



Developing and Maintaining Emergency Operations Plans

Comprehensive Preparedness Guide (CPG) 101:
Compilation of Checklists

September 2021



FEMA

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Checklists to Support Development of Emergency Operations Plans

Purpose

Comprehensive Preparedness Guide (CPG) 101 provides guidelines on developing emergency operations plans. The guide promotes a common understanding of the fundamentals of community-based, risk-informed planning and decision making to help planners examine threats or hazards and produce integrated, coordinated and synchronized plans. This document is a companion resource for CPG 101 that compiles a series of checklists introduced in the document. This companion resource is designed to help planners develop or review emergency operations plans (EOPs) that address their specific jurisdictional needs.

How To Use This Resource

CPG 101 helps both novice and experienced planners navigate the planning process. The sections that follow feature a series of checklists that are included in three different sections of CPG 101: 1) creating an EOP base plan; 2) adding EOP annexes; and 3) enhancing inclusiveness in EOPs. These checklists offer example content for planning teams to consider when developing and updating their EOPs. This information is a starting point and may not fully reflect the issues that jurisdictions need to consider in their plans. Planners should apply these checklists in the context of the other guidance in CPG 101, including the overarching planning principles that are summarized below. The goal of publishing the checklists from CPG 101 in a standalone document is to increase the utility of these resources for the planning community.

Planning Principles from CPG 101

- Planning should be community-based, representing the whole population and its needs.
- Planning should emphasize caring for people with disabilities and individuals with access and functional needs, infants, children and older adults.
- Planning should include all stakeholders in the community.
- Planning should address equity in all phases of the planning process.
- Planning should engage the private sector.
- Planning should include elected and appointed officials throughout the process.
- Planning is a fundamental process to manage risk.
- Planning should use analytical approaches to address uncertainty.
- Planning should consider all hazards and threats.

- Time, uncertainty, risk and experience influence planning.
- Planning is a key component of the National Preparedness System.
- Plans should clearly identify the mission, supporting goals and desired results.
- Planning should depict the anticipated environment for action.
- Planning does not need to start from scratch.
- Planning should identify tasks, allocate resources to accomplish those tasks and establish accountability.
- Effective plans tell those with operational responsibilities what to do and why, and they instruct those outside the jurisdiction how to provide support and what to expect.

Creating an EOP Base Plan

Deciding on an EOP Format

- Organization.** Do the EOP section and subsection titles help users find what they need, or must users sift through information that is not relevant? Can individual plan components be revised without forcing a substantial rewrite of the entire EOP?
- Progression.** In any one section of the EOP, does each element seem to follow from the previous one, or are some items strikingly out of place? Can readers grasp the rationale for the sequence and scan for the information they need?
- Consistency.** Does each section of the EOP use the same logical progression of elements, or must readers reorient themselves to each section?
- Adaptability.** Does the EOP's organization make its information easy to use during unanticipated situations?
- Compatibility.** Does the EOP format promote coordination with other jurisdictions, including the state and/or federal government?
- Inclusivity.** Does the EOP appropriately address the needs of people of color, others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality as well as those with disabilities or others with access and functional needs?

Hazard and Threat Analysis Summary

- Identify and summarize the hazards that pose a significant risk to the jurisdiction and would result in the need to activate this plan (e.g., threatened or actual natural disasters, acts of terrorism, other human-caused disasters); include estimates for how climate change may introduce new hazards or increase the potential impacts from existing hazards.
- Identify and summarize the probable high-risk areas (i.e., population (including the most vulnerable members of the community), infrastructure and environment) that are likely to be impacted by the defined hazards (e.g., hospitals, congregate care facilities, wildlife refuges, types/numbers of homes/businesses in floodplains, areas around chemical facilities).
- Identify and summarize the defined risks that have occurred and the likelihood they will continue to occur within the jurisdiction (e.g., historical frequency, probable future risk, national security threat assessments).
- Describe how the jurisdiction has incorporated intelligence from threat analysis via state and local fusion centers, joint terrorism task forces, national intelligence organizations, etc., into its hazard and threat analysis.
- Describe how the vulnerability and impact analysis incorporates critical infrastructure protection activities.
- Describe how the jurisdiction assessed and incorporated agricultural security; food supply security; cybersecurity; chemical, biological, radiological, nuclear and explosive (CBRNE) incidents; and pandemics.
- Describe the assumptions and methods to complete the jurisdiction's hazard and threat analysis, including tools or methodologies (e.g., a state's hazard analysis and risk assessment manual, hazard mitigation plan guidance, vulnerability assessment criteria, consequence analysis criteria).
- Include maps that show the high-risk areas that the identified risks are likely to impact (e.g., residential/commercial areas within defined floodplains, earthquake fault zones, vulnerable zones with hazardous materials facilities/routes, areas within ingestion zones for nuclear power plants, critical infrastructure).
- Identify and describe the risks that could originate in a neighboring jurisdiction and create hazardous conditions in this jurisdiction (e.g., critical infrastructure loss, watershed runoff, chemical incident, civil disturbance, terrorist act).
- Identify and describe the unique time variables that may influence the hazard and threat analysis and preplanning for the emergency (e.g., rush hours, annual festivals, seasonal events, how quickly the incident occurs, the time of day that the incident occurs).

Concept of Operations

- Describe who has the authority to activate the plan (e.g., emergency management agency, senior official, state official, fire/police chief).
- Describe the process, templates and individuals involved in issuing a declaration of emergency for a given hazard and how the jurisdiction coordinates the declaration with neighboring jurisdictions and the state.
- Describe how the jurisdiction resolves legal questions/issues resulting from preparedness, response or recovery actions, including the liability protection available to responders.
- Describe how the emergency management agency coordinates with all appropriate agencies, boards or divisions within the jurisdiction.
- Describe how the plan's emergency operations address the needs of people of color and others who have been historically underserved, marginalized and adversely affected by persistent poverty and inequality.
- Describe how plans account for the essential needs of children.
- Describe how plans account for the physical, programmatic and communications needs of individuals with disabilities and others with access and functional needs.
- Describe how plans account for the essential needs of household pets and service animals.
- Identify other response/support agency plans that directly support the implementation of this plan (e.g., hospital, school emergency, facility plans).

Organization and Assignment of Responsibilities (Key Functions)

- Identify/outline the responsibilities assigned to each organization that has a mission assignment defined in the plan, including (but not limited to) the following:
 - The local senior elected or appointed officials (e.g., governor, mayor, commissioner, administrative judge, council, executive director);
 - Local agencies and responsibilities, regardless of incident type;
 - State agencies most often and/or likely to be used to support local operations (e.g., department of transportation, state police/highway patrol, department of agriculture, department of natural resources, environmental protection/quality, emergency management, homeland security, department of health/public health, National Guard);
 - Regional organizations or groups most often and/or likely to be used to support local operations;
 - Federal agencies most often and/or likely to be used to support local operations (e.g., FEMA, Coast Guard, Department of Justice, Federal Bureau of Investigation, Federal Aviation Administration, National Transportation Safety Board, Department of Defense, Department of Transportation, Department of Agriculture);
 - Government-sponsored volunteer resources (e.g., CERTs, Fire Corps and/or Medical Reserve Corps, Volunteers in Police Service, auxiliary police); and
 - Private sector and voluntary organizations (e.g., organizations that assist with sheltering, feeding and reunification services for people of color and others who have been historically underserved, marginalized and adversely affected by persistent poverty and inequality, persons with disabilities, animal response, social services, health-related needs, community and faith-based organizations, animal welfare and/or humane organizations, independent living centers, disability advocacy groups, business and industry participation).
- Describe how the organization addresses prevention roles and responsibilities, including linkages with fusion centers where applicable.
- Describe how the jurisdiction manages roles and responsibilities for critical infrastructure protection and restoration.
- Describe how the jurisdiction determines roles and responsibilities for unaffiliated volunteers and how to incorporate these individuals into the emergency operation.
- Identify and describe what MAAs are in place to quickly activate and share resources during an emergency. Examples of agreements that may exist include agreements:
 - Between response groups (e.g., fire, police, EMS);
 - For additional resources/assistance between neighboring jurisdictions' response forces (e.g., fire, police, EMS);
 - To provide and receive additional resources through EMAC;

