

Community-Wide Incident (Emergency)

An Emergency Preparedness book is at site

There are some emergency situations that could affect an entire city or a large portion of it. A community-wide emergency may include:

- bioterrorism (the release of viruses or bacteria that cause harm to humans)
- chemical emergencies (chemicals released by an industrial accident or terrorism)
- radiation emergencies (nuclear reactor accidents or nuclear transportation accidents)
- mass casualties (bombs, fires)
- natural disasters (floods, severe thunderstorms, extreme temperatures, tornadoes)
- recent outbreaks (COVID-19, H1N1, salmonella, measles)
- infrastructure breakdown
- technological failures (electrical or other utilities, communications, IT systems)

In the event of such an emergency, EON, Inc. will take direction from and follow the recommendations of the local city and/or county authorities. Information will be received and shared as noted on the Incident Flow Chart (see next page).

Each program area designated on the Incident Flow Chart will have a response plan indicating what actions need to be taken based on the specific emergency. Plans for management and supervisory commands will be maintained at the central office in New Ulm. Plans for site specific responses are included within this manual.

When a community-wide emergency is declared, each site will be notified via the chain of communication noted on the Incident Flow Chart. Refer to the specific duty checklist that coincides with the emergency and the site.

If necessary, staff will take person served to their designated safe location. The safe location is _____ (site designated safe location), community location as determined by police or other authority groups, **or** as written in the person served Support Plan Addendum (SPA). This location is predetermined by each person served team.

Each person served will have an emergency bag which contains:

- person served identification lanyard (cord worn around neck to carry identification information)
- pouch with a list of emergency supplies to be placed in the red bag

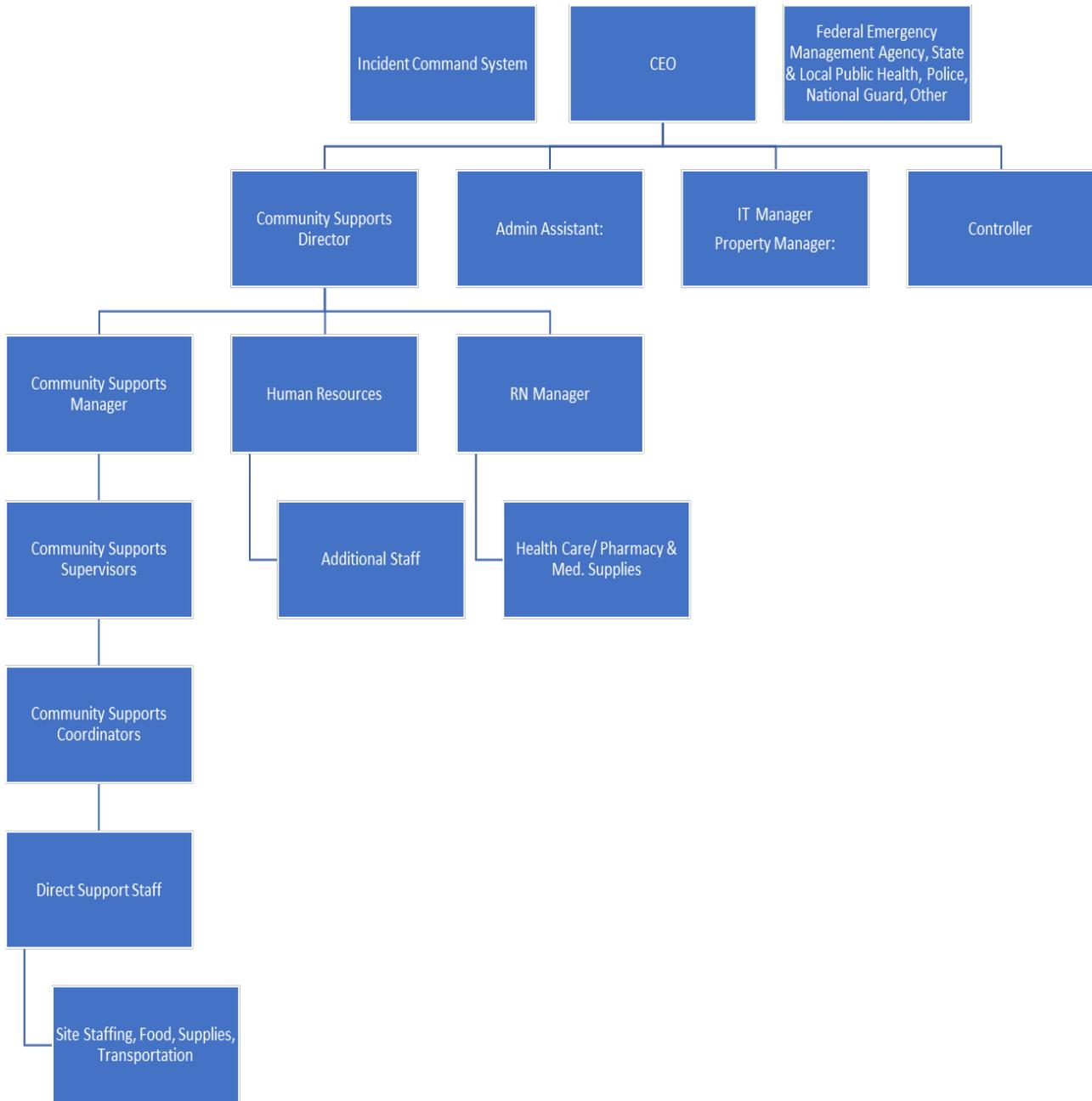
Person Served bags will be kept in this location at the site: _____

