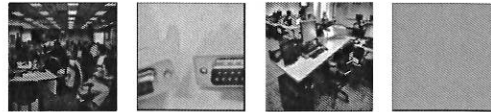


ESF 11
Animal & Agricultural
Emergency Management in the EOC
Managing and Working the EOC ESF 11 Desk in Colorado
Version 1.0



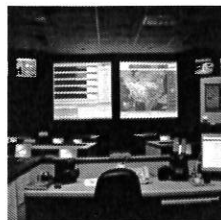
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ESF 11
Animal & Agricultural
Emergency Management in the EOC Modules

- **Module 1:**
 - Goal & Objectives
 - Housekeeping
 - Introductions
- **Module 2:**
 - Introduction to disasters
 - Incident Command System (ICS)
 - Command vs Coordination
 - Overview of Colorado EOC Structures
- **Module 3:**
 - Emergency Support Functions
 - Who/What is ESF 11
 - ESF 11 Support Partners and Stakeholders
- **Module 4:**
 - ESF 11 Desk Coordinator Skill Sets
 - ESF 11 Desk Coordinator Roles & Responsibilities
 - Activation and Deployment
 - At the Desk: Initial and On-Going Actions
 - Leaving or Demobilizing the ESF 11 Desk
- **Module 5:**
 - Reports
 - Resources
 - Demobilization: Closing Actions
- **Module 6:**
 - Required Training
 - Suggested Continuing Education & Training
 - Review Exercise
 - Wrap up

Module 1

- Goal & Objectives
- Housekeeping
- Introductions



madisoncountyma.com

Goal & Objectives

- **Goal:**
 - Educate participants of the functions of ESF 11 to include its roles and responsibilities
- **Objectives:**
 - Explain elements of disaster response
 - Define ESF 11
 - ESF 11 Agencies and Partners
 - Describe ESF 11 Desk Roles and Responsibilities



Colorado Springs EOC

Housekeeping

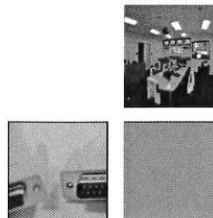
- Exits
- Bathrooms
- Breaks
- Lunch
- Cell phones

Introductions

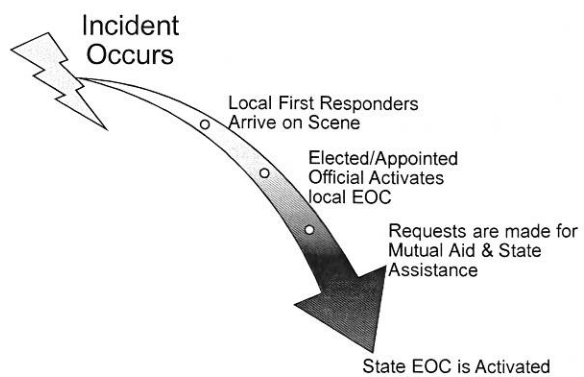
- Name
- Role with Agency
- Years with Agency
- Background Experience
- What you want to get out of this training

Module 2

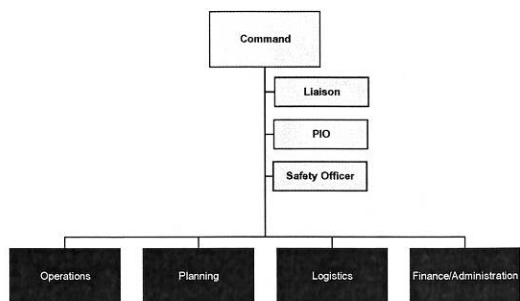
- Introduction to disasters
- Incident Command System (ICS) Structure
- Command vs Coordination
- Overview of Colorado EOC Structures



Anatomy of a Colorado Disaster Response



Incident Command (ICS) Structure



Incident Command System: Command Staff & General Staff

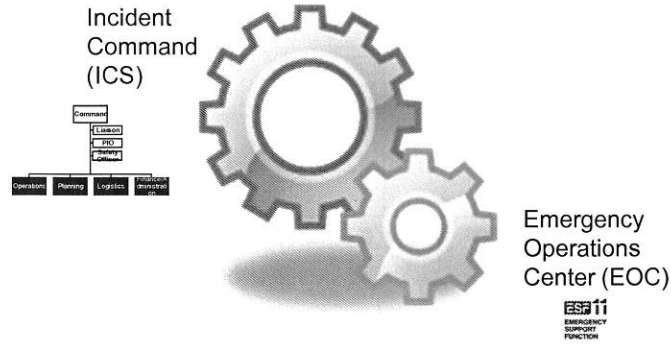
Where ESF's Are During a Disaster

- **Local County/City EOC (EOC)**
- **State EOC (SEOC)**



lpv6.dhs.gov

Command vs Coordination



The EOC A Quick Overview



Minnesota publicradio.org

EOC According to NIMS

- **An EOC is activated:**

To support the on-scene response during an escalating incident by relieving the burden of external coordination and securing additional resources