- For resources (e.g., outside assistance, personnel, equipment);
 - Between medical facilities inside and outside the jurisdiction (e.g., for using facilities, accepting patients);
 - Between water and wastewater utilities inside and outside the jurisdiction;
 - For alert and notification and dissemination of emergency public information, to include obtaining system permissions for alert type and area (e.g., Federal Information Processing Standard code, event code, approval by the state approval authority for Emergency Alert System [EAS] and Wireless Emergency Alerts [WEAs] alerting via IPAWS); and
 - For evacuation (e.g., use of buildings, restaurants and homes as shelters/lodging; relocation centers; transportation support), including agreements between jurisdictions for the acceptance of evacuees.
- Describe how the jurisdiction maintains a current list of available NIMS-typed resources and credentialed personnel.
 - Describe how all tasked organizations maintain current notification rosters, SOPs/SOGs and checklists to carry out their assigned tasks.
 - Provide a matrix that summarizes which tasked organizations have the primary lead versus a secondary support role for each defined response function.
 - Describe the jurisdiction’s policies regarding public safety enforcement actions required to maintain the public order during a crisis response, including teams of enforcement officers needed to handle persons who are disrupting the public order, violating laws, requiring quarantine, etc.

Direction, Control and Coordination

- Identify who has tactical and operational control of response assets.
- Discuss multi-jurisdictional coordination systems and processes used during an emergency.

Information Collection, Analysis and Dissemination

- Describe plans for coordination between the planning section and the jurisdiction's fusion center.
- Describe information dissemination methods (e.g., verbal, electronic, graphics) and protocols.
- Describe critical information needs and collection priorities.
- Describe strategies for collecting, analyzing, and sharing information about the condition of community lifelines.
- Describe long-term information collection, analysis and dissemination strategies.
- Describe collaboration with the general public in the collection, analysis and dissemination of information, to include all elements of the whole community as well as sector-specific watch programs.

Communications and Coordination

- Describe the framework for delivering communications support and how an individual jurisdiction's communications integrate into the regional or national disaster communications network.
- Identify and summarize separate interoperable communications plans.

Administration, Finance and Logistics

- Include references to intrastate and interstate MAAs, including EMAC.
- Identify authorities for and policies on augmenting staff by reassigning public employees and soliciting volunteers, along with relevant liability provisions.
- Include or reference general policies on keeping financial records, reporting, tracking resource needs, tracking the source and use of resources, acquiring ownership of resources and compensating the owners of private property used by the jurisdiction.

DOCUMENTATION

- Describe the process and agencies that document the actions during and after the emergency (e.g., incident and damage assessment, incident command logs, cost recovery).
- Describe/summarize the reasons for documenting the actions during both the response and recovery phases of the disaster (e.g., create historical records, recover costs, address insurance needs, develop mitigation strategies).
- List the ICS Documentation Section's responsibility to include copies of required reports (e.g., cost recovery, damage assessment, incident critique, historical record).
- Describe the agencies and methods that the ICS Documentation Section should engage to create a permanent historical record of the incident (after-action report) and include information identifying the actions taken, resources expended, economic and human impacts and lessons learned as a result of the disaster.

AFTER-ACTION REPORTING

- Describe the reasons and need to develop an after-action report/improvement plan (e.g., review actions taken, identify equipment shortcomings, improve operational readiness, highlight strengths/initiatives).
- Describe the methods and agencies to organize and conduct a review of the disaster, including how the jurisdiction documents recommendations to improve local readiness (e.g., changing plans/procedures, acquiring new or replacing outdated resources, retraining personnel).
- Describe the links and connections between the processes to critique the response to an emergency/disaster (including the protection of and services for people of color and others who have been historically underserved, marginalized and adversely affected by persistent poverty and inequality) and the processes to document recommendations for the jurisdiction's exercise program.

- Describe how the jurisdiction implements corrective actions and/or addresses the deficiencies and recommendations identified in the after-action report/improvement plan.

FINANCE

- Identify and describe the various programs that allow local political jurisdictions and their response/support agencies to recover their costs (e.g., Small Business Administration, Public Assistance Program [for incidents involving a Stafford Act declaration]).
- Identify and describe how to document the costs incurred during response and recovery operations.
- Identify and describe the programs, and how the jurisdiction assists the general public, to recover their costs and begin rebuilding (e.g., Small Business Administration, unemployment benefits, worker's compensation).
- Describe the methods to educate responders and local officials about the cost recovery process.
- Describe the impact and role of insurance in recovering costs (e.g., self-insured, participation in the National Flood Insurance Program, homeowner policies).
- Describe the methods of pre- and post-declaration funding for the jurisdiction's household pets and service animals preparedness and emergency response programs, including how to capture eligible costs for reimbursement by the Public Assistance Program (for incidents involving a Stafford Act declaration), eligible donations for volunteer labor and resources and eligible donations for mutual aid resources.

LOGISTICS

- Identify and describe how agencies involved in risk analysis and capability assessment identify the resources needed for a response to a defined hazard, including using past incident critiques to identify/procure additional resources.
- Identify and describe the steps to overcome the jurisdiction's identified resource shortfalls, including identifying the resources that are only available outside the jurisdiction (e.g., hazardous materials, water rescue, search and rescue teams, CBRNE) and the process to request those resources.
- Briefly summarize the specialized capabilities (e.g., personnel, facilities, equipment) that are needed and available to respond to the defined hazards. Note: Use a tab to the plan or a separate resource manual to list the types of resources available, amounts on hand, locations maintained and any use restrictions.
- Provide information about specialized equipment, facilities, personnel and emergency response organizations currently available to support children, individuals with disabilities and others with access and functional needs.

- Describe the process to identify private agencies/contractors that support resource management issues (e.g., waste haulers, spill contractors, landfill operators).
- Identify existing Memorandum of Agreements (MOA), Memorandum of Understandings (MOU) and contingency contracts with resource management organizations.

Plan Development and Maintenance

- Describe the planning process, participants in that process and how planners coordinate development and revision of different levels of the EOP (e.g., base plan, annexes and SOPs/SOGs).
- Assign responsibility for the overall planning and coordination to a specific position.
- Establish a regular cycle of training on, evaluating, reviewing and updating the EOP.
- Summarize how other jurisdictions/organizations reviewed, coordinated on and/or evaluated the plan.
- Describe how this plan was determined to be consistent with the EOPs from adjoining or intrastate regional jurisdictions.
- Describe the process to review and revise the plan periodically (e.g., annually, more often if changes in the jurisdiction warrant [such as changes in administration or procedures, newly added resources/training, revised phone contacts or numbers]).
- Describe the responsibility of each organization/agency (governmental, nonprofit and private sector) to review and submit changes to its respective portion(s) of the plan, including ongoing efforts to ensure that the plan provides equitable treatment for all members of the community.
- Identify/summarize to whom the plan is distributed, including whether it is shared with other jurisdictions. Note: This list can be included as a tab to the plan.
- Identify and describe where and how the public can access the plan.
- Include a page to document when the plan is changed.