Staffing needs may change during a community-wide incident. Communication about staffing will follow the Incident Flow Chart. Sites will be contacted about their staffing needs and staff may be redirected to other sites as the situation requires.

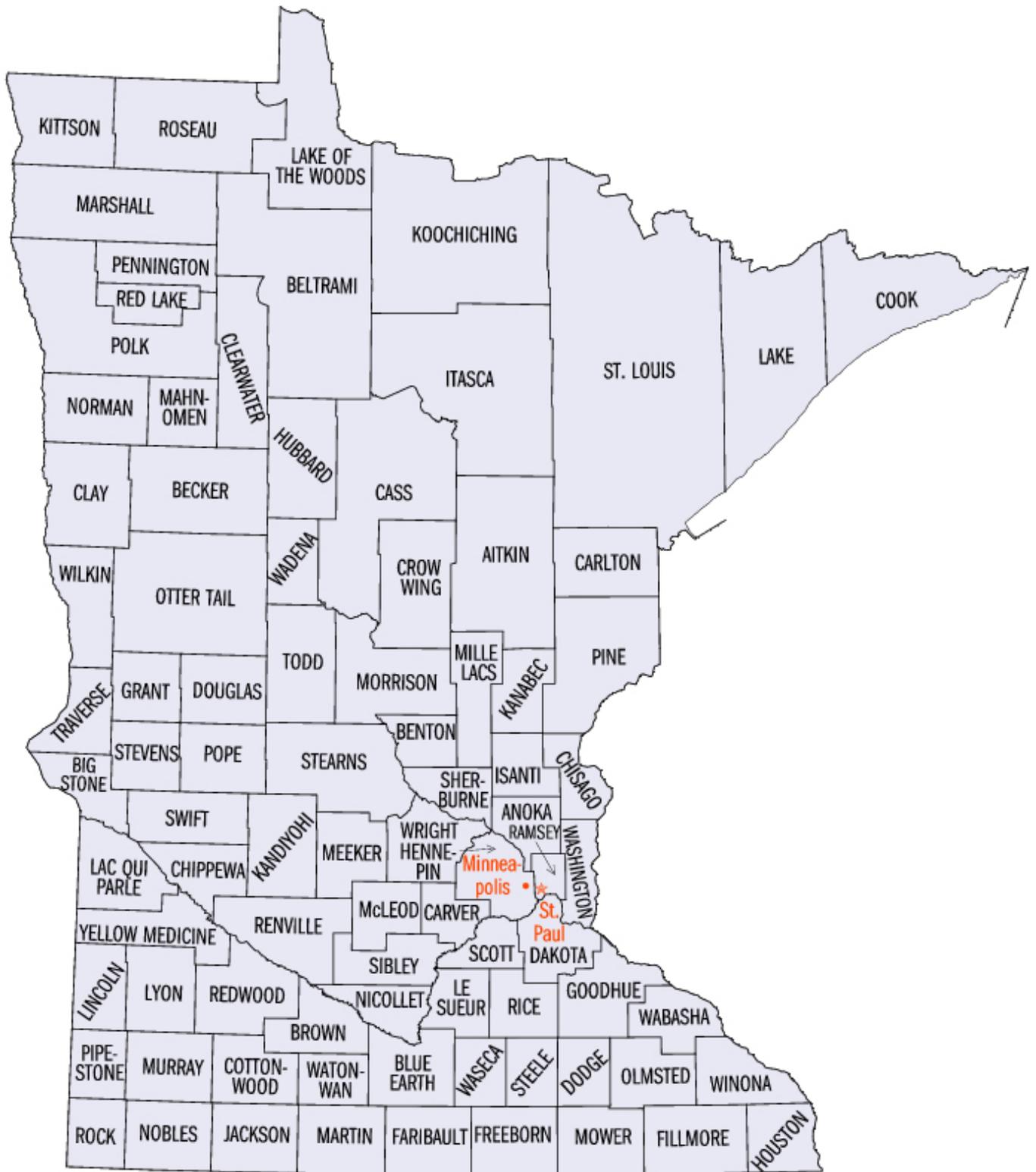
Please use the telephones only if necessary. It is extremely important to leave the phone lines open to receive further directions. Tying up the phone lines can delay or prevent the sharing of critical information.

