- **Subject:** Shelter Information for Evacuees from [Location]

- Message:
    - Emergency shelters are available for those affected by the wildfire.
    - Shelters are located at [shelter locations].
    - Food, water, and basic medical care are available at these shelters.
    - Pets are allowed at [specific shelters if applicable].
    - Please bring necessary personal items and medications.
    - For more information, call [emergency contact number] or visit [official website].
- 

#### Road Closure and Travel Advisory Message

- **Subject:** Road Closure and Travel Advisory Due to Wildfire in [Location]
  - Message:
    - Due to the wildfire, the following roads are closed: [list of roads].
    - Avoid travel to and through the affected area to allow emergency response teams to operate.
    - Use alternative routes and expect delays.
    - Do not attempt to bypass roadblocks or closed areas.
    - Follow updates on road conditions from [transportation department] and local news outlets.
- 

#### Recovery and Cleanup Information Message

- **Subject:** Recovery and Cleanup Efforts Underway in [Location]
  - Message:
    - Recovery and cleanup operations have started in the affected areas.
    - Avoid the affected areas to allow crews to work safely.
    - Report any hazards or safety concerns to [contact information].
    - Information on debris removal and property recovery will be provided shortly.
    - Assistance programs are available for those impacted by the disaster. Visit [official website] for details.
- 

#### Closure Message

- **Subject:** Conclusion of Wildfire Emergency Response in [Location]
- Message:
  - The emergency response to the wildfire in [Location] is now concluded.
  - Thank you to all residents for their cooperation and patience.
  - Recovery efforts will continue, and affected individuals are encouraged to seek available assistance.
  - Stay informed through official channels for ongoing updates on recovery and rebuilding.

- For any further information or assistance, contact [emergency contact information].

# Severe Weather Annex

## Purpose

This annex outlines the preventative, preparedness, and response actions for the City and Borough of Wrangell to address severe weather events. It ensures coordinated efforts to minimize impacts on residents, property, and critical infrastructure.

## Situations and Assumptions

- a) Situation
  - a. Wrangell is subject to various severe weather events, including:
    - i. High winds and heavy rainfall, which can cause flooding, landslides, and infrastructure damage.
    - ii. Snow and ice storms that disrupt transportation, utilities, and essential services.
    - iii. Coastal storms with storm surges, leading to erosion and property damage.
  - b. The community's remote location and limited transportation options can delay external assistance during severe weather events.
  - c. Seasonal patterns (e.g., late fall through early spring for heavy rainfall and snow) increase the predictability of some events but not their severity.
- b) Assumptions
  - a. Severe weather may result in cascading impacts, including power outages, road closures, and damage to critical infrastructure.
  - b. Wrangell's residents, including those in remote areas, may require assistance with sheltering, supplies, and medical care during prolonged events.
  - c. Access to resources may depend on marine or air transport, both of which are highly weather-dependent.
  - d. Effective early warnings and preparedness measures can mitigate severe weather impacts.
  - e. Coordination with state and federal agencies is essential for managing large-scale weather events.

## Roles and Responsibilities

- Emergency Management: Oversee coordination of severe weather warnings, public messaging, and shelter operations.
- Public Works: Maintain drainage systems, clear debris, and support road closures and repairs.
- Law Enforcement: Enforce road closures, assist with evacuations, and provide traffic control.
- Wrangell Fire Department: Assist with evacuations and respond to storm-related hazards such as downed power lines.
- Public Health: Monitor and respond to health concerns, such as hypothermia and carbon monoxide poisoning risks during power outages.
- State and Federal Agencies: Provide forecasts, resources, and recovery funding.

## Preparation Actions

	Hazard Identification and Risk Assessment	
	Community Preparedness	
	Infrastructure Resilience	
	Coordination and Training	
	Alert and Warning System	Promote community-wide registration for the Nixle alert system through public outreach campaigns, emphasizing its role in delivering real-time severe weather alerts and safety information.
		Develop pre-scripted severe weather messages for Nixle and ensure alignment with the Alaska Alert System and KSTK broadcasts for consistent messaging.
		Regularly test the Nixle system, Alaska Alert System, and KSTK's emergency broadcast capabilities to ensure reliability during severe weather events.
		Identify residents without reliable internet or cell service and develop alternative methods, such as VHF radio or in-person notifications, to ensure they receive warnings.

