

CONTRA COSTA WATER DISTRICT

Emergency Operations Plan



FY20

Emergency Operations Plan Approval and Implementation

Forward

Record of Changes

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Approval and Implementation

An active Emergency Preparedness Program that includes an Emergency Operations Plan (EOP) written and administered to help manage CCWD's critical functions during any emergency and protect people, property, and the environment. The **XX** is responsible for facilitating progress on the program. The CCWD's EOP identifies the Director of Operations and Maintenance to serve as the Emergency Operations Director (EOD) who has the authority for developing plans, training staff and managing CCWD's response to any emergency through the Emergency Operations Team. A **XX** update of the EOP is required.

The CCWD's FY20 EOP supersedes all previous versions of the EOP. All previous versions of the EOP are considered obsolete and should be recycled by shredding. This document is intended to provide a single, comprehensive framework to manage disasters and emergencies that threaten CCWD's infrastructure, operations, the environment, the public, and employees. The plan provides the structure for coordinating response/recovery activities among organizations internally and with external agencies.

Due to the vital nature of CCWD's operations, especially in emergencies, it is imperative that organizational readiness be maintained. Therefore, it is expected that all employees who are assigned emergency responsibilities be familiar with this plan to ensure effective and efficient emergency response. In addition, departments and divisions assigned responsibilities in this plan will actively participate in exercises of this plan and develop and maintain associated plans, instructions, and standard operating procedures (SOPs) in support of this plan.

The EOP is continually reviewed, updated, and refined for improvement and to meet CCWD's changing needs. The approved plan is located **XX**.

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Director of Operations and Maintenance

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General Manager

Forward

CCWD's Emergency Operations Plan (EOP) supports efforts to be a resilient organization that is prepared for and can respond to and recover from an adverse occurrence. It was written and administered in accordance with guidelines contained in the National Response Framework (NRF), the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS). The three main benefits of the EOP are:

1. Influences the course of events in an emergency by determining in advance the roles, actions and processes that will be followed;
2. Guides other preparedness activities; and
3. Facilitates unity of effort by providing a common blueprint for activity in the event of an emergency.

The EOP is the cornerstone of CCWD's Emergency Preparedness Program. It provides a description of the Emergency Preparedness Program and is a reference for all hazards emergency response and short-term recovery. The EOP is intended to be used with several other key documents that provide additional detail.

- EOP functional appendices provide specific information and direction. Examples include the Emergency Declaration Guidance, EOT Roles and Responsibilities Checklists, and the CCWD standardized ICS Forms.
- EOP hazard specific annexes provide a description of actions for response to a specific hazard such as the Dam Response Annex and Public Notification Plan.
- CCWD's Local Hazard Mitigation Plan provides direction and guidance on how CCWD may mitigate to prevent natural hazards.
- CCWD's Emergency Preparedness Glossary of Terms provides a dictionary and list of acronyms for use in all emergency preparedness documents.

The FY20 edition of the EOP incorporates lessons learned from events, exercises, and feedback from members of the Emergency Operations Team (EOT), and changes in state and federal emergency management systems. The EOP and all of these documents are maintained and controlled on the **XX**.

BASIC PLAN

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1.0 Introduction

The potential for a natural disaster or other type of emergency associated with a malevolent act is always present. These events can disrupt CCWD operations, injure people, and damage property or the environment. The purpose of the CCWD Emergency Operations Plan (EOP) is to establish a written program and organizational structure for response to major emergencies that impact CCWD. An emergency organization must be immediately available to help manage CCWD's critical functions during any emergency, protect the safety of staff and minimize damage to the environment. This plan is designed to help CCWD prepare for, mitigate against, respond to, and recover from all hazards CCWD may face. CCWD's EOP is written, periodically updated and maintained.