Authorities and References

- Include lists of laws, statutes, ordinances, executive orders, regulations and formal agreements relevant to emergencies (e.g., MAAs), including applicable state-designated public-alerting authorities for the activation of EAS and WEAs.
- Specify the extent and limits of the emergency authorities of the senior official, including the conditions under which these authorities become effective and when they terminate.
- Pre-delegate emergency authorities (i.e., enabling measures for specific emergency-related authorities of the elected or appointed leadership or their designated successors).
- Include provisions for COOP and COG (e.g., the succession of decision-making authority and operational control) to perform critical emergency functions.
- Identify and describe the federal, state and local laws that specifically apply to developing and implementing this plan, including (but not limited to) the following:
 - Local and regional ordinances and statutes;
 - State laws or revised code sections on emergency management and homeland security;
 - State administrative code sections on roles, responsibilities and operational procedures;
 - State attorney general opinions; and
 - Federal laws, regulations and standards (e.g., Stafford Act, FEMA policy, ADA, civil rights).
- Identify and describe the reference manuals to develop the plan and/or help prepare for and respond to disasters or emergencies, including (but not limited to) general planning tools, technical references and computer software.
- Identify/define words, phrases, acronyms and abbreviations that have special meaning and ensure that they are used appropriately.
- Identify words, phrases, acronyms and abbreviations that may be offensive to some members of the community, and ensure they are excluded from communications.

Adding Functional Annexes

Agriculture and Natural Resources

- Describe how to determine nutrition assistance needs (including cultural, religious and medical dietary restrictions), obtain appropriate food supplies and arrange for delivery of the supplies.
- Identify how to respond to animal and plant diseases and pests, including an outbreak of a highly contagious or economically devastating animal/zoonotic disease or an outbreak of a harmful or economically significant plant pest or disease. Note: Additional information may be included in a hazard- or threat-specific annex.
- Describe the methods to address the safety and security of the food supply.

Communications

- Identify and describe how to manage communications between the on-scene personnel and agencies (e.g., radio frequencies/tactical channels, cell phones, data links, command post liaisons, communications vehicle/van) to establish and maintain a common operating picture of the incident.
- Identify and describe how to identify and overcome communications shortfalls (e.g., personnel with incompatible equipment) via alternate methods (e.g., Amateur Radio Emergency Services/Radio Amateur Civil Emergency Service at the command post/off-site locations, citizens band radios).
- Identify and describe how to manage communications between on- and off-scene personnel and agencies (e.g., shelters, hospitals, emergency management agency).
- Identify and describe how 911/dispatch centers support and coordinate communications for the on-scene personnel and agencies, including alternate methods of service if 911/dispatch is out of operation (e.g., resource mobilization, documentation, backup).
- Identify and describe how to identify and overcome communication systems shortfalls with the public (e.g., network congestion, cellular outages, landline telephone outages, power outages, internet outages) and alternate methods to communicate with the affected population (e.g., door-to-door; deployable digital signage, loudspeakers, sirens).
- Describe the arrangements to protect emergency circuits with telecommunications service priority for prompt restoration and provisioning.
- Describe how to make communications accessible to individuals with disabilities or others with access and functional needs who are working in emergency operations, in accordance with the ADA.
- Identify and describe how an EOC supports and coordinates communications between on- and off-scene personnel and agencies.
- Identify and describe the interoperable communications plan and compatible frequencies that agencies use during a response (e.g., who can talk to whom, including contiguous jurisdictions and private agencies).
- Identify and describe how to notify neighboring jurisdictions when an incident occurs.
- Describe how the jurisdiction provides and maintains 24-hour communications.

Continuity

- Describe essential functions, such as providing vital services, exercising civil authority, maintaining the safety and well-being of the populace and sustaining the industrial/economic base in an emergency.
- Describe plans to establish recovery time objectives, recovery point objectives or recovery priorities for each essential function.
- Identify personnel and/or teams needed to perform essential functions.
- Describe orders of succession and delegations of authority.
- Describe continuity/alternate facilities and continuity communications methods.
- Describe plans for essential records and human resource management.
- Describe plans for devolution or direction and control.
- Describe plans to reconstitute operations.
- Identify applicable training and exercise programs.

Direction, Control and Coordination

INITIAL NOTIFICATION

- Identify and describe how to receive and document the initial notification that an emergency has occurred.
- Identify and describe how to coordinate, manage and disseminate notifications effectively to alert and dispatch response and support agencies (e.g., 911 centers, individual fire/police dispatch offices, call trees) for all hazards and under all conditions.
- Identify and describe how to notify and coordinate with adjacent jurisdiction(s) about a local emergency that may pose a risk (e.g., flash flood, chemical release, terrorist act).
- Describe how to use emergency condition/action levels in the initial notification process (e.g., snow emergency levels 1–3, chemical levels 1–3, crisis stages 1–4) where defined by statute, authority or other guidance.

INCIDENT ASSESSMENT

- Identify and describe how to gather essential information and assess the immediate risks posed by the emergency, including the unique needs of people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality, children, individuals with disabilities and others with access and functional needs.
- Describe how the jurisdiction disseminates or shares the initial assessment to make protective action decisions and establish response priorities, including the need to declare a state of emergency.
- Identify and describe how to monitor the impacts and future effects that may result from the emergency.

INCIDENT COMMAND

- Identify and describe how to implement ICS and coordinate response operations, including identifying the key positions on the incident management team (e.g., operations, agency liaisons, safety).
- Describe how and where the jurisdiction establishes an incident command post (e.g., chief's car, command bus, nearest enclosed structure) and how to identify it during the emergency (e.g., green light, flag, radio call).
- Describe how to coordinate activities between the incident command post and an EOC.

- Identify and describe how to coordinate direct communications between on-scene responders as well as with off-scene agencies that have a response role (e.g., hospital, American Red Cross).
- Describe how the incident commander or unified command secures additional resources or support, including planned state, local, tribal, territorial, insular area, federal or private assets.
- Describe how the incident commander or unified command coordinates and integrates the unplanned arrival of individuals and volunteer groups into the response system and clarifies the limits on liability protection.

EMERGENCY OPERATIONS CENTER

- Describe the purpose and functions of an EOC during an emergency or declared disaster, including operational and communications plans with a business emergency operations center.
- Identify and describe the conditions under which the jurisdiction activates a primary and/or alternate EOC and who makes this determination.
- Identify the likely primary and alternate sites for an EOC for the jurisdiction (e.g., city hall, fire department, emergency management agency, dedicated facility).
- Describe how to activate the primary or alternate EOC (e.g., staff notification, equipment setup), including the process for moving from one EOC to another.
- Identify EOC leadership (e.g., emergency management agency director, senior official, fire/police chief, department/agency director) and describe how to manage EOC operations.
- Identify and describe the staff and equipment necessary for an EOC (e.g., first response liaisons, elected or appointed officials, support agencies, communications, administrative support).
- Identify and describe how to gather and share information between those at the scene, outside agencies and the EOC (e.g., damage observations, response priorities, resource needs), including sharing information between neighboring and state EOCs.
- Describe the EOC's ability to support an emergency response that lasts longer than 24 hours (e.g., staffing needs, shift changes, resource needs, feeding, and alternate power).
- Identify and describe the EOC actions to transition from response to recovery operations.
- Identify the lead official and at least two alternates for each key position in the primary EOC, as well as the alternate EOCs, to comply with continuity best practices.
- Identify and describe how to routinely brief senior officials not present in the EOC on the emergency situation (e.g., governor, commissioner, administrative judge, mayor, city council, trustees) and how to authorize emergency actions (e.g., declare an emergency, request state and federal assistance, purchase resources).