## Response Actions

	Activate Incident Command	Establish an Incident Command Post (ICP) and implement the Incident Command System (ICS) for coordinated response efforts.
		Coordinate with the National Weather Service (NWS) in Juneau for up-to-date forecasts and warnings.
	Monitor and Disseminate Warnings	Issue Timely Alerts via Nixle: Send immediate severe weather alerts, including warnings, evacuation instructions, and safety updates, using Nixle to reach residents via text, email, and voice notifications.
		Utilize Alaska Alert System for Broader Coverage: Activate Wireless Emergency Alerts (WEA) and Emergency Alert System (EAS) notifications through the Alaska Alert System for significant severe weather threats.
		Leverage Local Radio for Updates: Work with KSTK to provide real-time updates and ongoing safety information during severe weather events.

		Adapt Messaging for Accessibility: Tailor messaging to ensure it is clear and accessible for vulnerable populations, including those in remote areas or with limited connectivity, by using alternative channels such as VHF radio or in-person communication.
	Implement Protective Actions	Activate flood defenses, such as temporary barriers or sandbagging, in flood-prone areas.
		Close roads or bridges at risk of flooding, avalanches, or wind damage.
	Assist Impacted Residents	Open and staff emergency shelters with considerations for accessibility and pet accommodations.
		Coordinate transportation assistance for residents in isolated or hazardous areas.
	Restore Critical Services	Prioritize the restoration of utilities, including power, water, and telecommunications.
		Deploy public works crews to clear debris, remove snow, and repair damaged infrastructure.
	Coordinate Resources	Request additional resources through the Alaska Division of Homeland Security and Emergency Management (DHS&EM).
		Utilize mutual aid agreements with nearby communities for personnel and equipment support.

### Recovery Actions

	Assess Damages	Conduct post-event assessments to determine damages to property, infrastructure, and natural resources.
	Support Community Recovery	Provide assistance to residents and businesses for recovery efforts, including temporary housing and financial aid.
		Collaborate with state and federal agencies to apply for disaster recovery funding.
	Rebuild Resilience	Incorporate lessons learned into infrastructure repair and upgrades to reduce future risks.
		Implement floodplain management practices and other mitigation measures.
	Document Costs and Impacts	Maintain detailed records for FEMA Public Assistance and other recovery programs.
		Prepare reports summarizing event impacts and response actions for the Borough Assembly and public.
	Evaluate and Update Plans	Conduct an after-action review (AAR) to evaluate response efforts and identify areas for improvement.
		Update the severe weather annex and related emergency plans accordingly.



# Supply Chain Disruption Annex

## Purpose

This annex describes planning and preparedness actions that can be undertaken by the City and Borough of Wrangell to an external disruption to the supply chain that affects the community.

## Situations and Assumptions

- a) Situation
  - a. Modern supply chains rely on an extensive amount of infrastructure to deliver goods to the final endpoint in a timely manner.
  - b. Most businesses utilize inventory methods such as “just in time” which reduces the amount of inventory kept on site at any time.
  - c. Supply chains are managed and affected by public infrastructure and private companies, Wrangell does not have the ability to significantly affect external factors related to the supply chain.
- b) Assumptions
  - a. Most residents and businesses in Wrangell do not have more than five days of inventory or supplies available without outside resources.
  - b. External factors are more likely to affect the supply chain than factors that take place in Wrangell.
  - c. A disruption to a particular portion of the supply chain will affect the region or nation as opposed to solely affecting the local area.

## Connections to Community Lifelines

Wrangell will utilize the community lifeline concept as described in this plan. The supply chain links to these lifelines will provide a framework for establishing resilience in this area:

- Safety and Security
- Food, Water, Sheltering
- Health and Medical
- Communications
- Transportation
- Energy
- Hazardous Material

The material in this annex was based off the FEMA Supply Chain Resilience Guide. The most current version of this publication should be referenced for additional details and guidance.