More specifically, the EOP provides the framework for the following:

- Ensuring CCWD has a comprehensive program to prevent and/or mitigate hazards.
- Utilizing the State of California Standardized Emergency Management System (SEMS) and the Federal National Incident Management System (NIMS) to effectively and efficiently manage resources in emergency response.
- Implementing the Incident Command System (ICS) as a standardized on-scene, all hazards incident management system.
- Ensuring CCWD has a process to prioritize and plan emergency response and recovery activities.
- Requesting, coordinating and responding to requests for mutual aid/assistance as needed to support District resources according to established laws, regulations, and agreements.
- Maintaining liaison and coordinating priorities and appropriate actions with local, state, and federal agencies involved in emergency response.
- Appropriately documenting emergency response actions to support reimbursement of expenses from the federal government, the state, or other agency when a state of emergency or disaster is declared.
- Capturing lessons learned from training, exercises, and emergencies for incorporation into the continual improvement process of the program.

1.1 Scope

This EOP is a plan that describes the Emergency Preparedness Program covering the five areas of readiness: prevention, protection, mitigation, response, and recovery. CCWD requires the Emergency Preparedness Program include an EOP written and administered in accordance with state and federal guidelines.

The EOP defines CCWD's emergency response organization; provides guidance on training and exercises for staff; and describes processes used in an emergency to set objectives for response; direct or redirect resources as needed; and recover damaged assets, systems, and financial costs. The plan and organization are intended to work with local, state and federal plans during a emergency declaration by those authorities.

This is the official EOP for CCWD which supersedes previous plans and precludes employee actions not in concert with the intent of this plan, or the emergency organization created by it. Nothing in this plan conveys additional authority (e.g., purchasing, discipline, etc.) or supplants existing authority for CCWD employees as defined by policies and procedures. However, nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the plan or any appendices and annexes hereto.

1.2 Mission

The mission of CCWD's Emergency Preparedness Program is to ensure CCWD is prepared to respond to any emergency situation in a safe, effective, and timely manner. In support of this mission, the following operational priorities will govern all resource allocation and response strategies:

Life safety: Protection of human life takes precedence over all other considerations.

Incident stabilization: All efforts of CCWD's response will be directed towards controlling the causes of the incident or emergency so that the emergency does not expand and the situation is contained.

Protection of the environment and property: The response strategies used to control the emergency will minimize, to the degree possible, the impact to the environment and attempt to prevent property damage.

The EOP serves as CCWD's controlling document for producing the event specific action plan for response. Throughout any emergency, response objectives, strategies, and tactics are established based on the priorities given above. The objectives and strategies developed under the programs and processes described in the EOP serve as command guidance for assigned CCWD and mutual assistance resources.

1.3 All Hazards Planning Model

CCWD delivers safe, clean water to approximately 500,000 people in central and eastern Contra Costa County in Northern California. Formed in 1936, CCWD provides water for irrigation and industry. The source of the District's water is the Sacramento-San Joaquin Delta. CCWD's products and services are vital for public health, fire protection, economic development, and quality of life and CCWD operations are vulnerable to many different hazards such as those described below.

- The District water system crosses XX active earthquake fault zones..
- CCWD is susceptible to a range of potential manmade threats, including sabotage or criminal acts, which could damage facilities or operations.
- CCWD's system of dams, pipes and facilities could impact several cities, if failure occurs.
- CCWD uses and stores acutely hazardous materials.
- CCWD is susceptible to fire throughout the service area and watershed regions.
- CCWD workforce can be harmed by a variety of medical health emergencies (e.g., pandemic flu and high air quality index).

Consequently, CCWD must be ready to respond to a range of hazards. CCWD's EOP is sufficiently flexible to use in all emergencies. It is intended to be a general description of how CCWD will take action against any threat or event of natural, technological, and national security emergencies and disasters. The EOP establishes the general process and structure for CCWD to prepare for, and manage significant events, emergencies, and disasters.

