

**St Mary PARISH Comm
Dist**

St Mary Parish Comm Dist
1200 David Dr. Bldg B
Morgan City, LA 70380

Phone 985-386-3385
Fax: 985-385-4467

Disaster and Contingency Plan

Disaster and Contingency Plan

1. Introduction

1.1 Purpose and scope

The purpose of the Disaster and Contingency Plan is to provide general guidelines for circumstances that may adversely impact the Communications Center/PSAP personnel to receive, process, dispatch and monitor emergency calls for assistance.

1.2 Reason to Implement

To provide standardized guidelines for use during disaster situations that may impact the Communications Center/PSAP's ability to maintain normal operations.

1.3 Benefits

Implementation of this plan as a Standard Operating Procedure will:

- Prepare Communications Center/PSAP for disaster situations.
- Provide guidelines for the orderly evacuation of the Center.
- Provide guidelines for the return to normal operations.
- Increase the probability of maintaining functionality during a disaster situation.

2. Disaster and Contingency Plan

2.1 Staffing

The Director/Asst Director is responsible for assuring that minimum staffing levels are met for each duty assignment. Minimum staffing for this Communications Center/PSAP is predefined as two employees per shift. If minimum staffing is not met, the Director/Asst. shall make every effort to complete staffing with overtime personnel who are fit for duty. If off duty personnel are not available and minimum staffing has not been met, then all on duty personnel shall remain on duty until minimum staffing can be met or they reach maximum hours worked. Maximum hours worked is the predefined maximum allowable hours a telecommunicator is permitted to work between 8 hours of rest. If qualified telecommunicators are not available then the Director and Assistant Director shall fill positions to meet minimum staffing requirements.

2.1.1 During times of inclement weather telecommunicators should plan accordingly. This includes planning to arrive at work on time and preparing to stay for an extended time if required.

2.1.2 Safe transportation should be considered if travel conditions warrant.

2.1.3 Sleeping accommodations will be available for all staff staying at the Communications Center during disaster operations.

2.1.4 Food and Comfort facilities will be available for all staffing during disaster operations.

The safety of Communications Center staff will dictate both travel and the requirement to remain at the center. Staff who are not comfortable driving in certain weather conditions should make prior arrangements to arrive at work on time and if necessary, remain at the Center for extended periods.

2.1.5 Definitions

Inclement Weather:

Inclement weather is defined as any weather condition that may present a hazard to the Citizens of St. Mary Parish and may produce hazardous traveling conditions for staff.

- A. Severe Hail/Thunder/Lightning Storms
- B. High wind events
- C. Localized flooding
- D. Tropical Storms
- E. Category 1 Hurricanes

Note

If a tropical storm or category 1 hurricane is forecast for St. Mary Parish, the Director may institute the policy for scheduling according to the hurricane evacuation plan for category 2 and above. This will depend on the projection of the severity and duration of the storm and its impact on St. Mary Parish.

- F: Snow or Ice Storm
- G: Any major weather event

2.2 Redundant Systems

Any issue which hinders the ability to receive, process, dispatch and monitor emergency calls must be quickly handled with minimal disruption. Redundant systems are needed to continue operation when a failure causes the loss of a needed resource. These systems include but are not limited to:

2.2.1 Electric Power

The Communications Center will have at least one back-up generator with the capacity to operate all essential electrical components of the system.

All console equipment and radio equipment shall have Uninterrupted Power Supply.

Back-up power supply will have the ability to run indefinitely so long as fuel is available.

2.2.2 Telephone Service

The Director/Assist Director shall contact Bellsouth's 911 National Trouble Center to request that all emergency calls be directed to the designated back-up numbers.

The Communications Center shall have access to the Emergency Alert System (EAS) to notify citizens in the event that 9-1-1 cannot be dialed. The notification shall have procedures for reporting emergencies.

2.2.3 Public Safety Radio Network

The Communications Center shall have a means of alerting and communicating with emergency responders in the event of a failure of the Public Safety Radio Network.

The back-up radio system should be readily available and routinely tested to ensure operational functionality.

2.2.3 Computer-Aided-Dispatch

The Communications Center shall have a procedure to maintain operations in the event that the Computer-Aided-Dispatch system fails.

2.3 Rationale for Evacuation

The two main factors requiring evacuation of the Communications Center are:

- Uninhabitable environment
- Infrastructure failure, including systems failure

2.3.1 Uninhabitable Environment

Situations which make the Communications Center unsafe for personnel to continue daily operations. These conditions may include but not limited to:

- Bomb Threats/Found
- Fire/Smoke Condition
- Gas Leak
- Hazardous Materials
- Structure Damage

2.3.2 Infrastructure Failure

Situations during which technical components of the system fail – within or leading to the Communications Center. These conditions may include but are not limited to:

- Phone service outage
- Radio component damage

2.4 Evacuation Procedures

The Director or Assistant Director shall have the authority to activate all or part of the Disaster and Contingency Plan.