## Preparation Checklist

	Form a “Task Force” of private sector representatives	The task force can consist of individual companies and leaders that represent the supply chain. Include trade association, tribes, state and federal agencies as
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		well. The LEPC can act as this task force if it is not desired to create a separate body.
	Create a Task Force Charter	The charter should include parameters for engagement during normal operations and response or disaster operations.
	Conduct workshops to establish ownership and priorities	Ownership of assets and priorities for response and recovery efforts should be established.
	Develop tactics	Develop tactics to facilitate supply chain resilience among partners and the community, including Memorandums of Understanding.
	Exercise tactics and products	Drill using discussion and operations-based exercise to test and validate the plans.
	Update and refresh products	Periodically (at least annually) review the products created and update as required

# Volunteer and Donation Management Annex

## Purpose

This annex describes specific procedures to take as it relates to the use of volunteers and the management of incoming donations.

## Situations and Assumptions

### a) Situation

- a. In an emergency, the citizens of Wrangell will be generous in the donation of materials and the desire to volunteer to assist those affected by the situation.
- b. If an emergency gains national media attention, it is likely that volunteers or donations may come from outside of the area.
- c. There are several community organizations that specialize in providing assistance that can be useful in an emergency situation. These organizations may already have systems in place for the processing of donations and volunteers.
- d. An inefficient system of managing donations and volunteers, as well as a lack of information on the subject being communicated to the public, will cause vital resources to be diverted to this cause rather than effective response and recovery.

### b) Assumptions

- a. The City and Borough of Wrangell does not have systems in place to utilize volunteers in emergency incidents.
- b. Voluntary organizations, both national and local, are the best way to handle volunteer and donation management.
- c. Public offers of donations and assistance will take the form of money, clothing, food, in-kind services, and other products.

## Volunteers

Volunteers are valuable resources, but these individuals require training and oversight to ensure that the actions taken are consistent with the objectives and priorities that are set by incident command. Additionally, volunteers that are interacting with vulnerable populations or sensitive infrastructure should have a background investigation before being permitted to carry out those tasks. Wrangell does not have sufficient resources to manage volunteers, nor does it currently have a background investigation, training, or credentialing system for such volunteers.

Community organizations frequently have processes in place for volunteer management and training. The most efficient use of resources in Wrangell is to take advantage of existing community groups for volunteers and their management. These groups could include existing non-profit organizations such as the Salvation Army, faith-based organizations, and similar.

As part of the planning process for emergencies, Wrangell will identify and work with community groups on the most likely roles for the volunteers and initiate a structure to ensure that such tasks can be carried out. An example of volunteer tasks include:

- Staffing mass care facilities such as day centers, overnight shelters, and pet shelters
- Preparing meals or snacks for those affected by the emergency, and/or for first responders and other staff
- Assisting with the distribution of public information, such as staffing an information point or center
- Clerical tasks for the response such as running of supplies, filing, answering phones, and the similar

Volunteers should be credentialed as appropriate for the task. At a minimum, volunteers will have:

- A background check with a record acceptable to the volunteer organization when working with members of the community, particularly victims, children, and vulnerable adults
- For those preparing food, access to a commercial kitchen and the appropriate food handler training and certification
- Completed the IS-100 and IS-700 courses available from FEMA, or their classroom equivalent

## Volunteer Liaison

During incidents with large volunteer needs, it may be necessary to staff a volunteer liaison position within the EOC. This position will be primarily responsible for organizing volunteer needs, providing oversight to volunteer leads, and maintaining documentation. See the volunteer liaison checklist in this annex.

## Out of Area Volunteers

Existing organizations that are national in scope, or have national ties, may have volunteers that can be brought in from out of the area. This may be appropriate in some incidents, but a widespread event on the island that is impacting residents may also impact visitors. It is recommended to determine if there is adequate food, housing, and infrastructure to support out of area volunteers during the response phase of the incident. If inadequate, it may be better to restrict additional people coming to the area until the incident has been stabilized. The State Emergency Operations Center has a VOAD (Voluntary Organizations Active in Disaster) coordinator that can assist with these issues.