At CCWD, the emergency response program elements support a continuous improvement cycle of preparedness, response, and recovery as the organization learns from its experience. There is no distinct line between response and recovery because the transition from response to recovery will occur at different times for different business functions. For example, the procurement function may need to be recovered prior to water conservation. In addition, response and recovery may occur at the same time for some critical functions.

1.4 Planning Assumptions

Inherent in CCWD's response to any disaster situation, certain assumptions have been made that will impact execution of the EOP. These assumptions include:

- Emergencies occur at any time (day or night) with little or no warning.
- Emergencies may overwhelm the capabilities of the District and local, state, and federal governments.
- Emergencies may impact other critical infrastructure in the geographic area.
- Depending upon the scope and magnitude of the incident, this EOP and the District's emergency response organization will be partially or fully activated.
- During declared District emergencies, some or all of the District's day-to-day organizational structure will shift to the emergency management organization outlined in this plan.
- As Disaster Service Workers, all CCWD employees will maintain themselves in a condition of preparedness. This means completing necessary training to respond in an emergency and preparing their homes and families for their absence.
- District staff will remain at or return to work to help the District manage the emergency. This complies with Section 3100 of the Government Code which identifies all District employees as Disaster Service Workers, and requires staff to remain at or return to work as directed during declared emergencies.
- If at home when a disaster strikes, District employees will ensure the safety and welfare of their families and report their status to the District before physically reporting for an emergency assignment.
- If on duty when a disaster strikes, District employees will want to know about the safety and welfare of their homes and families. Families will also want to know the condition of employee family members. The District will provide an employee welfare/family information inquiry system, to the extent possible.
- District staff will take immediate actions to address threats to life safety, in accordance with established emergency procedures.
- District-wide response and restoration priorities to major emergency events will be established by the District EOT staff.
- During disasters, on- and off-duty District staff will report to designated locations in accordance with their respective Department Emergency Action Plans.
- Emergencies may involve multiple, highly varied hazards or threats.
- Response and recovery may require prolonged, sustained incident management activities.

1.5 Emergency Management Plan Overview

There are several documents in the District's Emergency Preparedness Program that describe how the District mitigates, prepares for, responds to, and recovers from an emergency. These are described in the following sections. All plans and appendices shall be based on those potential hazards to which the District is exposed. Plans and appendices will detail who, what, when, where and how emergency tasks and responsibilities will be conducted.

1.5.1 Emergency Operations Plan (EOP)

The EOP provides an overview of preparedness and incident management activities for emergency response and incident stabilization to provide a transition to recovery, and describes organizational structures, roles and responsibilities, policies and procedures, general situation and assumptions, concept of operations, administration and logistics, plan development and maintenance, and authorities and references. The EOP includes pre-incident and post-incident public awareness, education, communications plans and protocols and describes mitigation efforts or risk-based preparedness measures directed at specific hazards.

The EOP is designed to work with the federal National Response Framework and with state and local EOPs, and is the foundation for other District emergency plans, procedures, guidelines, arrangements, and agreements.

1.5.2 EOP Functional Appendices

Functional appendices add specific information and direction to the EOP. While the basic plan provides broad, overarching information relevant to the EOP as a whole, appendices focus on specific responsibilities, tasks, and operational actions that pertain to the performance of a particular emergency operations function. Some examples of functional appendices include Emergency Operations Team (EOT) position checklists and the District's emergency declaration procedure. These are available from the **XX**. Members of the EOT should review and retain copies for reference during a response.

1.5.3 EOP Hazard Specific Response Plans (HSRPs)

HSRPs are annexes to the EOP that address specific threats or events. The HSRPs identify plans and responsibilities for preventing, mitigating, detecting, assessing, and controlling the hazard, warning and protecting the public and customers, and recovering operations. Hazard specific annexes identify mission considerations that will require coordination through the EOC, as well as the functional areas involved. They also prioritize business objectives and critical operations that are essential for recovery. They are maintained at **XX**.

1.5.4 Site Specific Emergency Action Plans (SSEAPs)