Colorado Springs EOC

Walsh, D.W. et al. (2010) Understanding the National Incident Management System

EOC According to NIMS

- **An EOC is:**

- A physical location
- Staffed with personnel trained and authorized to represent their agency/discipline
- Equipped with mechanisms for communication with the incident site and obtaining resources and potential resources
- Managed through protocols
- Applicable at different levels of government

Walsh, D.W. et al. (2010) Understanding the National Incident Management System

EOC According to NIMS

- **An EOC consists of:**
 - Personnel and equipment appropriate to the level of the incident



Colorado State EOC

Walsh, D.W. et al. (2010) Understanding the National Incident Management System

EOC According to NIMS

- **An EOC is used:**
 - In varying ways within all levels of government and the private sector
 - To provide coordination, direction, and support during emergencies
 - Coordination
 - Communications
 - Resources allocation & tracking, and
 - Information collection, analysis, and dissemination

Walsh, D.W. et al. (2010) Understanding the National Incident Management System

EOC According to NIMS

- **An EOC may:**
 - Facilitate Multi-Agency Coordination (MACS) functions and may be needed to support Area Command, Incident Command, or Unified Command when resource needs exceed local capabilities
- **An EOC does not:**
 - Command the on-scene level of the incident
 - (ICS does that!)

Walsh, D.W. et al. (2010) Understanding the National Incident Management System

Another View of the EOC

EOC

(Emergency Operations Center)

*An unfamiliar place
where uncomfortable officials
gather to make unpopular decisions
based on incomplete information
allocating inadequate resources
for unanticipated requirements
in too little time.*

Colorado County EOC Structures

They May Differ from County to County



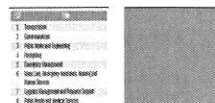
Adams County EOC

EOC Structures

- **An EOC may be organized by:**
 - Major discipline (e.g. fire, law enforcement or EMS)
 - Jurisdiction (e.g. city, county, or region)
 - Some combination of these methods
 - **Emergency support function (ESF)**
 - At the State Level Animal Support is ESF11 and ESF6a
 - Most Colorado Counties structure animal support under ESF11
 - Some Counties do not use ESF at all

Module 3

- Emergency Support Functions
- Who/What is ESF 11
- ESF 11 Support Partners and Stakeholders
- Statutory Authority



Emergency Support Functions

- **Provide the structure for coordinating Federal, State and local interagency support to a disaster event.**
- **Are mechanisms for grouping functions (of resources and capabilities) most frequently used to support disaster and emergency events.**
- **Currently there are 15 Federal level ESF's**
- **Many (but not all) States and Counties mirror the Federal ESF's**

Emergency Support Functions

Colorado ESF's

ESF 1 – Transportation

ESF 2 – Communications

ESF 3 – Public Works & Engineering

ESF 4 – Firefighting
4a Wildfire Suppression

ESF 5 – Emergency Management

ESF 6 – Mass Care, Housing and Human Services
6a Household Pets and Service Animals

ESF 7 – Logistics Management and Resource Support

ESF 8 – Public Health and Medical Services
8a Mental Health and Substance Abuse

ESF 9 – Search and Rescue (SAR)

ESF 10 – Oil and Hazardous Materials Response

ESF 11 – Agriculture and Natural Resources

ESF 12 – Energy

ESF 13 – Public Safety and Security

ESF 14 – Long-Term Community Recovery and Mitigation

ESF 15 – External Affairs

EOC's - Large & Small



Orangeburg County, SC EOC



Abbington Township, PA EOC

Local ESF 11 Task Coordination

(This can vary from county to county)

- **Providing for the safety and well-being of household pets and service animals. Including:**
 - Evacuation
 - Transportation
 - Sheltering
 - Husbandry
 - Veterinary Care
- **Responding to animal and plant disease and pest disasters**
- **Providing nutrition assistance**
- **Protecting natural, cultural and historical resources**
- **Protecting environmental resources**

Statutory Authority

Statutory Response Activity:

- The activities that fall under the authority and funding of the local agency.**
- Defines what they have been authorized and appropriated to do, by law.**

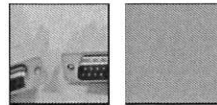
ESF 11 Desk Coordinators

- Responsible for all activities, duties, requests, functions and responsibilities at the ESF 11 Desk.
- Depending on the scope of the incident there may be more than one desk coordinator assigned to ESF 11
 - Household pets and service animal desk coordinator
 - Commercial livestock desk coordinator
 - Environmental desk coordinator
 - Historic Resources desk coordinator
 - Etc.

