



CITY OF GERMANTOWN, TENNESSEE  
EMERGENCY MANAGEMENT PLAN

November 28, 2011

City of Germantown, TN  
Emergency Management Plan

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## **I. PURPOSE**

To the extent possible, this plan predetermines actions to be taken by the emergency organizations of Germantown, Tennessee, and cooperating private institutions to reduce the vulnerability of City residents to a major emergency or disaster; to respond effectively to the actual occurrence of emergencies/disasters; and to provide for recovery in the aftermath of any emergency or disaster involving extensive damage or other debilitating influence on the normal pattern of life within the community.

During a declared state of emergency, this plan authorizes the Emergency Management Director or his designee to commit City resources to whatever tasks are necessary to mitigate, respond to, and recover from the onset or aftermath of emergency situations. This includes financial, physical assets, city staff, and other such city resources as available.

## **II. SITUATION AND ASSUMPTIONS**

### **A. Situation**

1. Germantown, Tennessee, at an altitude of 265 feet above sea level, covers a total area of area of 19.1 square miles (49.47 km<sup>2</sup>) and is bordered to the South and North by Memphis and Shelby County, to the West by Memphis, and to the east by Collierville. Germantown is also part of the Memphis Metropolitan Statistical Area, which contains more than one million people in five counties: Crittenden County, Arkansas; DeSoto County, Mississippi; and Fayette, Shelby and Tipton Counties in Tennessee.
2. According to Germantown's most recent special census, there are 41,011 people in Germantown. According to the 2000 U.S. Census, the largest percentage of people in Germantown is between the ages of 45 and 54. The second largest percentage of population is between the ages of 35 and 44. The median age is 41.3 years old. There were 13,220 households with an average size of 3.14 people. The population density was 2,147.2 people per square mile (829.0/km<sup>2</sup>). There were 13,676 housing units at an average density of 777.8/sq mi (300.4/km<sup>2</sup>). The City of Germantown is governed by an elected Board of Mayor Aldermen.

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3. Germantown has a temperate climate. Winters are brief and mild, with the coldest days during January and February. Average annual rainfall is 52.1 inches and the average annual snowfall is 5.7 inches. The mean annual temperature is 61.5° F, the mean summer temperature is 80° F, and the mean winter temperature is 43° F.
4. Germantown and its neighboring communities and municipalities are exposed to many hazards which have the potential to disrupt the community, cause damage and create casualties. Possible natural hazards include, but are not limited to: drought, earthquake, tornado, severe weather, and flood. The City of Germantown is at risk from weapons of mass destruction events, hazardous material accidents (fixed or in transit), major transportation accidents (train, bus, aircraft), terrorism, pandemics, civil strikes, and civil disorder.

B. Assumptions

1. These conditions may persist for an undeterminable period. The City of Germantown, in coordination with local county and municipal governments, is primarily responsible for emergency actions and will commit available resources to save lives, minimize injury to persons, and damage to property.
2. Proper implementation and execution of this plan will reduce or avoid the loss of life and property of the Germantown residents.
3. While Germantown may have the needed resources to begin emergency or disaster response and recovery operations, we anticipate that outside (state and federal) assistance will be needed in catastrophic events. Germantown and its neighbors must be prepared to carry out disaster response, including rescue, initiate immediate damage assessment, and short term recovery operations on an independent basis for at least 7 days.
4. A declaration of emergency or disaster by the Mayor or their designee will suspend all normal city operations and place all city resources under the direction of the Emergency Operations Center (EOC). The Emergency Management Director will be directly responsible only to the

mayor or the mayor's designee as authorized in writing. The Emergency Management Director will chair the Emergency Control Group and in that position will act as the primary advisor to the mayor.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

##### **1. Local, State and Federal Roles**

It is the responsibility of municipal and county government to protect life and property from the effects of hazardous events. The City of Germantown has primary responsibility for emergency management activities within the corporate limits of Germantown. When the emergency exceeds Germantown's capability, assistance will be requested through the Shelby County Office of Preparedness to the Tennessee Emergency Management Agency (TEMA), which, in turn, will coordinate federal assistance through the Federal Emergency Management Agency. FEMA assistance is provided as necessitated by the nature and scale of the emergency or disaster.