- Identify and describe how to manage public information.
- Provide a diagram of the primary and alternate EOCs (e.g., locations, floor plans, displays) and identify and describe the communications equipment available/needed (e.g., phone numbers, radio frequencies, faxes).
- Describe how to deactivate and close the EOC (e.g., staff releases, equipment cleanup, documentation).
- Provide copies of specific EOC forms or logs.

Energy

- Describe the strategy for addressing significant disruptions in energy supplies, including electricity, petroleum and natural gas, in partnership with system owners and operators.
- Describe how to address the impacts to an energy system in one geographic region and systems and components in other regions relying on the same system.
- Identify and describe the energy-centric critical assets and infrastructure.
- Describe how to monitor energy-centric resources to identify and mitigate vulnerabilities.
- Identify and describe how to assess fuel impacts and receive and distribute emergency fuels.
- Identify and describe how to prioritize and coordinate the repair and restoration of services (e.g., gas, electric), including conducting safety inspections before the general public is allowed to return to the impacted area.

Financial Management

- Identify and describe how to provide funds expeditiously and conduct financial operations in accordance with established law, policies, regulations and standards.
- Describe how to capture eligible costs for potential reimbursement.
- Describe the process for retaining and maintaining documents, receipts and records associated with grant programs and funding.

Firefighting

- Describe how to detect and suppress wildland, rural and urban fires.
- Describe existing interstate and intrastate firefighting assistance agreements.
- Describe how to transmit situation and damage assessment information.

Hazardous Materials

- Describe how to prevent, minimize or mitigate an oil or hazardous materials release.
- Describe how to detect and assess the extent of contamination (including sampling and analysis and environmental monitoring).
- Describe how to stabilize a release and prevent the spread of contamination.
- Describe the options for environmental cleanup, including storing, treating and disposing of oil and hazardous materials.

Law Enforcement

- Describe how to provide public safety and security resources to support incident operations, including threat or pre-incident and post-incident situations.
- Describe how to determine public safety and security requirements and prioritize resources.
- Describe how to maintain communication with supporting agencies to determine capabilities, assess the availability of resources and track resources.

Logistics and Resource Management

- Describe how to manage resources in accordance with NIMS resource typing including the pre-positioning of incident resources.
- Describe how to coordinate with the volunteer and donations management function to identify, deploy, use, support and demobilize affiliated and unaffiliated volunteers.
- Describe steps to ensure that distribution centers are located equitably and that commodities are equitably distributed.
- Describe how to coordinate with the volunteer and donations management function to manage unsolicited donations.
- Describe how to manage the distribution of key commodities.
- Describe plans to establish logistical staging areas for internal and external response personnel, equipment and supplies.
- Describe plans to establish points of distribution across the jurisdiction.
- Describe plans to provide support to a larger or regional incident.
- Describe strategies that all affected parties have agreed on to transport materials through restricted areas, quarantine lines, law enforcement checkpoints, etc.

Mass Care

- Describe how to identify, open and staff emergency shelters, including temporarily using reception centers while waiting for shelters to open officially.
- Describe measures to ensure that mass care services are provided equitably to all members of the community.
- Describe the agencies and methods for providing life-sustaining goods and services that support displaced individuals and families, including seniors and those with infants.
- Identify the agencies and methods for sheltering and caring for household pets and service animals affected by the incident.
- Identify locations for multiagency (recovery) resource centers and/or disaster recovery centers.
- Describe how shelters coordinate their operations with on-scene and other off-site support agencies (e.g., expected numbers evacuated, emergency medical support).
- Describe the plans, methods and agencies or organizations responsible for distributing emergency relief items (e.g., hygiene kits, cleanup items, infant care supplies).
- Describe how shelters inform evacuees about the status of the disaster, including information about actions that evacuees may need to take when returning home.
- Identify and describe how to notify or inform the public about the status of injured or missing relatives.
- Describe how to identify, screen and handle evacuees exposed to the hazards posed by the disaster (e.g., infectious waste, polluted floodwaters, chemical hazards) and the methods to keep the shelter free of contamination.
- Describe arrangements with other jurisdictions for sheltering assistance, including providing shelters when it is not practical to do so locally (e.g., no shelters or staff support are available).
- Describe the agencies, organizations and methods to provide feeding services both within the shelter facilities and at other identified feeding sites or mobile feeding operations.
- Identify and describe the agencies and organizations that will assist with reunification.

ACCOMMODATING INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS

- Identify and describe how to confirm that the ADA Accessibility Guidelines govern shelter site selection and operation.

- Describe how the jurisdiction provides physical and programmatic accessibility of shelter facilities, effective communication using multiple methods, full access to emergency services and reasonable modification of programs or policies where needed.
- Describe how to provide adequate shelter space allocation for children, as well as individuals with disabilities and others with access and functional needs who may need additional space for assistive devices (e.g., wheelchairs, walkers).
- Identify and describe how to provide alternate shelter accommodations for evacuees from domestic violence shelters.
- Describe the agencies and methods to provide care and support for institutionalized populations (e.g., long-term care and assisted living facilities, group homes) and individuals with disabilities and/or access and functional needs (e.g., medical and prescription support, personal assistance services, durable medical equipment, consumable medical supplies, childcare, transportation [including accessible transportation], foreign language interpreters), including their caregivers.
- Describe how to provide developmentally appropriate supplies (e.g., diapers, formula and age-appropriate foods), staff, medicines, durable medical equipment and supplies during an emergency for children with disabilities and other healthcare needs.
- Identify and describe how to identify and address the general public's unmet needs during the disaster.
- Describe how to provide emergency childcare services for accompanied and unaccompanied minors in shelters.

SHELTERING ANIMALS

- Describe the partnership between the jurisdiction's emergency management agency, the animal control authority, the mass care provider(s) and the owner of each proposed congregate household pet sheltering facility.
- Identify and describe how to care for household pets and service animals brought to shelters by evacuees.
- Describe how to shelter unclaimed animals that cannot be immediately transferred to an animal control shelter or when a shelter receives non-eligible animals.¹
- Describe how to register household pets (including identifying current rabies vaccinations for all animals).

¹ Planners should consult jurisdictional and federal disaster assistance policies to gather information on what animals qualify for reimbursable care.

- Describe how to provide guidance to human shelter operators on admitting and treating service animals.
- Describe the criteria to expeditiously identify congregate household pet shelters and alternate facilities.
- Describe how to provide utilities, such as running water, adequate lighting, proper ventilation, electricity and backup power, at congregate household pet shelters.
- Identify and describe how to address the risk of injury by an aggressive or frightened animal, the possibility of disease transmission and other health risks for responders and volunteers staffing the congregate household pet shelter.
- Identify and describe how to conduct pre-disaster inspections and develop agreements for each congregate household pet facility.
- Describe how to care for and maintain each facility while in use as a shelter.
- Describe how to identify equipment and supplies to operate each congregate household pet shelter, as well as supplies that household pet owners may bring with them to the congregate shelter.
- Describe the method for physical security of each congregate household pet facility, including perimeter controls and security personnel.
- Describe how to house a variety of household pet species (e.g., sizes of crates or cages, temperature control, appropriate lighting).
- Describe how to separate household pets based on appropriate criteria and requirements.²
- Describe how to set up and maintain household pet confinement areas (e.g., crates, cages, pens) for safety, cleanliness and control of noise levels, as well as a household pet first aid area inside each shelter.
- Describe how to control fleas, ticks and other pests at each congregate household pet shelter.
- Describe the criteria for designating and safely segregating aggressive animals.
- Describe how to segregate household pets to prevent the transmission of disease.
- Identify and describe how to segregate or seize household pets showing signs of abuse.
- Identify and describe how to relocate a household pet due to illness, injury or aggression to an alternate facility (e.g., veterinary clinic, animal control shelter).
- Describe how to provide controlled areas (indoor or outdoor) for exercising household pets.