Module 4



- ESF 11 Desk Coordinator Skill Sets
- ESF 11 Desk Coordinator Roles & Responsibilities
- Activation and Deployment
- At the Desk: Initial and On-Going Actions
- Leaving or Demobilizing the ESF 11 Desk



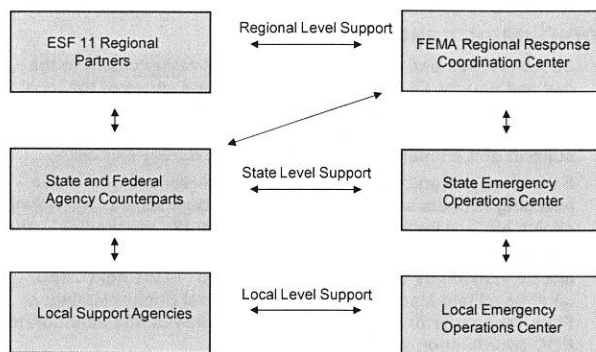
ESF 11 Skill Sets

- **What kind of skills does an ESF 11 EOC Desk Coordinator need to have?**
 - Be well versed and connected with animal stakeholders in the city and county, i.e. they should have a good sense of the local Animal Disaster Plan/Annex, the CART and animal control agencies roles and responsibilities in the plan for evacuation support and animal emergency sheltering during a disaster.
 - Be well versed and connected with animal rescues and where boarding kennels/stables, animal-centric businesses, veterinary clinics etc. are located and how to reach out to them quickly and effectively.
 - Not be individuals that fulfill a critical need "in the field". You can't be a Field Manager, Emergency Animal Shelter Manager, First Responder or Field Responder and provide the attention to EOC coordination work at the same time.

ESF 11 Skill Sets

- **What kind of skills does an ESF 11 EOC Desk Coordinator need to have?**
 - Good organization and coordination skills.
 - Basic skills with computer tools like email, Word, Excel, etc.
 - Good and concise communication skills both in person, on the phone and in writing.
 - Individuals who work well in a chaotic environment and can handle long periods of high stress with a clear cool head.
 - Ability to collaborate with other ESF Desks and Operations Staff in the EOC to problem-solve, find connectivity for resource requests and needs and then "connect the dots" to get the resources to the right places.
 - Able to commit to several days of 12 hour shifts in the EOC when a crisis occurs.

Communication is Critical



ESF 11
Animal/
Agricultural
Desk



Pinellas County EOC
Photography provided courtesy of Pinellas County Communications Department

ESF 11

- **EOC Animal/Agriculture Desk**
 - Point of contact for animal/agricultural issues, coordination and support
- **ESF6a – at the State EOC has responsibilities for coordination for Household Pets and Service Animals**
 - Also by default often coordinates non-commercial livestock (i.e. horses, goats, llamas, chickens, etc.)

ESF 11/Animal/Ag Desk

- Lead agency representation
- Answer questions
- Document event
- Collaboration-problem solving
- Contact sharing
- Spring-board for expansion



Lakewood EOC

Things the ESF 11
Desk Needs to
Consider



Required Training

- ICS - 100
- ICS - 700
- County EOC Training (at the request of OEM)

- **Suggested Training**
 - ICS - 200
 - ICS - 800
 - ICS - 10
 - ICS - 11

Coordination Questions

- **How is animal/agricultural coordination represented in overall response structure?**
- **Who are the key contacts for the animal/agricultural coordination personnel at the EOC?**
- **Will the night shift be staffed (24/7)?**

Coordination Questions

- **Is one person per shift for animal/Ag issues adequate?**
 - Assume there is only room for one animal coordinator at the EOC.
 - You will probably need additional staff – where will you put them?
 - Is there another structure (Animal/Ag EOC) which provides a liaison to State EOC?
- **Who is the agency executive or elected official you can turn to for policy issues?**
- **How will you track communication, tasks, and activities?**

Situational Assessment

- **What incident status information would animal coordination personnel at each EOC need to know about?**
- **How would you get that information?**
- **How long would it take to compile such information?**
- **How would you share that information?**
 - Formally
 - Informally
- **As the shift changes, what do you owe the next shift?**