##### **2. Relationship between Emergency and Normal Functions**

Emergency functions for groups involved in emergency management and response generally parallel their day-to-day functions. The same personnel and material resources are used in both cases to the greatest extent possible. However, in emergency or disaster situation the daily operational routine is insufficient to meet the workload. It is desirable to maintain organizational continuity and to assign familiar tasks to personnel. In a large-scale declared emergency or disaster, it may become necessary to draw on the citizen's basic capacities and use them in areas of greatest need. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency or disaster. The EOC will redirect resources, equipment, and employees normally allocated to those functions to accomplish emergency tasks.

### 3. Comprehensive Emergency Management

This plan is designed to be consistent with the Memphis and Shelby County Emergency Management Plan and the State of Tennessee's commitment to a comprehensive approach to emergency management by addressing all hazards; natural, technological, and those pertaining to national security. The plan uses a Unified Emergency Management System that includes the four phases of emergency management: mitigation, preparedness, response, and recovery. The plan emphasizes the capabilities of the City of Germantown and adjoining municipal governments to respond to and accomplish short term recovery from large scale emergencies or disasters.

### 4. Category of Disasters

This plan is based on the concept of classifying emergencies/disasters into two categories:

- a. Localized Emergency or Disaster: A sudden and dramatic emergency that requires multi-agency response to an event that has caused localized damage and injury or potential injury and damage beyond the normal day-to-day response of emergency agencies.
- b. Catastrophic Disaster: A major wide-spread, regional disaster that would involve most county and municipal resources and possibly require outside state or federal assistance due to the large number of injuries and massive destruction of life-lines and structures.

### 5. Emergency Response and Recovery

Emergency response and recovery take place simultaneously. This overlap of response and recovery impacts disaster planning and post disaster actions.

Response and recovery actions are placed into three categories:

- a. Emergency Response - Actions taken immediately after the emergency or disaster to save lives.

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- b. Continued Emergency Restoration - Actions taken to care for immediate needs of emergency or disaster victims and initiate restoration of essential services.
- c. Recovery - Actions taken to address the complex issues of land use, codes and ordinances, infrastructure, finance, and other long term recovery and reconstruction actions.

B. Phases of Emergency Management

1. Mitigation - Activities that either prevent the occurrence of an emergency or disaster or reduce the communities' vulnerability in ways that minimize the adverse impact of a damaging event.
2. Preparedness - Activities, programs, and systems that exist before an emergency or disaster used to support and enhance response to an emergency or disaster. Planning, training, and exercising are among the activities conducted under this phase.
3. Response - Activities and programs designed to address the immediate and short-term effects of the onset of an emergency disaster. Effective response helps to reduce casualties, damage, and speeds recovery. Response activities include direction and control, warning, evacuation, and other similar operations.
4. Recovery - Activities and events necessary to return lifestyles and systems to normal. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery actions may continue for many years.
5. Mutual Aid - The City of Germantown maintains mutual aid agreements and inter-local agreements with neighboring jurisdictions within the county to provide like services. Tennessee Code Annotated §58-8-101 *et seq.*, known as the *Mutual Aid and Emergency and Disaster Assistance Agreement Act of 2004*, provides for statewide mutual aid between Tennessee fire departments. Since an emergency or disaster may cross state and county lines, the Shelby County Office of Preparedness is responsible for coordinating mutual aid response across county and state borders, and for developing memorandums of

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understanding and agreements with both government and private sectors for resource use.

C. Direction and Control

1. Ultimate responsibility for emergency management resides with the Mayor of Germantown. The mayor exercises direction and control of the emergency or disaster through the Emergency Management Director and the provisions set forth in the Germantown Emergency Management Plan, the Code of Ordinances of the City of Germantown, and Tennessee Code Annotated (TCA). The Emergency Management Director (EMD) is responsible for the coordination of all emergency management activities. The EMD will establish, maintain, coordinate and commit City resources; advise on the course of action available for major decisions insuring the proper functioning of the EOC during emergency operations; act as liaison with other local, state, and federal EMAs; and perform other duties as outlined in laws, ordinances, and agreements.
2. The Germantown Emergency Operations Center (EOC) is the central point for emergency management operations within Germantown and has direct contact with the Memphis Shelby County Emergency Operations Center. Germantown will coordinate the resources within its control. Requests for resources outside the control of the jurisdiction or division and all emergency or disaster information will be coordinated through the Shelby County Office of Preparedness' Emergency Operations Center.