## Donations

Donations can often become their own “incident within an incident.” Donations of items often become difficult to manage due to the large volume and need to sort and manage these items. Health concerns will also play a role in managing donations. For instance, items such as clothing may require laundering and inspection before being utilized. In general, it is difficult to manage incoming donations of items with the specific need and the correct time – attempting this can divert necessary staff and volunteer resources away from higher priority tasks. Unless in extraordinary circumstances, the City and Borough of Wrangell will not accept donations in the form of items or money.

Donation requests should be funneled to the appropriate voluntary organization that has been identified to handle incoming donations. This may be the same or a different organization as one providing volunteers. These organizations often have the infrastructure, accounting, and procedures in place to receive funds and items, and can provide receipts for residents to claim tax deductions that do not apply to government agencies.

The Public Information Officer will coordinate with the voluntary agency on appropriate public messaging for donations. Unless there is a specific need, the public will generally be encouraged to donate money as opposed to tangible items, to provide maximum flexibility and a minimum of overhead management required to manage donations. Such messaging will be included as appropriate throughout the incident.

In some cases, donations of items may be warranted and required by the dictates of the incident. Some classes of items have special requirements or considerations:

- The donation of equipment and operators for response and recovery, such as heavy equipment, must be routed through the operations section of the EOC. Such equipment must be inspected for condition and written acknowledgement of the donation obtained in advance of the deployment. This protects the City & Borough from future claims and liability.
- Food donations should be of non-expired packaged food and drink only to ensure food safety. Prepared food items will only be secured recognized vendors that have the appropriate facilities and equipment (i.e. commercial kitchens). These meals are typically sourced through the logistics section of the EOC.
- Donations of medication should not be accepted nor distributed. Over the counter medications may be made available to users of mass care services but will not be actively distributed by volunteers or staff. Prescription medications are the responsibility of the individual or parent/caregiver with specific medical needs and should not be accepted.
- Food and supplies for pets should be made available to pet owners to decide on if certain items will be fed to household pets.

If an incident gains widespread media attention out of the immediate area, incident staff must plan for an influx of donations from out of the area. Work with the receiving non-profit organizations on the best way to handle these donations, such as creating a specific website/account to publicize for funding and how to account for such funds.

## Recovery

After a major incident, there may be a significant amount of donations and volunteer labor for recovery, such as removing debris and rebuilding housing. These types of donations are often coordinated through recognized national organizations and take place on private property. In general, the EOC will not coordinate these types of responses – they will take place through existing processes. If there are questions on the legitimacy of an organization or requested assistance, the State Emergency Operations Center can be consulted for guidance.

## Volunteer Liaison Checklist

Determine volunteer needs	Based on the status and complexity of the incident, work with operations and logistics to determine volunteer needs. These can be influenced by the number of shelters, evacuation locations, and affected residents. In addition, the availability of infrastructure such as roads and communications will affect the number of needed volunteers.
Coordinate with community organizations	Coordinate with community organizations to put out calls for volunteers and identify immediate staffing priorities.
Release initial volunteer messaging	Coordinate with the Public Information Officer on initial messaging for the public regarding volunteers or donations, if applicable.
Determine JIT Training	Determine any “just in time” training that is required for volunteers, and who is available to deliver. The liaison may have to work with community organizations and first-level volunteer supervisors to achieve the training in short order.
Maintain accountability and documentation	Ensure first-level supervisors maintain accountability and documentation for volunteers, including sign-in, hours worked, and location
Plan for future volunteer needs	Plan for needs based on the outlook of the incident, including the need for additional volunteers or demobilizing existing staff
Prepare status reports	Prepare status reports (at least daily or as directed) for the Incident Commander, Public Information Officer, and Planning Section. The status reports should include number of volunteers and locations, functions being performed, and any notable incidents or exceptions.
Maintain incident documentation	Collate documentation and submit to the planning section at the conclusion of the incident. Documentation should clearly contain: <ul style="list-style-type: none"> <li>• Contact information for all volunteers</li> <li>• Number of volunteer hours for each volunteer</li> <li>• Work assignments and locations</li> <li>• Total aggregate volunteers and volunteer hours</li> </ul>
Thank Volunteers	Send Thank You notes/letters to each volunteer if possible. These should generally be from the Incident Commander or Borough Manager, and should be personalized to the contribution if possible. This is generally completed as the EOC is completely demobilizing from the incident.