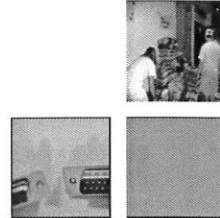
Resource Management

- **What resource needs might you anticipate?**
 - Pets
 - Livestock
 - Wildlife
 - Agriculture
- **Where can you find resources?**



Adams County EOC

Duties at the ESF 11 Desk During a Disaster Event



Example EOC Schedule

- 0630 – Shift Change and Coordination Briefing
 - Brief oral update on animal support function
- 0700 – Command & General Staff meeting
- 0900 – Situation Report input due to Planning
 - Current actions to support animal issues
 - Summary of incident animal status and actions
- 1100 – Incident Support Plan (ISP) input due to Planning
 - Anticipated issues, challenges, actions, staffing needs
- 1600 – ISP approval meeting
- 1830 – Shift change and Coordination Briefing
- 1830-0630 – Night shift monitoring and task completion

Role of the ESF 11 Desk in the EOC

- Represent ESF 11 at the ESF 11 Desk, at meetings and conference calls
- Serve as Liaison between ESF 11 and EOC Manager and State EOC (SEOC)
- Communicates with ESF 11 and ESF 6a at the SEOC
- Takes requests for resources from the field to support animal response
- Coordinates resources and information into and out of the EOC
- Consolidates information
- Provides reports

Critical Communication Duties

- Maintain a daily shift log of events (this may be a WebEOC Log, an internal online EOC log or a paper ICS 214 Form)
- Prepare SitReps and other reports, in accordance with ESF 11 procedures.
- Provide input during Planning Meetings
- Present status reports at meeting/briefings
- Receive/coordinate incoming requests for assistance
- Develop After Action Report information as required by the OEM
- Check and respond to ESF 11 e-mail

Documentation and Reporting

- **Reporting Chain**
- **ESF 11 Log entries**
- **Input to SitReps**
- **Make sure your communications are clear**

ESF 11 Responsibilities and Duties

- **Safety and Well-Being of Household Pets**
 - Supports a multi-ESF response together with ESF 6, ESF 8, ESF 9, and ESF 14 to provide for the safety and well-being of household pets and service animals.
 - Provides overall technical expertise regarding the safety and well-being of household pets.
 - Coordinates with ESF 6 (Mass Care) evacuation and sheltering of household pets.
 - Coordinates with ESF 8 on medical care for household pets.
 - Coordinates with ESF 9 on search and rescue operations for household pets.
 - Coordinates with ESF 14 on community recovery and future mitigation actions.

ESF 11 Responsibilities and Duties

- **Agriculture and Livestock impacts**

Works as necessary with the Colorado Department of Agriculture and Office of the State Veterinarian for:

- Impacts concerning commercial livestock
- Animal disease coordination and control
- Coordinates with Brand Inspectors in emergency response

How to Prepare for ESF 11 Desk Duties

- **Get your own house in order**

- **Work (regular and collateral duty)**
 - Necessary notifications
- **Family (preparedness and care plan for family and pets)**
- **Personal**
 - Health & Medications
 - Training
 - Mental Preparation

How to Prepare for ESF 11 Desk
Duties (cont'd)

- **ESF 11 electronic documents and hard copies**
 - Contacts/Subject Matter Expert list
 - Forms
 - Reports

- **Supplies**
 - Paper Pads
 - Pens/Pencils

ESF 11 Desk Coordinator Activation
& Deployment

- **Heads-up and consultation with Supervisor**
- **Coordinate with the EOC Manager/ESF 11 Coordinator**
- **Confirm Shifts/Times**
- **Track your Expenses**
- **Report to the EOC**

Reporting In and Initial Activities

- **Sign in at the EOC 30 minutes before your shift**
- **Conduct shift change briefing with the previous ESF 11 shift**
- **Review ESF 11 Checklist, IAP, SitRep, etc.**
- **Establish/review ESF 11 daily schedule**
- **Log on to WebEOC, internal online EOC system, etc.**
- **Log your initial ESF 11 Report**
- **Participate in EOC Shift Change Briefing**

Initial ESF 11 Desk Activities (cont'd)

- **Check the In-box for ESF 11 daily reports, messages, etc.**
- **Establish on-shift status: Contact other county EOC's or SEOC if applicable**
- **Contact Partner Agencies POC's for updates (i.e. Animal Control, CART, PetAid Colorado, Dept. of Agriculture, Red Cross, etc.)**
- **Answer the ESF 11 phone and take requests for information and resources to support the response**
- **Gain approvals as necessary for requested resources**
- **Find and direct information and resources to the appropriate parties**