D. Continuity of Government

1. The absence of an elected official or key department head must not retrain Germantown's ability to respond to an emergency or disaster. In an emergency or disaster situation, the EMD is authorized to activate the plan and invoke emergency power in the absence of the Mayor.
2. The City of Germantown Emergency Operations Center is the center of local government control during emergency or disaster operations.
3. Lines of Succession for Elected Officials



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- a. The Mayor is the chief elected official of the City of Germantown.
  - b. Per the Charter of the City of Germantown, the Vice-Mayor shall perform the duties of the Mayor during the absence or inability of the Mayor to act.
4. Lines of Succession for Emergency Management Director
- a. The Fire Chief shall serve as the Emergency Management Director.
  - b. In the temporary absence or disability of the Emergency Management Director, an employee of the City designated by the Mayor or the City Administrator shall serve as the Emergency Management Director.
5. Lines of Succession for the City Administrator
- a. The City Administrator is the chief administrative officer for the City of Germantown
  - b. Per the Charter of the City of Germantown, in the temporary absence or disability of the City Administrator, an employee of the City designated by the Mayor or the City Administrator shall serve as City Administrator.
6. Lines of Succession for Key Business Executives/Department Heads
- a. The Key Business Executive/Department Head of each department or division
  - b. The lines of succession to each department head is listed in the organizational chart found in each annex
7. Command and Control
- a. When activated, the EOC will be operated under the incident command concept following National Incident Management System (NIMS) guidelines.

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- b. Positions in the command structure will be filled by key business executives/department heads, assistant department heads, and key employees as determined by the knowledge, skills and abilities needed for the given emergency or disaster.
  - c. Key business executives/department heads are responsible for designating the Emergency Services Coordinator (ESC) for their department, who shall report to the EOC upon activation.
8. Emergency City government operations in a declared emergency will be conducted through the EOC only.
- a. Preservation of important records and other measures to ensure reconstitution and continued operation of local government is essential in order to provide normal government operations after an emergency or disaster.
  - b. All vital records of both public and private nature recorded by all Germantown municipal officials must be protected, preserved, and backed up at an offsite facility. These include legal documents, property deeds, tax records, and other essential property, economic and societal records necessary to reconstitute the City's records. In addition, each department will develop a plan for relocation of its operations to another location in the event of destruction of department facilities.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

##### **A. General**

Each department is responsible for developing, coordinating and maintaining its emergency management procedures as an annex to this plan.

##### **B. Appointment of Emergency Service Managers (ESM) and Emergency Service Coordinators (ESC)**

- 1. Each department head shall serve as the ESM for the department and as such will appoint an Emergency Service Coordinator (ESC) and at least

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one alternate ESC to represent the Department at the EOC in planning, response, and recovery operations. The ESM may serve as the department's ESC.

2. The ESM/ESC will have the power to commit resources for that group without having to refer to a higher level of authority.
3. Each organization or Department will provide its ESM and ESC with a cell phone, radio, or other method of communication suitable for staying in touch with the EOC. The ESM and ESC shall remain immediately available and on-call to Germantown EMA/EOC on a 24 hour basis for emergencies and shall keep the EOC informed in the event he/she is out-of-service (out of town, ill, etc.). The ESM or ESC will insure needed people, supplies, equipment, and records necessary to the specific Emergency Support Function are available to the EOC both before activation and when activated. In the event the primary ESM or ESC is not available, that person, or other person in authority, will notify the first alternate ESC and ensure that the alternate is available and on-call.

C. Emergency Operations Center (EOC)

1. Emergency Operations Center

To provide the most effective response and resource allocation in a multi-agency, multi-jurisdictional emergency or disaster, all response and recovery activities will be coordinated through the Emergency Operations Center (EOC). The Germantown EOC is the central coordination point for emergency response and recovery activities. The Mayor shall ensure and direct that appropriate ESMs/ESCs are assigned and are active in the EOC.

a. Alternate EOC Sites

- i. The Fire Department Mobile Command Vehicle can be located anywhere in Germantown and can serve as a temporary EOC or Forward Command Post if needed.
- ii. Alternate EOC sites are not listed in the plan due to the possibility of a terrorist attack.

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iii. Alternate EOC information will be given out on a need-to-know basis only by the EMD or his designee. A list of those who have been informed as to the alternate's location will be maintained as a confidential city document.

b. Alternate Work Sites

Alternate work sites for all departments will be addressed in their respective plans and operating procedures.

c. Local Disaster Control Center

Each major incident may include a local Disaster Control Center (DCC) which will serve as the command post for the individual agency response effort. Each DCC will report to the EOC and provide situation updates when possible, necessary or as directed by the EOC.