² Animal Welfare Publications and Reports. United States Department of Agriculture, Animal and Plant Health Inspection Service. <https://www.aphis.usda.gov/aphis/ourfocus/animalwelfare>.

- Describe how to dispose of household pet waste and dead animals.
- Describe how to reunite rescued animals with their owners.
- Identify and describe how to address the long-term care, permanent relocation or disposal of unclaimed pets.

Mutual Aid/Multi-Jurisdictional Coordination

- Describe how to establish and execute MAAs and multi-jurisdictional coordination in support of incident response.

Private Sector Coordination

- Describe how to coordinate and integrate with private sector organizations, both for-profit and nonprofit, engaged in incident response and recovery activities.
- Describe how to share situational awareness across sectors and between the jurisdiction and the private sector.
- Describe how to coordinate with business, industry and critical infrastructure owners and operators to determine resource requirements and the ways that supply chain disruptions affect resource management.
- Describe how to identify private sector capabilities and resources to help address supply chain gaps.
- Describe how, within the volunteer and donations management function, to refer private sector donors to where their donations are needed most.
- Describe how to understand the interests and processes of faith-based communities and how to work with them.
- Describe how to address and track requests for information and assistance from for-profit and nonprofit private sector stakeholders, including critical infrastructure owners and operators.
- Describe how to assess the cascading effects of damaged infrastructure systems.

Protective Actions

- Identify and describe how to coordinate evacuations and sheltering-in-place for all segments of the population, including people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality, children, individuals with disabilities and others with access and functional needs.
- Describe the protocols and criteria to decide when to recommend evacuation or sheltering-in-place.
- Describe the conditions necessary to initiate an evacuation or sheltering-in-place and identify who has the authority to initiate such action.
- Identify and describe how to conduct the evacuation (e.g., of high-density areas, neighborhoods, high-rise buildings, subways, airports, schools, special events venues, areas with a high concentration of children and individuals with disabilities) and to provide security for the evacuation area.
- Identify and describe how to perform advance or early evacuation, which is often necessary to accommodate children and others with mobility issues.
- Identify and describe how to provide safe evacuation/transportation assistance to unaccompanied minors.
- Identify and describe how to track unaccompanied minors and reunify children with their families.
- Identify and describe how to protect at-risk groups and/or facilities (e.g., racial, ethnic, religious) in the event of a terrorism alert.
- Describe how to receive evacuees as a result of hazards in neighboring jurisdictions, including their household pets and service animals.
- Describe how to keep children and others with disabilities or access and functional needs with their caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation.
- Identify and describe how to exchange registration and tracking information between and among the evacuating jurisdiction, the receiving jurisdiction(s) and the jurisdictions that evacuees pass through.
- Describe the coordination strategies for managing and possibly relocating incarcerated persons during a crisis response.
- Describe how and when to notify the public (including individuals with sensory disabilities and individuals with limited English proficiency) of the actions to follow during an evacuation, while sheltering-in-place, when sheltering-in-place terminates and throughout the incident.
- Describe the protocols and criteria the jurisdiction uses to terminate sheltering-in-place operations.

- Identify and describe how to identify and assist evacuees, including individuals with disabilities and others with access and functional needs.
- Instruct evacuees on how to manage their household pets and service animals during an evacuation and when returning home, as permitted.
- Identify and describe how to provide for the care of the evacuees' household pets.
- Describe how agencies coordinate the decision to return evacuees to their homes, including informing evacuees about any health or physical access concerns or actions they should take when returning to their homes or businesses.
- Describe how to assist with the return of evacuees to their homes and communities, including individuals with disabilities and others with access and functional needs.
- Identify and describe options when the general public refuses to evacuate (e.g., implement forced removal, contact next of kin, place unique markings on homes, take no action).
- Identify and describe how to make sufficient, timely and accessible transportation available to evacuate children and other individuals with access and functional needs whose families do not have their own transportation resources.
- Describe how to collect and consolidate evacuation transportation requests from schools, individuals with disabilities and others with access and functional needs.
- Describe how to track, record and monitor incoming transportation requests as they are fulfilled.
- Describe how the jurisdiction identifies accessible transportation resources (including paratransit service vehicles, school buses, municipal surface transit vehicles, drivers and/or trained attendants) that can provide needed services during an evacuation.
- Describe how to notify household pet owners about the location of congregate household pet shelters and which shelter to use.
- Describe how to transport household pets or service animals whose owners depend on public transportation.
- Describe how the jurisdiction registers, documents and tracks household pets that receive evacuation assistance and reunites them with their owners if they are separated during assisted evacuations.

Public Alert and Warning

- Identify and describe how to disseminate the notification that a disaster or threat is imminent or has occurred and to communicate response and protective actions to the population (e.g., use alerting systems and IPAWS to send WEA mobile phone broadcasts, activate EAS radio/TV/cable messages, mass notification voice and short-message service distribution, door-to-door warnings, sirens, social media).
- Describe how to use emergency condition levels in the public notification process (e.g., snow emergencies, hazardous materials incidents, nuclear power plant incidents).
- Identify and describe how to alert individuals with sensory or cognitive disabilities and others with access and functional needs in the workplace, public venues and in their homes.
- Include draft messages intended for the public for identified hazards in formats appropriate for each public warning system.

Public Health and Medical Services

- Describe how to maintain surveillance systems to facilitate early detection, reporting, mitigation and evaluation of expected and unexpected public health conditions.
- Describe how to identify the public health issues caused or exacerbated by the disaster (e.g., food/water safety, biological concerns) and to prioritize measures to manage issues (e.g., quarantining, vaccination), including how to coordinate this process with incident command or EOC staff.
- Describe how to provide potable water, bulk water and temporary water distribution systems to the jurisdiction when water systems are not functioning (e.g., private sources, boil orders, private wells).
- Describe how to provide alternate sources for human waste disposal (e.g., arrange portable latrines, encourage resource sharing with those who have their own septic systems).
- Identify the lead agency for providing health and medical support to individuals with disabilities and others with access and functional needs.
- Describe how to effectively identify individuals with specific health-related needs, including children and families who need additional assistance and individuals with disabilities and others with access and functional needs, in advance of, during and following an emergency.
- Identify and describe how to secure medical records to enable children with disabilities and/or other specific healthcare needs, as well as individuals with disabilities and others with access and functional needs and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality, to receive healthcare and sustained rehabilitation in advance of, during and following an emergency.
- Identify and describe how to assess and provide mental health services for the general public (including individuals with disabilities and others with access and functional needs) that the disaster impacts.
- Identify and describe how to assess and provide vector control services (e.g., insect and rodent controls, biological waste/contamination, use of pesticides).
- Identify and describe how to assess and provide food production and agricultural safety services (e.g., conducting a coordinated investigation of food and agricultural events, agricultural or animal disease outbreaks).
- Describe how the jurisdiction coordinates health professionals, incident commanders and public information officers to issue public health media releases and alert the media.
- Identify and describe how to initiate, maintain and demobilize medical surge capacity, including MAAs for medical facilities and equipment.
- Identify how to receive and distribute medical countermeasures, to include vaccines, prophylaxis or other pharmaceuticals which require special equipment (e.g., refrigeration) and trained personnel.