EON, Inc. will allow the families of staff to stay at the site during a community-wide incident. It is important that staff be with their families during such an event.

**EON, Inc. Incident Flow Chart
Community Wide**



MINNESOTA COUNTIES



POSSIBLE SOURCES OF ASSISTANCE DURING A DISASTER AND HOW THEY MAY HELP

- **Brown County Emergency Management & Brown County Public Health:** Brown County Emergency Management & Brown County Public Health are dedicated to mitigating against, prepare for, respond to, and recover from any disaster whether it is natural, man-made or an act of terrorism through education, training and exercising. Emergency preparation & response is the responsibility of the Brown County Emergency Management Office and Brown County Public Health. Together they are responsible for developing and maintaining the county Emergency Operations Plans (EOP), five-year training and exercise plans, and the Hazard Mitigation Plan. They work with multiple representatives from our community including first responders, health care professionals, educators, non-profit agencies, volunteer organizations, businesses and more to establish the EOP and relationships among community members throughout Brown County.
A Brown County Emergency Management Coalition, which is a county-wide committee of community stakeholders, has been developed and meets on a quarterly basis to discuss many different topics effecting Brown County and its residents. [South Central Healthcare Coalition | Minnesota \(scmnhc.org\)](https://www.scmnhc.org)
- **Police Department:** The New Ulm Police Department assists with any local emergency. The officers may contain an unsafe area, move citizens to a safe location, carry out search and rescue missions, provide medical care and respond to terroristic threats.
- **Fire Department:** The New Ulm Fire Department responds to fire suppression and rescue calls in the area. The firefighters provide the tools to contain/ put out fires and administer medical services.
- **New Ulm Medical Center (NUMC):** NUMC will respond to situations which could result in medical emergencies. NUMC physicians, emergency nurses and support staff can provide care for trauma victims.
- **Southwest Coalition Participation Agreement:** Saved in this Emergency Preparedness Plan
- **Brown County Human Services 354-8246:** Assist with general Information in County.
- **Minnesota Health Care Resource Call Center: To connect care facilities to needed resources 651-201-3970 or 833-454-0149** [Minnesota Healthcare Resource Call Center.pdf](#)
- **Red Cross (507) 387-6664:** Provides services for small incidents such as single family fires and large incidents such as floods and tornados. These services include emergency shelter (at local churches, schools, etc.), food, first aid and other medical supplies (glasses, prescriptions, etc.), counseling services, and reuniting separated family members.
- **National Guard:** Responds to natural disasters, chemical disasters biological disasters, and civil unrest including protests. The National Guard works with local police and fire departments to provide medical services, organize and manage people in the stressful situation, and carry out search and rescue missions.
- **Centers for Disease Control and Prevention (CDC):** Provides services during events such as bioterrorism, chemical emergencies, radiation emergencies, mass casualties, natural disasters, and recent outbreaks. These services include analyzing the quality of water and air, tracking illnesses and food borne pathogens, determining if the disaster will have short-term and long-term side effects for citizens, and reporting the findings to the public.
- **Federal Emergency Management Agency (FEMA):** Coordinates federal response to a disaster and makes disaster assistance available to states, communities, and individuals. FEMA also helps during the recovery process, mitigates the effects of the disaster, and reduces the risk of loss.