D. Emergency Support Functions

1. To respond more effectively to emergencies/disasters and to better coordinate and maintain continuity with the Tennessee Emergency Management Plan and the Federal Response Plan, emergency planning, response and recovery efforts are grouped into one of 16 Emergency Support Functions (ESF) as described in the State and Federal Response Plans. The ESCs' expertise will be used to create these functional groups. Each ESF will identify the primary and support departments which will respond to catastrophes and disasters. The primary and support roles are governed by the scope and location of the actual event.
2. The Primary Department is responsible for direction and control functions within the group when an ESF is activated.
3. The Support Departments provide resource or logistical support to the operation of the activated ESF. Each Department conducts normal operations or as the EOC directs when the ESF group is not activated.

E. Task Responsibilities

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1. **Direction and Control:** The Mayor of the City of Germantown will exercise direction and control of emergency or disaster activities and coordinate planning, response, and recovery through the Emergency Management Director.
2. **Primary Responsibility for Disaster Response:** The Germantown Emergency Management Director bears the primary responsibility for overall emergency or disaster coordination and directions using the Emergency Operations Center (EOC). When an emergency or disaster is declared, Emergency Service Managers (ESM)/Emergency Service Coordinators (ESC) will coordinate their department's activities through the EOC.

F. Task Assignments by Department

1. Emergency Services Coordinators will be kept informed of EOC actions and policies relevant to each department. ESCs will relieve department heads of EOC duties as needed to retain continuity of control in the EOC.
2. **Cost Recovery** – In a declared emergency or disaster, all officials remain responsible for maintaining accurate records of all expended resources for cost recovery. These records must be safeguarded to allow for full accounting of costs and to manage disaster relief funding according to applicable federal, state, and local laws.
3. Special provisions may be enacted when an emergency or disaster is declared, such as:

Mutual Aid

- a. Fire department mutual aid Agreements will automatically go into effect to expedite emergency or disaster response regardless of traditional jurisdictional boundaries, with the understanding that other local governmental agencies affected by the emergency or disaster and may not have resources to send.
- b. Police department mutual aid agreements will automatically go into effect to expedite emergency or disaster response regardless of

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traditional jurisdictional boundaries, with the understanding that other local governmental agencies affected by the emergency or disaster and may not have resources to send.

#### G. Emergency Support Function (ESF) Concept

Each department is responsible for developing its own respective plans and Standard Operating Guidelines (SOGs) for carrying out its assigned missions in the ESF. The Primary agency is responsible for the following:

1. Coordinating the development of an ESF Standard Operating Guideline (SOG) governing the functions of the organizations assigned to that ESF during activation.
2. Conducting planning sessions during non-emergency periods to develop policies, plans, and procedures for coordinating the local response to an emergency or disaster with respect to that particular ESF.
3. During an emergency activation period, coordinating the flow of messages into and out of the ESF group, providing direction and control for the ESF group, and coordinating the activities of the ESF with the EOC.
4. Though each ESF may be used as a stand-alone annex, it is the intent of this plan to use each ESF in combination to facilitate the city's response to a particular event. A description of each ESF and its components is contained in Section V.

#### H. Activation of the EOC

1. Operations of the EOC during a disaster
  - a. Quickly gather as much damage assessment data as possible by using field units to compile initial damage reports through first impressions and windshield surveys.
  - b. Document the locations and prepare damage assessment reports. Pass collected damage assessments and data on to SCOOP. The

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faster good data is send to SCOOP, the quicker outside resources will arrive.

- c. Post the data on dry erase boards and flip chart paper. Record the time and date on every entry. Photograph or otherwise image the boards every four hours. Retain status imagery in secure storage (not only in the camera).
- d. Notify SCOOP immediately of Germantown's initial status and state the City's immediate needs. Immediate needs are those requests for resources which Germantown cannot supply. Have explanatory rationale ready, be concise but complete, and be prepared to explain each request. SCOOP will have activated its Emergency Plan and their ESF 5 group POC is going to ask what, how much, when, why, where it should go, and who is the Germantown POC. Be prepared to provide contact information including phones numbers for the Germantown EOC and respective ESF and email addresses.
- e. Prepare and conduct an initial staff briefing. Conduct staff briefings every 4 hours during daytime in the EOC and at 2400 and 0800 to inform other ESFs as to what is happening and what is planned. Assist the PIO with the preparation of a statement for release to the media.
- f. Be prepared to transition the EOC into a sustained 24 hour operation. Each department head shall provide a second ESC to work the night shift. Twelve (12) hours of duty is the maximum watch personnel can maintain and remain competent.
- g. Be prepared to support on-scene commanders, other incident commanders, as well as all response resources working at on-site and at the EOC.
- h. Request help early, as the community that requests help early usually gets that help faster. If you request a resource be ready to support it. Establish, staff, and use a staging area for incoming resources.
- i. Documentation is vital. Begin logs and other records (safeguarding operations and financial data) immediately upon EOC activation, or