- Identify and describe how to assess and provide animal care services (e.g., remove and dispose of carcasses, rescue or recover displaced household pets and livestock, provide emergency veterinary care, treat endangered wildlife) and the individuals or agencies that the jurisdiction uses in this process (e.g., veterinarians, animal hospitals, Humane Society, state department of natural resources).
- Identify and describe how to identify and respond to gravesites and cemeteries that the disaster impacts (e.g., recover and replace unearthed/floating/missing coffins, review records to confirm identification, manage closed or historical gravesites).
- Describe how the jurisdiction coordinates with health professionals from outside agencies to support local response needs (e.g., poison control centers, state and local departments of health, Centers for Disease Control and Prevention, Funeral Directors Association, Department of Agriculture, Food and Drug Administration, Medical Reserve Corps).
- Identify potential sources for medical and general health supplies for a disaster (e.g., medical equipment, personal protective equipment, pharmaceutical supplies, laboratories, toxicologists). Note: This information could be under a separate tab or part of a comprehensive resource manual.

MEDICAL PATIENT CARE/MASS CASUALTY/MASS FATALITY

- Identify and describe how emergency medical personnel contain and stabilize a disaster (e.g., set up triage, provide initial treatment, identify access and functional needs, conduct or coordinate transport).
- Identify and describe how to track patients from the incident scene through their courses of care.
- Describe how emergency system patient transport and tracking systems are interoperable with national systems (including Department of Defense).
- Identify and describe how to coordinate with private agencies to support on-scene medical operations (e.g., air ambulance, private EMS), including staging and integrating those assets at the scene.
- Identify and describe how to manage on-scene functions of mass casualty/fatality incidents (e.g., identifying bodies, expanding mortuary services, notifying next of kin).
- Identify and describe how to use hospitals, nursing homes and/or other facilities as emergency treatment centers or as mass casualty collection points.
- Describe how to identify shortfalls in medical supplies and durable medical equipment and how to acquire additional resources either locally or from external sources.
- Identify and describe how hospitals, within or outside of the jurisdiction, assist medical operations with on-scene personnel (e.g., prioritize patient arrival, divert patients to other sites when current site is full/less capable, provide triage team support).

- Identify and describe how to decontaminate patients, individuals with access and functional needs, children and household pets and service animals, both at the scene of the incident and at treatment facilities, after exposure to CBRNE hazards.
- Identify and describe the coroner's actions during a disaster (e.g., victim identification, morgue expansion, mortuary services, disaster mortuary operational response team activation) and how they coordinate with responders (e.g., EMS officer, incident command post/EOC, local hospitals).
- Describe plans to recover human remains, transfer them to the mortuary facility, establish a family assistance center, assist with recovering personal effects, conduct autopsies, identify victims and return remains to the victims' families for final disposition.
- Identify and describe how health department personnel help on-scene medical and local hospitals obtain additional resources when local supplies are likely to be exhausted.

Public Information

- Identify and describe how to provide continuous and accessible public information about the disaster, secondary effects and recovery activities (e.g., media briefings, press releases, website updates, IPAWS WEA and EAS, social media updates, mass notification text, email and voice messages to subscribers, door-to-door warnings).
- Identify and describe how to confirm that information provided by all sources includes the content necessary to enable reviewers to determine its authenticity and potential validity.
- Identify and describe how to manage rumors on- and off-scene (e.g., monitoring AM/FM radio, social media and television broadcasts) and correcting misinformation expeditiously.
- Identify and describe how to communicate with individuals with sensory, intellectual or cognitive disabilities; individuals with limited English proficiency; and others with access and functional needs in the workplace, public venues and in their homes.
- Describe how responders/local officials use and work with the media during an emergency (e.g., schedule press briefings; establish media centers on-scene; control access to the scene, responders and survivors).
- Include prepared public instructions for identified hazards, including materials for managers of congregate care facilities, such as childcare centers, group homes, assisted living centers and nursing homes.
- Describe how the jurisdiction updates public statements on shelter capacity and availability as people and animals come to shelters.
- List local media contacts and describe their abilities to distribute emergency information.

Public Works and Engineering/Infrastructure Restoration

- Identify and describe how to determine qualified contractors offering recovery and restoration services.
- Identify and describe how to coordinate credentialing protocols to give personnel access to critical sites following an incident.
- Identify and describe how to identify, prioritize and coordinate repairing or restoring local roads, bridges and culverts (e.g., along city, county, township, state, local, tribal, territorial and insular area interstate and U.S. routes).
- Identify and describe how to repair or restore local water and wastewater systems (e.g., water and wastewater treatment plants, water and sewer lines, public and private wells), including providing temporary water distribution and wastewater collection systems until normal operations resume.
- Identify and describe how to prioritize and coordinate the repair and restoration of services (e.g., gas, electric, phone), including conducting safety inspections before the general public is allowed to return to the impacted area.
- Identify and describe how to incorporate and coordinate assistance from federal, state and private organizations (e.g., Federal Highway Administration, state building inspectors/contractors, state or local historical preservation office, private contractors).
- Identify and describe the energy and utility problems that the incident is likely to create (e.g., downed power lines, wastewater discharges, ruptured underground storage tanks).
- Identify and describe how to identify, prioritize and coordinate energy and utility problems that result from the incident (e.g., shut off gas and electricity to flooded areas, restore critical systems, control underground water and gas main breaks).
- Identify and describe how to determine, prioritize and coordinate removing roadway debris to provide local responder access (e.g., removing snow and debris, clearing debris and ice from streams), including coordinating road closures and establishing alternate routes of access.
- Identify and describe how to protect affected populations during a disaster with periods of extreme temperature and/or shortages of energy, including how the jurisdiction coordinates with energy-providing companies during outages.
- Describe the methods to reestablish essential human services for children and their families, as well as individuals with disabilities, others with access and functional needs, and others who have been historically underserved, marginalized and adversely affected by persistent poverty and inequality.

DAMAGE ASSESSMENT

- Identify and describe how to conduct and coordinate damage assessments on private property (e.g., homeowners, businesses, renters).
- Identify and describe how to conduct and coordinate damage assessments on public property (e.g., government, private, nonprofit).
- Identify and describe how to collect, organize and report damage information to other county, state or federal operations centers, generally within the first 12 to 36 hours of the disaster or emergency.
- Identify and describe how to request supplemental state or federal assistance through the state, tribal, territorial or insular area emergency management agency.
- Include copies of the damage assessment forms that the jurisdiction uses (e.g., state-adopted or state-recommended emergency management agency's damage and needs assessment form or a county equivalent). Note: These may be a tab to the plan.

DEBRIS MANAGEMENT

- Identify and describe how to coordinate debris collection and removal (e.g., gather and recycle materials, establish temporary storage sites, sort/haul debris).
- Identify and describe how to communicate debris management instructions to the general public (e.g., separating/sorting debris, scheduled pickup times, drop-off sites for different materials), including issuing routine updates.
- Identify and describe how to assess and resolve potential health issues related to debris removal (e.g., mosquito/fly infestation, hazardous and infectious waste).
- Identify locations (e.g., water and wastewater facilities) that need to be cleared of debris immediately to provide effective emergency services.
- Identify and describe how to inspect, or arrange for inspecting, and subsequently dispose of contaminated food supplies (e.g., from restaurants, grocery stores).
- Identify the agencies that the jurisdiction is likely to use to provide technical assistance on debris removal (e.g., state environmental protection agency, state department of health, state department of agriculture, local and surrounding county health departments).
- Identify and describe how to condemn, demolish and dispose of structures that present a safety hazard to the public.
- Pre-identify potential trash collection and temporary storage sites, including final landfill sites for specific waste categories (e.g., vegetation, food, dead animals, hazardous and infectious waste, construction debris and tires/vehicles).

- Identify contracting considerations and cost tracking requirements for potential reimbursement.