	Contribute to After-Action Report	Keep notes of successes or items for improvement for the next incident and participate in the After Action process with the EOC
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# Wildland Fire Annex

## Purpose

This annex outlines the preventative, preparedness, and response actions for the jurisdiction to address the threat and impact of wildland fires. It ensures coordinated efforts to protect life, property, and the environment.

## Situations and Assumptions

### a) Situation

- a. Wrangell is located in a heavily forested region with significant wildland-urban interface (WUI) areas, particularly near residential zones and critical infrastructure like power generation facilities.
- b. The Tongass National Forest surrounds Wrangell, posing both a wildland fire risk and a critical ecological consideration.
- c. Wildland fires in Southeast Alaska may be driven by prolonged dry weather and strong winds, often in conjunction with lightning storms or human activities.
- d. Wrangell's remote location and limited transportation options (e.g., reliance on ferries and air transport) may delay the arrival of outside firefighting resources.
- e. Secondary impacts, such as degraded air quality, disruptions to the local power grid, and damage to salmon habitat, could compound the effects of a wildland fire.

### b) Assumptions

- a. Wrangell's fire department and community resources may be insufficient to combat large-scale wildland fires without mutual aid or state/federal assistance.
- b. Seasonal wildland fire risk is generally lower in Southeast Alaska compared to the Interior but can spike during prolonged dry spells.
- c. Limited road networks in Wrangell could create challenges for evacuation and firefighting operations.
- d. Residents may rely on subsistence activities, including hunting and fishing, which could be disrupted by wildland fire impacts.
- e. Coordination with federal agencies (e.g., U.S. Forest Service) is essential for wildland fire response and management in Wrangell's region.

## Roles and Responsibilities

- Wrangell Fire Department: Lead wildland fire suppression and manage initial response activities.
- Emergency Management: Coordinate public warnings, evacuation planning, and recovery efforts.
- Public Works: Support firebreak maintenance, debris removal, and infrastructure repair.
- Law Enforcement: Enforce evacuation orders and secure affected areas.



- U.S. Forest Service/Alaska Division of Forestry: Provide specialized firefighting resources and expertise.
- Public Health: Monitor and respond to air quality impacts.

## Preparation Actions

	Wildland fire Risk Assessment	Collaborate with the U.S. Forest Service to assess wildland fire risks specific to the Tongass National Forest and Wrangell’s WUI areas.
		Identify high-risk zones, such as areas with dense fuel loads or critical infrastructure at risk from wildland fires.
	Community Preparedness and Education	Promote the Firewise Communities program to educate residents about reducing wildland fire risks near homes and properties.
		Emphasize safe practices for fire use during outdoor recreation and subsistence activities.
	Fire Mitigation Activities	Work with the U.S. Forest Service and Alaska Division of Forestry to implement fuel reduction projects, including thinning and prescribed burns.
		Maintain firebreaks near critical infrastructure and residential areas.
	Coordination and Training	Conduct joint wildland fire response exercises with mutual aid partners and federal agencies.
		Develop mutual aid agreements with nearby communities in Southeast Alaska, particularly for marine-based resource deployment.
	Alert and Warning Systems	Ensure the functionality and integration of public alert systems, such as Wireless Emergency Alerts (WEA) and social media platforms.
		Prepare evacuation notices tailored for Wrangell’s unique geography and limited road access.