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earlier should there be any delay in initiating EOC operations. Bills must be paid in the future and the city will be responsible for them. Federal recovery funding requires excellent record-keeping to establish the rationale for Federal disaster payment.

I. Plan Activation

1. The Mayor of the City of Germantown, or the Emergency Management Director, has authority to activate this plan in whole or in part in the event that, in their judgment, the safety or welfare of the citizens of the jurisdiction is threatened. Any key business executive/department head may request plan or EOC activation.
2. Department heads of Germantown and other officials legally administering their office may activate their respective sub-function of this plan on their own initiative if, in their judgment, the safety or welfare of citizens of the jurisdiction are threatened. If this occurs, the Emergency Management Director should be notified immediately.
3. Germantown, in conjunction with Shelby County Office of Preparedness, evaluates emergencies reported to the EOC, categorizes them, and assigns one of three emergency levels. These levels will be used to determine the level of EOC notification or activation necessary to assist in bringing the event to a successful end.

Level 1 Emergency

Any unexpected occurrence that can be met with a single department's normal available resources – routine daily operations.

Level 2 Emergency

Any unexpected occurrence, or potential occurrence, that requires response by two or more departments above a routine capacity or where outside agencies have responded to render assistance. Response upsets the normal working routine of all responding departments. May require a partial EOC/plan activation, e.g., tornado watch, anticipated winter weather, etc.



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Level 3 Emergency

Any extraordinary occurrence, or potential occurrence, of such magnitude that all departments and resources must be used, or where a combination of departments or outside agencies have been mobilized to handle the situation, e.g. tornado touchdown, ice storm, major hazmat, etc.

Level 4 Catastrophic

A major wide-spread regional disaster where outside resources may be required due to wide spread destruction, e.g. major earthquake, tornado outbreak, WMD attack, etc.

J. EOC Priority List

First 2 Hours

1. Establish unified command system following NIMS guidelines.
2. Notify all of the departments with a role in the plan to report to the EOC.
3. Determine the size and nature of the area affected by the emergency or disaster. Gather initial field reports from on-duty units and anyone in the field with a radio or cell phone and develop the initial damage assessment report. Collect and assemble damage reports from other sources including first responders, 911 dispatch, the local media, neighborhood CERT groups, and the general public.
4. Determine the number of people, buildings, and businesses affected by the emergency or disaster.
5. Initiate or continue emergency response activities and conduct search and rescue operations as needed.
6. Determine if shelters are needed. Forward shelter needs and requests to SCOOP for action.

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7. Determine if the area needs access control and set up roadblocks.
8. Begin clearing roads and streets.
9. Begin to determine the types and amount of outside assistance needed.
10. Notify Shelby County Office of Preparedness.
11. Begin public information activities and issue protective actions for the public if necessary.
12. Hold one or more EOC staff briefings.
13. Activate mutual aid agreements if the disaster is greater than a local event.
14. Consider the need to declare a State of Emergency.

2-4 Hours

1. Continue search and rescue operations if necessary.
2. Continue public information activities.
3. Consider the need for 24-hour operations and the establishment of 12-hour operational periods and shifts.
4. Re-evaluate shelter needs and forward needs/requests to SCOOP.
5. Inform the hospital(s) of potential casualties.
6. Initiate the Pass System for Disaster/Emergency responders.
7. Activate damage assessment teams.
8. Assign staff to handle requests for assistance and to track the needs of special populations.

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9. Assign staff to track requests for information on emergency or disaster victims.
10. Assign staff to track offers of assistance and donations.
11. Continue clearing roads and streets.
12. Determine how to dispose of debris.
13. Begin to determine the public health effects of the emergency or disaster.
14. Begin to take care of the needs of the responders.
16. Hold one or more EOC staff briefings.