Recovery

- Describe the coordination mechanisms and requirements for post-incident assessments, plans and activities.
- Describe outreach methods to reach those in need of recovery assistance.
- Describe how to identify long-term recovery needs of individuals with disabilities, others with access and functional needs, people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality and incorporating these needs into recovery strategies.
- Describe how to identify community planning and capacity building issues for recovery.
- Describe how to identify economic recovery issues.
- Describe how to identify health and social services issues for recovery.
- Describe how to identify housing issues for recovery.
- Describe how to identify infrastructure systems issues for recovery.
- Describe how to identify natural and cultural resource issues for recovery.
- Describe how to identify long-term environmental restoration issues.
- Describe how to coordinate with animal welfare and agricultural stakeholders and service providers in long-term community recovery efforts.

Search and Rescue

- Identify and describe how to conduct structural collapse (urban), waterborne, inland/wilderness and aeronautical search and rescue operations.
- Identify and describe how to monitor distress communications; locate distressed personnel; coordinate and execute rescue operations, including extrication or evacuation; and provide medical assistance and civilian services using public and private resources to assist persons and property in potential or actual distress.

Transportation

- Identify and describe how to monitor and report the status of, and damage to, the transportation system and infrastructure as a result of an incident, including the disproportionate impact such damage may have on populations such as people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality.
- Describe alternate transportation solutions that the jurisdiction can implement when systems or infrastructure are damaged, unavailable or overwhelmed.
- Describe how to implement appropriate aviation, maritime, surface, railroad and pipeline incident management measures.
- Describe how to coordinate the restoration and recovery of the transportation systems and infrastructure.
- Identify and describe how to identify, prioritize and coordinate repairing or restoring local roads, bridges and culverts (e.g., along city, county, township, state, interstate and U.S. routes).

Volunteer and Donations Management

- Describe how the jurisdiction manages unaffiliated volunteers and organizations and applies those resources to incident response and recovery activities.
- Identify and describe how, pre- and post-incident, to establish and staff donation management functions (e.g., set up toll-free hotlines and dedicated email accounts, create databases, appoint a donations liaison/office, use support organizations such as Voluntary Organizations Active in Disasters).
- Identify and describe how to verify and/or vet voluntary organizations that collect relief funds to support all disaster phases, from preparedness through mitigation.
- Identify and describe how to vet, match, collect, sort, manage and distribute in-kind contributions, including methods to repurpose, dispose of and/or refuse items that are not needed.
- Identify sites to sort and manage in-kind contributions (e.g., private warehouses, government facilities).
- Identify and describe how to coordinate donation management issues with neighboring districts and the state's donations management function.
- Describe how to engage the general public in volunteer and donations management functions (e.g., instructions on donating goods, volunteering, and making monetary donations), including a process for issuing routine updates.
- Identify and describe how to manage an influx of spontaneous volunteers.
- Identify and describe how to receive, manage and distribute cash contributions.

Worker Safety and Health

- Describe the processes for response and recovery worker safety and health during incident response and recovery.

Enhancing Inclusiveness in EOPs

Preparedness Considerations for Children

- Identify roles and responsibilities for supporting children.
- Use a planning group that includes individuals with expertise in pediatric issues, as well as relevant advocacy groups, service providers and subject-matter experts.
- Include demographic data and information on the number of children and where they tend to be (e.g., schools, daycare facilities).
- Identify the agency with the lead role for coordinating planning efforts and incorporating children into all plans.
- Identify support agencies to assist the lead agency in coordinating planning efforts and confirming plans incorporate children.
- Identify a coordinator to provide expertise for the emergency planning process and to support the incident commander, the planning section and/or the operations section during an emergency.
- Include mechanisms or processes to effectively identify children and families who need additional assistance with specific health-related needs in advance of, during and following an emergency.
- Include mechanisms or processes to secure medical records to enable children with disabilities and/or other specific healthcare needs to receive healthcare and sustained rehabilitation in advance of, during and following an emergency.
- Identify which position/agency is authorized to direct supporting departments and agencies to furnish materials and commodities for children with disabilities and/or other specific healthcare needs.
- Identify essential human services and ways to reestablish these services for children and their families following a disaster.
- Prioritize governmental, nonprofit and private sector resources to meet critical needs such as accessible housing, rental assistance, debris removal and emergency repairs for families of children with specific healthcare needs.
- Describe how to vet, train and use spontaneous volunteers who may offer their services to families with children.
- Include mechanisms or processes to provide emergency childcare services.
- Include mechanisms or processes to reunify children with families.
- Conduct exercises that include children and child congregate care settings, such as school, childcare, child welfare and juvenile justice facilities.

Evacuation Support Considerations for Children

- Identify the roles and responsibilities for advanced/early evacuation, which is often necessary to accommodate children with mobility issues.
- Identify the agency that has the lead role in coordinating an evacuation and incorporating children into all evacuation considerations and planning.
- Include mechanisms or processes to provide safe evacuation/transportation assistance to unaccompanied minors.
- Include mechanisms or processes to track children, especially unaccompanied minors, during an evacuation.
- Address the need to keep children with disabilities with their caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation.
- Include mechanisms or processes to provide timely and accessible transportation to evacuate children with disabilities or access and functional needs whose families do not have their own transportation resources.
- Identify how to collect and consolidate evacuation transportation requests from schools, specifically schools with children who have disabilities or access and functional needs.
- Identify how to track, record and monitor transportation requests.
- Identify accessible transportation resources (including paratransit service vehicles, school buses, municipal surface transit vehicles, drivers and/or trained attendants) that can provide needed services during an evacuation.
- Include mechanisms or processes to reunify children with families.
- Address re-entry.

Shelter Operations Considerations for Children

- Include mechanisms or processes to provide accessible shelters that meet the requirements of children, including those with medical needs.
- Allocate adequate shelter space for families who have children with disabilities or access and functional needs who may need additional space for assistive devices (e.g., wheelchairs, walkers).
- Plan for sufficient developmentally appropriate supplies (e.g., diapers, formula, age-appropriate foods), staff, medicines, durable medical equipment and supplies during an emergency for children with disabilities and other special healthcare needs.
- Include mechanisms for accommodating unaccompanied minors in shelters.

Public Information and Outreach Considerations for Children

- Identify ways to promote personal preparedness among children, as well as their families and caregivers (including school and daycare personnel).
- Identify mechanisms to disseminate timely and accessible emergency public information using multiple methods (e.g., television, radio, internet, sirens) to reach families of children with sensory and cognitive disabilities, as well as families with limited English proficiency.

Preparedness Considerations for Individuals with Disabilities and Others with Access and Functional Needs

- Use a planning group that includes individuals with disabilities and others with access and functional needs, as well as relevant advocacy groups, service providers and subject matter experts.
- Include a definition for “individuals with disabilities” and “individuals with access and functional needs,” consistent with all applicable laws.
- Include demographic data and information on the number of individuals in the community with disabilities and others with access and functional needs (using assessment and current registry data, if available).
- Identify roles and responsibilities for staff and agencies supporting individuals with disabilities and others with access and functional needs.
- Identify the agency with the lead role for coordinating planning efforts and incorporating individuals with access and functional needs into all plans.
- Identify support agencies to assist the lead agency in coordinating planning efforts and confirming that plans incorporate individuals with disabilities and others with access and functional needs.
- Identify a disability advisor to provide expertise for the emergency planning process and to support the incident commander, the planning section and/or the operations section during an emergency.
- Include mechanisms or processes to identify people who need additional assistance and their specific health-related needs in advance of, during and following an emergency.
- Include mechanisms or processes to secure medical records to enable persons with disabilities or access and functional needs and acute healthcare needs to receive healthcare and sustained rehabilitation in advance of, during and following an emergency.
- Identify which position/agency is authorized to direct supporting departments and agencies to furnish materials and commodities for individuals with disabilities and others with access and functional needs.
- Identify human services that are essential for individuals with disabilities and others with access and functional needs and ways to reestablish those services following a disaster to enable individuals to regain and maintain their previous level of independence and function.
- Prioritize governmental, nonprofit and private sector resources to meet critical needs such as accessible housing, rental assistance, debris removal and emergency repairs for individuals with disabilities and others with access and functional needs.
- Include mechanisms or processes to train and use spontaneous volunteers who may offer their services to individuals with disabilities and others with access and functional needs to assist with physical, programmatic and communications access and other functional needs.