SOUTH CENTRAL MINNESOTA HEALTHCARE COALITION PARTNERSHIP

**South Central Minnesota Healthcare Coalition
Partner Resolution**
(Final 3/21/14)

Whereas, the purpose of the South Central Minnesota Healthcare Coalition is to facilitate preparedness to assist communities with building a Health and Medical Services (Emergency Support Function 8/ESF8) Capability to respond to and recover from disasters, especially those with regional impact.

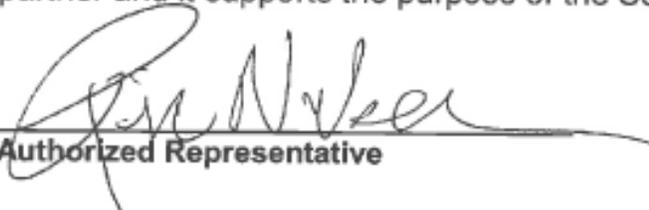
Whereas, the South Central Healthcare Coalition supports health and medical preparedness across south central Minnesota, which includes the following counties: Blue Earth, Brown, Faribault, LeSueur, Martin, McLeod, Meeker, Nicollet, Sibley, Waseca and Watonwan.

Whereas, the South Central Healthcare Coalition consists of organizations with responsibilities to mitigate the likelihood of a hazard negatively impacting the ability of a health and medical system to provide services and to prepare for, respond to, recover from consequences of a disaster.

Whereas, the following groups are represented as part of the South Central Minnesota Healthcare Coalition: Emergency Management, Emergency Medical Services, Hospitals & Clinics, Long Term Care Facilities, Public Health, Public Safety and Volunteer Organizations Active in Disasters (VOAD).

Whereas, Coalition partners will carry out health and medical response and recovery activities within the parameters of statutory authority, jurisdictional Emergency Operations Plans and as defined in operational support compacts, mutual aid agreements, and memoranda of understanding or other operational agreements.

Therefore, the signatory organization agrees it is a South Central Healthcare Coalition partner and it supports the purpose of the South Central Healthcare Coalition.



Authorized Representative



Date

MBW Company
Organization Name

John Paulson
Red Cross
Contact.

**Minnesota Red Cross
What we do in Disaster Response**

Notification: Brown West Nicollet Chapter

A community's first responders usually notify the American Red Cross. These responders (fire service, police, EMS, etc) work with the Red Cross on smaller incidents such as single family fires. For larger incidents, the local Red Cross provides for such things as emergency sheltering, mass feeding, and other services that help meet the immediate, emergency needs of a community impacted by a disaster. In instances where the scope of the disaster is immediately recognized and Emergency Management becomes involved from the beginning, our notification may be through Emergency Management. Every Red Cross chapter has a 24x7 notification path - typically via telephone. Backup is the MN State Red Cross Disaster Duty Officer (also 24x7) at 1-888-404-2236.

However the Red Cross is notified, we begin (within two hours) to set up a disaster response operation to provide the Red Cross services needed. The size and scope of the operation depends, of course, on the disaster.