4-12 Hours

1. Continue search and rescue operations if necessary.
2. Continue public information activities.
3. Prepare for the next shift to take over.
4. Consider the need for on-going mutual aid if this is not a county-wide event.
5. If necessary, continue to use or activate the Pass System.
6. Continue to inform the hospital(s) of potential casualties.
7. Continue damage assessment activities and prepare a more detailed damage assessment report.
8. Continue clearing roads and streets.
9. Take debris to an appropriate landfill.

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10. Prepare a prioritized list of repairs to critical facilities and transportation routes.
11. Begin cleanup activities on public and private property.
12. Continue to track the request for assistance and the needs of special populations.
13. Continue to track requests for information on emergency or disaster victims.
14. Continue to track offers of assistance and donations.
15. Re-evaluate shelter needs and forward needs and requests to SCOOP.
16. Address the public health needs of the emergency or disaster victims and responders.
17. Take care of the personal needs of the responders.
18. Conduct EOC staff briefings.
19. Coordinate with utilities in the restoration of service.
20. Anticipate and address public health issues.
21. Brief the next shift.

12-24 Hours

1. Continue search and rescue operations if necessary.
2. Continue public information activities.
3. Continue operation of the Pass System if necessary.
4. Continue damage assessment activities and submit damage assessment report to SCOOP.

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5. Continue repairs to critical facilities.
6. Consider the need for ongoing mutual aid.
7. Inform the hospital(s) of casualties as necessary.
8. Continue cleanup activities on public and private property.
9. Take debris to an appropriate landfill.
10. Coordinate with utilities in the restoration of service.
11. Re-evaluate shelter needs and forward needs and requests to SCOOP.
12. Keep records of all expenses.
13. Anticipate and address public health needs.
14. Track the requests for assistance and the needs of special needs populations,
15. Continue to track requests for information on emergency or disaster victims.
16. Conduct several EOC staff briefings.
17. Brief the next shift.

24-48 Hours

1. Continue search and rescue operations if necessary.
2. Continue public information activities.
3. Continue operation of the Pass System if necessary.
4. Continue damage assessment activities.

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5. Continue repairs to critical facilities.
6. Consider the need for ongoing mutual aid.
7. Continue cleanup activities on public and private property.
8. Take debris to an appropriate landfill.
9. Coordinate with utilities in the restoration of service.
10. Continue shelter operations as needed.
11. Keep records of all expenses.
12. Anticipate and address public health needs.
13. Re-evaluate shelter needs and forward needs and request to SCOOP.
14. Continue to track requests for assistance and the needs of special populations.
15. Continue to track requests for information on emergency or disaster victims.
16. Coordinate activities of volunteers assisting with clean up efforts.
17. Begin planning for reentry and long-term recovery.
18. Conduct EOC staff briefings during each shift.
19. Brief the next shift.

Beyond 48 Hours

1. Continue public information activities.
2. Continue operation of the Pass System if necessary.

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3. Continue damage assessment activities and submit to SCOOP.
4. Provide updated damage estimates to the SCOOP and, if requested, to the state.
5. Consider the need for ongoing mutual aid.
6. Inform the hospital(s) of casualties as necessary.
7. Continue cleanup activities on public and private property.
8. Take debris to an appropriate landfill.
9. Coordinate with utilities in the restoration of service.
10. Re-evaluate shelter needs and forward needs and requests to SCOOP.
11. Keep records of agency expenses.
12. Anticipate and address public health needs.
13. Continue to track requests for assistance and the needs of special populations.
14. Continue to track requests for information on emergency or disaster victims.
15. Coordinate the activities of volunteers assisting with clean up efforts.
16. Continue planning for reentry and long-term recovery.
17. Conduct EOC staff briefings during each shift.
18. Brief the next shift.

K. Staffing

Standard Operating Guidelines for staffing the Emergency Operations Center should be a standalone document on file in the EOC. Department heads should have their representative ready to replace them in the EOC after 12 hours. All departments should work 12 hours shifts if refill is available.

#### L. Security

The Germantown Police Department will provide security for the Germantown EOC.

#### M. Readiness Level 1

Daily operations of the Emergency Operations Center will be at Ready Status Level 1. However, a posture capable of moving to the next higher readiness status within 60 minutes will be maintained at all times.