## Response Actions

	Activate Incident Command	Establish an Incident Command Post (ICP) and use the Incident Command System (ICS) to coordinate response efforts.
		Ensure close coordination with the U.S. Forest Service and Alaska Division of Forestry.
	Issue Public Warnings	Utilize Nixle, social media, VHF radios, and Wrangell’s local radio station to disseminate wildland fire updates and evacuation orders.
		Use multiple communication platforms to ensure message reach, especially to vulnerable populations.

	Initiate Evacuations	Identify safe evacuation routes, considering Wrangell’s limited road network and the potential need for marine evacuations.
		Open and staff evacuation shelters in safe locations, considering accessibility and capacity needs.
	Deploy Firefighting Resources	Mobilize firefighting personnel and equipment to contain and suppress the fire.
		Request additional resources through mutual aid agreements or state/federal assistance.
	Protect Critical Infrastructure	Prioritize the protection of essential utilities, such as power lines, water systems, and communication towers.
		Implement measures to safeguard hazardous materials sites and facilities.
	Monitor Air Quality	Work with the Alaska Department of Environmental Conservation to monitor air quality and provide public health guidance, including the use of N95 masks.

**Recovery Actions**

	Assess Damages	Conduct post-fire assessments in collaboration with federal and state agencies, focusing on impacts to property, infrastructure, and natural resources.
	Support Re-entry	Develop reentry plans, including marine access if roads are damaged or unsafe.
		Provide guidance on post-fire hazards, such as fallen trees and lingering smoke.
	Provide Assistance	Work with the Alaska Division of Homeland Security and Emergency Management (DHS&EM) to secure disaster recovery resources.
		Establish local assistance centers to support displaced residents and businesses.
	Document Costs and Impacts	Track expenses for FEMA Public Assistance or other recovery programs.
		Highlight environmental restoration needs, such as replanting and habitat recovery.
	Evaluate and Update Plans	Conduct an after-action review (AAR) to evaluate response and recovery efforts.
		Revise the wildland fire annex and associated plans based on findings.

# Appendix A: Community Preparedness

## Introduction

The City & Borough of Wrangell has undertaken a comprehensive program to increase the ability of government agencies, private-sector partners, nonprofit organizations, community groups, and individual residents to effectively prepare for, respond to, and recover from emergencies and disasters. This planning approach follows federal guidance and emphasizes a **whole-community framework**, promoting resilience at every level.

Preparedness is a **continuous process**—not a one-time event. Preparedness involves creating and practicing plans and routinely evaluating them to ensure they remain relevant and effective for Wrangell’s unique challenges.

During emergencies, governments work together across local, tribal, state, and federal levels to provide assistance for restoring public infrastructure, such as roads, bridges, and utilities. However, government assistance for individuals is often limited to specific criteria such as severe damage to primary residences. In most cases, the **responsibility begins at the local level**, with residents and the City & Borough being primarily responsible for response and early recovery.

It is important to note that **outside assistance may not arrive immediately**, especially if transportation infrastructure is disrupted or the emergency affects multiple communities. Given Wrangell’s unique geographic isolation, residents are encouraged to **be self-sufficient for at least one to three weeks**.

Preparedness begins at home. This guide focuses on **three key preparedness steps** every household should take:

1. Make a Plan
2. Gather Supplies
3. Stay Informed

For more detailed information, residents are encouraged to use resources such as:

- The Alaska My Emergency Plan tool:  
<https://ready.alaska.gov/Documents/Preparedness/Outreach/My%20Emergency%20Plan.pdf>
- FEMA’s national preparedness website: [www.ready.gov](http://www.ready.gov)

## Make a Plan

Emergencies can strike at any time. Advance planning allows individuals and families to respond more effectively and remain safe regardless of the situation.

## Family and Support Networks

- Work with neighbors, family members, and friends to create a support network, particularly for those living alone, older adults, or those with medical needs. Identify who will check in on you or provide shelter if the need arises.
- Share emergency contact information and meeting locations with your support network in case communication systems fail.