Note: The Red Cross will not knowingly put any of our personnel in harm's way. The Red Cross operates only in the Green Zone, outside any hazardous area.

Services Typically Provided:

- For small incidents (single-family fire) the Red Cross will provide for the family's immediate needs for food, shelter, and clothing using a voucher system. In incidents larger than one to five families, the Red Cross typically provides emergency sheltering (*Mass Care*) in the form of communal or mass shelters (often set up in schools, churches, community buildings, etc) and ensures that mass feeding for the shelter population is in place. Note that the Red Cross does not accept or distribute used clothing or home-cooked food.
- In addition to feeding in the shelter, the American Red Cross also provides food (hot, cold, and snack) from feeding vehicles on mobile routes and at other fixed sites in and around the affected area. This feeding effort provides needed food for victims of the disaster, emergency responders, utility crews and other workers attempting to quickly bring the community back to a functional basis.
- At Red Cross Shelter sites, Red Cross Service Center sites, Red Cross Distribution sites, mobile aid stations and other locations, Red Cross *Disaster Health Service* (DHS) volunteer professionals provide first aid, replacement of lost medical items such as glasses, prescription medications, etc, and counseling on available health care related disaster resources. DHS also ensures that all Red Cross paid and volunteer staff health needs are recognized and met appropriately.
- At Red Cross Shelter sites, Red Cross Service Center sites, Red Cross Distribution sites, mobile aid stations and other locations throughout the affected area, American Red Cross *Disaster Mental Health Service* volunteer professionals provide crisis intervention and counseling, coping methods,

stress debriefing, literature on dealing with children in disaster situation, etc. These services are provided to victims of the disaster, to community members, and to individuals responding to the disaster needs.

- The American Red Cross provides, at Red Cross Service Center sites, in community outreach teams, mobile aid stations, and other locations, *Family Service* emergency assistance. This is an individual/family casework approach to determining the disaster-related needs of the family and assisting the family to determine the best resources to utilize to meet those needs. These resources often include American Red Cross financial assistance for such items as food, clothing, and longer-term shelter (such as hotel/motel in certain situations and/or first month's rent and/or deposit). They also include items such as cleanup and comfort kits.
- The American Red Cross can also assist families, separated by disaster, to reestablish contact. The *Disaster Welfare Information* function assists individuals to reconnect with their families out of the disaster area or families at a distance to reconnect with individuals within a disaster affected area who may no longer be at the home address and/or phone number.

To enable each of the above functions to focus their energies and abilities on providing direct services to our clients, underlying support functions are provided, especially in larger disasters. Some of these are:

- **Administration:** a Red Cross Relief Operation Director is named by the National Office, Disaster Services, to ensure that the Red Cross operation is coordinated by an individual with the necessary level of training and experience to provide appropriate planning and guidance to the officers heading each Red Cross function:
- **Logistics:** Working with facilities, transportation, procurement, supply, etc.
- **Operational Data Management:** Records and reports, accounting, and invoice review and approval.
- **Disaster Assessment:** Disaster Assessment (previously called 'damage assessment') specifically addresses the 'livability' of residential structures. The Red Cross does not perform Disaster Assessment of commercial property, such as office buildings.
- **Staffing and Local Disaster Volunteer:** Recruitment and utilization of human resources to perform Red Cross work.
- **Government Liaison:** The Red Cross interface with local, state, and federal government to ensure that information flows from the Red Cross relief operation to the local government and from the local government operation to the Red Cross relief operation. Note that we often can't give 'instant decisions' at an EOC; our headquarters is elsewhere, and our liaison must get some decisions from Red Cross leadership.

- **In-Kind Donation:** To work, from the scene of the Red Cross operation, with our national disaster services In-kind Donation unit to meet needs for bulk items for distribution to victims of the disaster (such things as water, bleach, garbage bags, gloves, sun screen, clean up kits, comfort kits, first aid supplies, etc).
- **Public Affairs:** to provide information to the community and to the media concerning the availability of Red Cross services (where, when, what) as well as human interest stories concerning the operations, its volunteers, and when appropriate, its clients.
- **Fund Raising:** to work with local Red Cross chapter leadership to raise the dollars to support the services being provided by the American Red Cross disaster relief operation. All Red Cross disaster assistance is free, made possible by voluntary donations of time and money from the American People.