#### N. Joint Information Centers (JIC)

Any event that requires the activation of the EOC to Level 3 or higher will require the activation of a Joint Information Center (JIC). The JIC will be co-located in the immediate area of the Emergency Operations Center and will be staffed by the Public Information Officer for the city. Additionally, individual agencies having direct contact with the news media should send a representative to the JIC to ensure that all information released to the media is coordinated through the EOC.

#### O. Incident Command

All emergency response elements within Germantown shall follow the Incident Command System as outlined in NIMS.

#### P. Mutual Aid Assistance

During emergency or disaster operations, each department will conduct all activities and functions necessary to resolve the situation. Outside assistance will not be requested or used until local resources and assets have been exhausted. If activated to Level 3 or higher, all requests for mutual



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aid assistance as well as state and federal resources will be made through the EOC.

Q. Disaster Declaration

1. A Disaster Declaration can be issued only by the Mayor of Germantown or, in the mayor's absence, through coordination with the Director of the Shelby County Office of Preparedness.
2. The chain of authority must be followed for declaration requests. The local jurisdiction must make an assistance request to the SCOOP through the Memphis/Shelby County Emergency Operations Center. Shelby County will then make all requests for state assistance to the State EOC.
3. A Disaster Declaration allows for expanded authority by the CEO to maintain law and order within their jurisdiction and for the public good during the response to and recovery from emergency or disaster situations e.g., curfew, price control, rationing, etc.

R. Administration and Logistics

1. General: Administrative procedures work well in normal operations. In a disaster or emergency, some administrative procedures may need to be suspended, relaxed, or made optional in order to respond to and recover from the emergency or disaster situation.
2. Administrative Procedures: Plans should be developed by administration and finance to suspend certain administrative procedures in the event of an emergency or disaster situation which may affect a timely response to the protection of life and property.
3. Cash Donations: Representatives of the finance department will receive any cash donations made by the public for disaster relief operations. The finance department will disperse funds to those in need in accordance with pre-determined guidelines based on FEMA Family Grant Programs.

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4. Records: Will be maintained by all departments and processed by the finance department for actual cost of response and recovery operations. The City of Germantown will submit documentation and applications for reimbursement to the Shelby County Office of Preparedness for those items covered under Public Law 93-288, as amended.

S. Plan Development and Maintenance

1. All departments, agencies, and groups are responsible for developing and maintaining their respective segments, annexes, and attachments as set forth in this plan. They will also develop all SOGs needed to support this plan and maintain a list of alternate work sites, personnel recall list, departmental resources, and a plan for continuing operations after an emergency or disaster.
2. The Emergency Management Director will insure that all officials involved in this plan conduct an annual review of the plan. The Director will coordinate all review and revision efforts.
3. The Plan should be activated at least once a year in the form of an exercise, to be designed and directed by the City of Germantown with exercise assistance from Shelby County Office of Preparedness.
4. The Emergency Management Director will compile all reports and submit them to the Shelby County Office of Preparedness in accordance with the current county, state, and federal contracts and requirements.
5. Local planning efforts are the responsibility of the Emergency Management Director working with the Director of the Shelby County Office of Preparedness. Response plans will be developed and updated using the ESF concept during regular or special meetings scheduled by the director.

**V. DEPARTMENT TASK ASSIGNMENTS BY ESF**

All departments are responsible for developing, maintain, and updating department plans and SOGs as necessary; participating in drills, tests, exercises; supporting resource and supply operations; and performing in accordance with the EMP and their department SOGs. All departments must be able to sustain full disaster operations for at least 5 days, which includes fuel, food, and supplies.

<b>ESF</b>	<b>Function</b>	<b>Primary</b>	<b>Secondary</b>
1	Transportation	Public Services	Police, Parks, Development
2	Communications	Police	Fire, IT
3	Infrastructure	Development	Public Service, Parks, Admin, Police, Fire
4	Fire Fighting	Fire	Public Services, Parks
5	Information and Planning	Development	Finance, Admin, Human Resources, Police, Fire
6	Human Services	Parks	Administration, Finance, GAC, GPAC, Police, Fire
7	Logistics	Finance	Administration, Human Resources, Public Services
8	Health and Medical	Fire	Police
9	Urban Search & Rescue	Fire	Public Services, Police Department
10	Hazmat	Fire	Memphis Fire, Shelby County Fire, Public Services, Police
11	Food	Parks	Public Services, SCOOP, MIFA, Memphis Food Bank
12	Energy	Public Services	MLG&W

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13	Law Enforcement	Police	Parks
14	Donations	Parks	SCOOP, Public Services, VOAD, MIFA, United Way
15	Recovery	Administration	Finance, Development
16	Animals in Disaster	Animal Control	Parks, Public Services, SCOOP, DART

## **ESF 1 TRANSPORTATION**

Lead Agency: Public Services

Support Agencies: Police Department  
Parks and Recreation Department  
Department of Community Development

Purpose: ESF 1 coordinates the assessment and restoration of the transportation infrastructure, to coordinate transportation resources to meet the needs of the public and to assist in the transportation needs of other ESFs to perform their emergency response, and recovery missions.