2.4.1 Director/Assistant Director

- Notify off duty staff to respond to alternate site(s)
 1. Morgan Sheriff office – 1455 Railroad Ave. – 985-384-1622
 2. Morgan City Auditorium (Hurricanes)-Myrtle St., Morgan City, La.
- Direct non committed personnel to evacuate to alternate site
- Notify Telephone Company, and when appropriate activate contingency routing of emergency phone calls. Ensure that routing includes both 9-1-1 trunks and other emergency lines.
- Notify radio contractor
- Ensure alternate site(s) are staffed/notified of evacuation
 1. Morgan City Sheriff office – Supervisor, CTO or Senior Operator
 2. Morgan City Auditorium (Hurricane)-Director, Asst. Director, 2 Supervisors and/or CTOs
- Notify other PSAPs (if necessary) of evacuation and termination of direct lines.
- Ensure all emergency responders are notified of evacuation
- Ensure the evacuation of all staff
- Confirm routing of emergency calls and ability to communicate with emergency responders

2.4.2 On Duty Telecommunicators

- Maintain operations until directed to evacuate
- Notify emergency responders of relocation
- Evacuate and report to assigned duty station as directed by Director/Asst Director

2.4.3 Off Duty Telecommunicators

- Report to assigned duty station as directed by Director/Assistant Director

2.5 Return to Normal Operations

Prior to a return to normal operations; the Communications Center should be thoroughly assessed to ensure that it is safe for personnel to return. If the event was an infrastructure incident then all technical contractors should assess the equipment for operational functionality. When the Communications Center has been assessed and all components found to be in normal working order, the authorization to return to normal operations will be given

2.5.1 Director/Assistant Director

- Notify designated staff to return to Communications Center
- Ensure staffing of a back-up site until Communications Center is prepared to resume normal operations.
- Notify Telephone Company and when appropriate, activate normal routing of 9-1-1 trunks and other emergency phone lines.
- Notify radio contractor
- Notify other PSAPs of return to normal operations and resumption of direct lines.
- Ensure all emergency responders are notified
- Ensure all personnel are accounted for
- Confirm routing of emergency calls and ability to communicate with emergency responders.
- Release off duty telecommunicators.

2.5.2 On Duty Telecommunicators

- Maintain operations until directed to return to the communications Center
- Notify emergency responders of relocation
- Report to assigned duty stations as directed by Director/Assistant Director

2.5.3 Off Duty Telecommunicators

- Maintain operations until directed to cease as directed by Director/Assistant Director.

3. Hurricanes

- If a tropical storm or hurricane warning is issued for St. Mary Parish, employees must contact administration at least 72 hours in advance to confirm scheduling. See Section 2.1.1
- If a mandatory evacuation of the parish is issued, the Director/Assistant Director will contact the Emergency Response Team
- The Emergency Response Team will relocate to the Morgan City Municipal Auditorium with the evacuation kit, portable telephones and supplies if an evacuation of the PSAP is implemented.
- In the event a member of the TERT team is unable to perform their duties, they are required to inform Administration at least 72 hours in advance. The reasons for non-performance of duties should be serious enough to warrant an absence from the call center. Any medical reasons may require a doctor's excuse.
- All other employees can evacuate up to 48 hours before estimated landfall. Twenty-four

hours will be allotted for the storm day. Employees will be expected back and ready to work within 48 hours after the storm is over. Evacuating employees will be paid for the time taken off if they were scheduled to work beginning at the time mandatory evacuation is ordered and ending 8 hours after it is rescinded.

- Upon review of staffing quotas, the Director may require non-mandatory employees to work. If an employee elects to remain they will be expected to stay with the team before, during and after the storm. **NO EMPLOYEE WILL BE ALLOWED TO LEAVE THE PREMISES AFTER THE MANDATED EMERGENCY EVACUATION HAS BEEN IN EFFECT FOR 24 HOURS.**

3. Checklists

Checklists provide guidelines for tasks that must be completed.

Evacuation Checklist

Assistant Director

- _____ Off Duty Staff notified
- _____ Priority Radio
- _____ Phone Company Special Circuits (800-724-1330) notify only
- _____ Radio Contractor – Chauvin’s (985-395-2805)
- _____ Other PSAPs
- _____ Local Emergency Management (such as municipal, parish)
- _____ State Emergency Management
- _____ Remote Site Operational
- _____ Contingency route 9-1-1 and emergency lines
- _____ Relocate unassigned personnel
- _____ Account for personnel

Director

- _____ Commissioners/Staff Notified
- _____ Assistant Directors checklist reviewed
- _____ Technician response

- _____ Remote sites notified/staffed/operational
- _____ Radios/pagers tested
- _____ Contingency call routing directed
- _____ Staff Accounted for and assigned

Return to Normal Operations Checklist

Assistant Director

- _____ Assign staff to return to Communications center
- _____ Priority Radio canceled
- _____ Phone Company Special Circuits (800-724-1330) notify only
- _____ Radio Contractor 985-395-2805
- _____ Other PSAPs
- _____ Local Emergency Management (such as municipal, parish)
- _____ State Emergency Management
- _____ Cancel contingency routing of 9-1-1 and emergency lines
- _____ Release unassigned personnel
- _____ Account for on duty personnel

Director

- _____ Ensure safety of Communication Center
- _____ Work with Technicians to ensure system operational
- _____ Commissioners/Staff Notified
- _____ Assistant Director Checklist reviewed
- _____ Communications Center notified/staffed/operational

- _____ Radios/pagers tested
- _____ Cancel contingency call routing directed
- _____ Staff accounted for and assigned or released
- _____ Remote site re-supplied and operational
- _____ After-action report completed