Evacuation Support Considerations for Individuals with Disabilities and Others with Access and Functional Needs

- Identify who has the authority to order evacuations.
- Identify the roles and responsibilities for advanced/early evacuation, which is often necessary to accommodate persons with mobility issues.
- Identify the agency that has the lead role in coordinating an evacuation and incorporating individuals with disabilities and others with access and functional needs into evacuation considerations and planning.
- Address the need for people with disabilities and others with access and functional needs to keep their support systems, caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation.
- Include mechanisms or processes to provide sufficient and timely accessible transportation to evacuate individuals with disabilities and others with access and functional needs who do not have their own transportation resources.
- Identify how to collect and consolidate evacuation transportation requests from individuals with disabilities and others with access and functional needs.
- Identify how to track, record and monitor transportation requests.
- Identify accessible transportation resources (including paratransit service vehicles, school buses, municipal surface transit vehicles, drivers and/or trained attendants) that can provide needed services during an evacuation.
- Address re-entry.

Shelter Operations Considerations for Individuals with Disabilities and Others with Access and Functional Needs

- Include mechanisms or processes to confirm that general population shelters are accessible and fully address the physical, programmatic and communications accessibility requirements of individuals with disabilities and others with access and functional needs.
- Allocate adequate shelter space for individuals with disabilities and others with access and functional needs who may need additional space for assistive devices (e.g., wheelchairs, walkers).
- Include mechanisms or processes for confirming that the Americans with Disabilities Act (ADA) Accessibility Guidelines govern the shelter site selection and operation.
- Plan for sufficient staff, medicines, durable medical equipment and supplies during an emergency for individuals with disabilities and others with access and functional needs.

Public Information and Outreach Considerations for Individuals with Disabilities and Others with Access and Functional Needs

- Identify ways to promote personal preparedness among individuals with disabilities and others with access and functional needs, as well as their families and service providers.
- Identify mechanisms to disseminate timely and accessible emergency public information using multiple methods (e.g., IPAWS, social media, email/text/phone calls, traditional media) to reach individuals with sensory, intellectual and cognitive disabilities, as well as individuals with limited English proficiency.

Preparedness Considerations for Household Pets and Service Animals

- Describe the partnership between the jurisdiction's emergency management agency, the animal control authority, the mass care provider(s) and the owner of each proposed congregate household pet sheltering facility.
- Establish or refer to an MOA, MOU or MAA that defines the roles and responsibilities of each organization involved in household pet and service animal response.
- Confirm that organizations with agreed-upon responsibilities in the plan have operating procedures that govern their mobilization and actions.
- Recommend just-in-time training for spontaneous volunteers and out-of-state responders.
- Encourage household pet owners and service animal owners to arrange private accommodations for themselves and their household pets and service animals prior to a disaster or emergency situation.

Evacuation Support Considerations for Household Pets and Service Animals

- Address household pets evacuated by their owners or rescued by responders and taken to congregate shelters for household pets.
- Address how to inform owners of the locations of congregate household pet shelters and which shelter to use.
- Provide conveyance for household pets or service animals whose owners depend on public transportation.
- Address how to register, document and track household pets that receive evacuation assistance and reunite them with their owners if they are separated during assisted evacuations.

Shelter Operations Considerations for Household Pets and Service Animals

- Identify the agency responsible for coordinating shelter operations.
- Provide guidance to operators of shelters on admitting and treating service animals.
- Identify the agency in the jurisdiction that regulates nonemergency, licensed animal facilities (e.g., animal control shelters, nonprofit household pet rescue shelters, private breeding facilities, kennels) as an information source to locate needed resources.
- Establish criteria to identify congregate household pet shelters and alternate facilities expeditiously.
- Provide guidance about utilities, such as running water, adequate lighting, proper ventilation, electricity and backup power, at congregate household pet shelters.
- Include mechanisms or processes to reduce/eliminate the risk of injury by an aggressive or frightened animal, the possibility of disease transmission and other health risks for responders and volunteers staffing a congregate household pet shelter.
- Recommend a pre-disaster inspection and developing agreements in advance for each congregate household pet facility.
- Provide for the care and maintenance of each facility while in use as a shelter.
- Identify equipment and supplies to operate each congregate household pet shelter, as well as supplies that household pet owners may bring with them to the congregate shelter.
- Provide housing for a variety of household pet species (e.g., size of crate/cage, temperature control, appropriate lighting).
- Identify how to separate household pets based on appropriate criteria and requirements.³
- Provide consultation by a veterinarian or animal care expert with household pet sheltering experience regarding facility setup and maintenance.
- Identify how to set up and maintain household pet confinement areas (e.g., crates, cages, pens) for safety, cleanliness and control of noise level.
- Recommend a household pet first aid area inside each shelter.
- Provide physical security for each congregate household pet facility, including perimeter controls and security personnel.
- Identify how to accept donated resources (e.g., food, bedding, containers).
- Identify how to acquire, store and secure food and water supplies.
- Provide for the diverse dietary needs of the sheltered animals.

³ Animal Welfare Publications and Reports. United States Department of Agriculture, Animal and Plant Health Inspection Service. <https://www.aphis.usda.gov/aphis/ourfocus/animalwelfare>.

- Identify how to control fleas, ticks and other pests at each congregate household pet shelter.
- Provide criteria to designate and safely segregate aggressive animals.
- Identify how to segregate or quarantine household pets to prevent the transmission of disease.
- Recommend relocating a household pet to an alternate facility (e.g., veterinary clinic, animal control shelter) due to illness, injury or aggression.
- Recommend providing controlled areas (indoor or outdoor) for exercising dogs.
- Identify how to dispose of household pet waste and dead animals.
- Identify how to reunite rescued animals with their owners.
- Identify how to address the long-term care, permanent relocation or disposal of unclaimed household pets.

Public Information and Outreach Considerations for Household Pets and Service Animals

- Communicate public information regarding shelter-in-place accommodation of household pets, if available.
- Provide mechanisms to regularly update public statements on shelter capacity and availability as people and animals come to shelters.
- Coordinate household pet evacuation and sheltering information with the jurisdiction's public information officer or joint information center.

Intake, Registration and Record Keeping Considerations for Household Pets and Service Animals

- Establish provisions to shelter unclaimed animals that cannot be immediately transferred to an animal control shelter.
- Provide a means to segregate or seize household pets showing signs of abuse.
- Identify the method to register household pets.
- Identify a method to install and read microchips to identify household pets rapidly and accurately.
- Provide technical consultation and supervision by a veterinarian or veterinary technician as official responders.
- Identify how to confirm that animals have a current rabies vaccination.
- Define the methods of pre- and post-declaration funding for the jurisdiction's household pet and service animal preparedness and emergency response program.
- Describe how to capture eligible costs for reimbursement by jurisdictional and federal disaster assistance programs.
- Describe how to capture eligible donations for volunteer labor and resources.
- Describe how to capture eligible donations for mutual aid resources.
- Identify how to address the situation when non-eligible animals are brought to the shelter.⁴

⁴ Planners should consult jurisdictional and federal disaster assistance policies to gather information on what animals qualify for reimbursable care.