Background:

The American Red Cross is a national organization, chartered by Congress in 1905, to, among other things, *“carry out a system of national and international relief in time of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities.”*

As chartered units of the American Red Cross, Minnesota Red Cross Chapters are a part of one legal, corporate entity known as the American National Red Cross. As such, our commitments to disaster preparedness, planning, mitigation, and response are an integral part of our organizational purpose. Indeed, our national Organizational Mission Statement reflects this commitment and focus:

“The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.”

In compliance with our Congressional mandate to *“carry out a system...”* each Red Cross Chapter is required to develop the plans, preparedness activities, training, and capacity development to enable them to initiate a Red Cross disaster response. The incident might be a single-family fire, or it might be a large disaster event that affects significant portions of the population. Each Chapter must be able to initiate a response, provide needed assistance, and complete the cycle of services necessary to help individuals and families affect their recovery from disaster in smaller events. For larger events, the Chapter must be prepared to at least initiate an immediate and effective response. In the event of larger catastrophic incidents, where the capacity of the local chapter is or will be exhausted, our national system is triggered. This system provides both human and material resources to ensure that the Red Cross element of response is timely, effective, efficient, and meets the immediate, disaster related emergency needs of the community.

As in all other community efforts, the American Red Cross sees itself as only one part of a significant collaborative effort between local, state, and federal government, community agencies and organizations, non-profits and the faith based community.

It is important to remember that, although we partner and collaborate with many entities, in time of disaster, the assistance and service provided by the American Red Cross relief operation is very specific. Although we are flexible in many ways in our delivery of disaster services, we are bound by our Board of Governors Disaster Services policies and procedures. This simply means that we have pre-defined parameters and pre-determined areas of service and these can not be neglected nor shifted to accommodate other's priorities.

Often the fact that we collaborate and coordinate our activities with local and emergency government creates an unrealistic expectation that we will be, in time of disaster, a human resource support to augment their activities, but this is not an accurate assessment. In planning and preparedness, the Red Cross may commit to help support specific, non-Red Cross activities (such as volunteer management, etc) but this is on a case by case basis and is predicated upon the ability of the local Red Cross unit to first fully provide the designated American Red Cross Disaster Services and still have the human and material resources to fulfill their agreed upon support to local and/or emergency government. According to standards set forth for Chapters by our National Board of Governors, we must first be fully able to fulfill our own services before we use Red Cross resources (human or material) to support other entities in their priorities.

There are also times when Local or Emergency Government, in their planning and preparedness efforts, ascribes to Red Cross tasks or responsibilities which, under the policies of our national Board of Governors, we can not accept. The Red Cross does not make the initial notification of serious injury or disaster related death to the next of kin, or provide transportation for victims, or manage everybody's spontaneous volunteers, or conduct evacuations, or manage quarantines or stock sandbags. Few Red Cross chapters have language banks.

To avoid such misunderstanding and to best leverage the resources that the American Red Cross brings to a disaster community, it is extremely helpful if the Red Cross is included as a partner in pre-disaster planning and preparedness effort. It will ensure that, in time of disaster, the scope and abilities of the Red Cross are understood and utilized to the best advantage.

In Conclusion:

The American Red Cross believes strongly in collaborative efforts, and in being a planning and preparedness partner with local government. It brings a set of direct services (Mass Care, Family Service, Disaster Health Service, Disaster Mental Health Service, and Disaster Welfare Information) supported by a full set of underlying support services.

Red Cross disaster response may, on any given operation, include interactions with numerous governmental entities (a multi-city, multi-county, or even multi-state disaster event is not unprecedented) in the event of a wide spread event. This necessitates the Red Cross to maintain, as per our Congressional Charter requirements, our own response system, which, although strongly interfacing with and supporting local response systems, is independent of those local systems.

Title	Name	Date
	WS	10/31/07