Ongoing ESF 11 Desk Activities

- Answer the ESF 11 phone
- Regularly check ESF 11 In-box, emails
- Take requests for information and resources to support the response
- Gain approvals as necessary for requested resources
- Find and direct information and resources to the appropriate parties
- Update the ESF 11 Log, 214's, SitReps
- Attend applicable meetings and conference calls
- Gather information and develop reports
- When necessary, update/confer with partner agencies
- Disseminate information and submit reports

Module 5

- Reports
- Resources
- Demobilization & Closing Actions



Petaidcolorado.org

ESF 11 Desk Reports

- WebEOC Log
- WebEOC Posts
- Internal EOC Log and Posts
- Situation Reports (SitReps)
- Daily animal shelter population reports to EOC Management and SEOC ESF 6a and ESF 11 Desks
- Shift Briefing/Debriefing Information



ESF 11 Desk Resources

- Animal Control and other approved Animal Search and Rescue Teams
 - "Red Zone" Evacuation and Transport
 - Field support to First Responders for animal issues
- Community/County Animal Rescue Teams
 - Emergency Animal Shelter establishment and setup
 - Emergency Animal Shelter management, volunteers and staffing
 - Animal transport needs outside of the "red zone"
- Local Private Sector (with written approval of EOC Management)
 - Equipment
 - Animal Food
- State EOC ESF 6a and ESF 11 Desk
 - Information
 - Requests for resources that exceed local capabilities

Closing ESF 11 Desk Activities

- **Finalize Shift Reports**
- **Provide the next ESF 11 shift with a status briefing**
- **Sign out of the EOC**

Standing Down or Demobilizing the ESF 11 Desk

- **Stand Down**
 - EOC Manager releases ESFs with a possible call back
- **Demobilize**
 - EOC Manager determines, based on ESF's and other recommendations , that the ESFs work is done and needs to demobilize.

Module 6

- Required Training
- Suggested Continuing Education & Training
- Review Exercise
- Wrap up



Required Education and Training

- **Required Training**
 - IS-100
 - IS-700
 - Colorado ESF 11 Desk Coordinator Training (available from PetAid)

Suggested Education and Training

- **Suggested Training**
 - Colorado CART Training (available from PetAid)
 - IS-10A Animals in Disasters: Awareness and Preparedness
 - IS-11A Animals in Disasters: Community Planning
 - IS-200
 - IS-800
 - WebEOC Training (if applicable)
 - Local EOC Paper or Online Documentation Systems Training (if applicable)
 - IS-775 EOC Management and Operations
 - IS-806 Mass Care, Emergency Assistance, Housing and Human Services
 - IS-811 Agriculture and Natural Resources
 - IS-820 Introduction to NRF Support Annexes

Continuing Education and Training

- WebEOC Training (if your EOC uses it)
- Internal EOC Paper or Online Documentation Systems Training
- Participate in regular EOC Meetings
- Participate in regular EOC/SEOC Exercises

Student Participation Activity

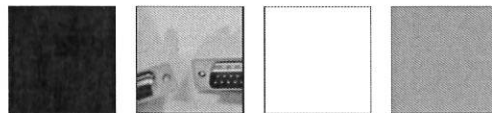


Iowa State EOC



CNN.com

Natural Disaster



What's Needed?

- **Natural Disaster**
 - **EM is Lead Agency with other Agencies supporting the effort**
 - Animal is incorporated into Local/State EOC
 - Support ESF11/Animal Annex
 - Liaison to State EOC
 - ESF 11 EOC structure set up to support actions on tasking from State EOC
- **What do you need?**
 - Structure
 - Lead Agency
 - Personnel
 - Equipment
 - Technical Support



What's Needed?

- **What do you need to do?**
 - Prepare
 - Check in
 - Unit Logs
 - Briefings
 - Answer the phone
 - Check emails
 - Meetings



What's Needed?

- **What do you need to do?**
 - **Contacts**
 - **Find resources**
 - **Gain approvals**
 - **Problem solve**
 - **Reports**
 - **Debriefings**



Wrap Up

- **Thank You!**
- **Questions?**
 - Debrah Schnackenberg**
 - Director – Disaster Services**
 - PetAid Colorado**

 - 720-218-4692**
 - debrahschnackenberg@petaidcolorado.org**

Credits

USDA, (2013) Emergency Support Function 11, ESF11 Desk Officer - Basic Training

Walsh, D.W. et al, (2010) Understanding the National Incident Management System