## Health and Medical Needs

- Identify specific medical needs that must be addressed during an emergency, such as:
  - Maintaining a supply of prescription medications (e.g., a 7–30 day emergency supply).
  - Backup power for medical devices (e.g., oxygen machines, CPAPs).
  - Documentation of medical conditions, prescriptions, and allergies (keep physical and digital copies).
  - Durable medical equipment (e.g., mobility aids, hearing aids, eyeglasses).
- Work with caregivers, doctors, or pharmacies to explore options for accessing supplies during prolonged disruptions.

## Emergency Meeting Places

- Designate places to meet after an emergency:
  - A **safe location** near your home (e.g., neighbor’s property).
  - An **alternate location** outside of the neighborhood if home access is restricted (e.g., a church, school, or public building).
- Create a plan for children in school:
  - Understand the school’s emergency procedures. Schools may shelter-in-place or evacuate children depending on the scenario. Discuss reunification procedures with school staff.
- Include plans for **pets or service animals** in your emergency strategy.

## Plan for Accessibility

- Residents with disabilities or access and functional needs (AFN) should develop **personalized plans** to address barriers during emergencies:
  - Identify accessible transportation options.
  - Work with trusted individuals to ensure evacuation plans are feasible (e.g., ramps, transfer assistance).

## Gather Supplies

Emergencies may disrupt access to stores, transportation services, and utilities. Residents are encouraged to maintain **at least one week of supplies**, with a recommended goal of **two to three weeks** for those who can.

## Essential Supplies for a Go Bag

A **go bag** is a portable kit to sustain you during an evacuation. Include the following items:

- Non-perishable food and water (3-day supply per person).
- **Medications** and medical equipment (e.g., batteries, chargers).
- **Copies of important documents**, such as IDs, insurance policies, prescriptions, and medical records.
- Supplies for **pets or service animals** (e.g., food, leashes, medications).
- Backup power (portable chargers, battery banks).

## Home Emergency Supply Kit

For sheltering in place, prepare the following essential supplies:

- **Water:** At least 1 gallon per person per day for 7-14 days (include for pets).
- **Food:** Non-perishable items (e.g., canned proteins, peanut butter, granola bars).
- Sanitation and hygiene supplies (e.g., soap, hand sanitizer, trash bags, masks).
- **Tools:** Flashlights, multi-tools, fire extinguisher, backup power (generator).
- **Clothing:** Weather-appropriate warm clothing, rain gear, and sturdy shoes.
- **Communication tools:** NOAA weather radio, walkie-talkies, or VHF radios if available.

## Special Considerations

- **Families:** Diapers, formula, or baby food for infants; activities/books for children.
- **Older Adults:** Additional blankets, mobility aids, or extra eyeglasses.

## Stay Informed

Staying informed enables better decision-making and access to critical resources during emergencies. Subscribe to **trusted sources** of official information ahead of time.

## Alert Systems

- **Nixle Alerts:** Receive real-time emergency updates by texting 99929 to 888-777.
- **KSTK Radio:** Tune in for broadcasts of local situation updates and instructions.

## Communication During Outages

- Plan for **alternative methods of communication** if cell towers or the internet are down:
  - Use **VHF radios**, ham radio networks, or community bulletin boards for updates.
  - The Borough may establish **physical notice boards** at key locations (e.g., Nolan Center).

## Annual Preparedness Initiatives

- Participate in Wrangell’s annual **Preparedness Drills and Outreach Campaigns**, conducted in collaboration with schools, volunteer organizations, and community groups.
- Visit preparedness events to receive updated preparedness tools, checklists, or kits.

The Borough of Wrangell’s greatest strength lies in the self-reliance and interconnectedness of its residents. Each household has a role in enhancing community resilience during disasters. By following these steps to **make a plan, gather supplies, and stay informed**, residents can help reduce risks, preserve lives, and ensure Wrangell’s recovery from any emergency.

Appendix B: Mass Care Forms

Appendix C: Sample Situation Report

Appendix D: Sample Disaster Declaration

Appendix E: Shelter Field Guide

Appendix F: Supply Chain Resilience Guide