Public Services has the primary responsibility for the following: All public utility activities: water and sewer, maintaining roads, bridges and utilities, transportation of persons needing shelter, signage, barricading, and damage assessment of their infrastructure.

Police Department: Coordinate evacuations, reroute traffic as necessary.

Parks and Recreation Department: Provide transport to persons needing shelter.

Department of Community Development: Assess the condition of roads and bridges and provide status to the EOC, supporting emergency operations by identifying available routes, assist in maintaining roads and bridges, and assist with damage assessment of roads and bridges. The Engineering Division has the primary responsibility for assessing damage to, and repair of, all traffic signal control devices. The Engineering Division will coordinate with other ESF 1 agencies to ensure continuity of operations related to the City's transportation system.

### **ESF 1 Representatives**

1. Coordinate with agency dispatch centers regarding reporting requirements and the management of resource and assistance requests.
2. Report on the operational status of ESF 1 agencies.
3. Monitor, record, and report all road closures. Ensure that accurate information about road closures is communicated to the situation status unit.
4. Coordinate ground transportation support to incident command(s), mutual aid agencies, area EOCs, and cities.

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5. Forward all transportation resource and assistance requests that cannot be filled by Germantown ESF 1 to the logistics section.
6. Liaison with local, state and federal ESF 1 agencies, such as the Shelby County Office of Preparedness, the Tennessee Department Transportation, and the Army Corp of Engineers, as appropriate. Ensure appropriate integration of local, state, and federal agencies into local command and support organizations.

## **ESF 2 COMMUNICATIONS**

### 2-1 Communications Systems

Lead Agency: Police Department

Support Agencies: Fire Department  
Information Technology

Purpose: To provide communications support to emergency response and recovery operations and to support emergency alert and warning of key officials and the public.

The police department is the lead agency for communications during normal operations and during a disaster and emergency. Communications includes 911 service, police and fire dispatch, and connectivity within the city government outside of normal working hours. During declared Disaster/Emergency periods, the police department has primary responsibility for assessing damage to communications capabilities, to reconstituting, to maintaining connectivity

#### Communications Director

Establish communications links in EOC, e.g., telephones, radios, etc.

Assign and train operators for communications equipment.

Assign message handling personnel, e.g., message control, messengers.

Oversee operations of communications center and internal message flow within the EOC.

#### Communications Operators

Record incoming messages on message form.

Direct messages to message control.

Dispatch outgoing messages

#### Message Control

Assign messages to appropriate EOC staff.

Prioritize all messages.

Review returned messages to ensure that they have been properly responded to.

#### Log Recorder

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Assign each message a number.

Record a brief description of message content on message form.

Log out all messages after they have been responded to.

Retain numerically ordered copies of all messages

Messengers

Deliver incoming and outgoing messages.

Distribute copies of messages after all actions have been completed

2-2 Warning

Lead Agency: City of Germantown

Support Agencies: Police Department  
Fire Department  
Shelby County Health Department  
National Weather Service  
Shelby County Office of Preparedness

Warning refers to the rapid alerting of impacted persons or potentially impacted persons of hazardous conditions and should be accompanied by information about protective actions.

ESF 1 Representatives

1. Ensure continuity of the city's public safety communications system and city phone system.
2. Coordinate with Shelby County Office of Preparedness on county-wide warnings.
3. Maintain and test the emergency outdoor siren warning systems and EOC communication procedures.
4. Disseminate warning information at the request of incident command.
5. Coordinate the use of backup communication systems for warning, as necessary.
6. Issue EAS warnings or activate EAS at the request of incident command.
7. Coordinate with Amateur Radio Emergency Services (RACES) for use of amateur radio communications services.



## **ESF 3 INFRASTRUCTURE**

### 3-1 Building Inspection and Condemnation

Lead Agency: Department of Development

Support Agencies: Public Services  
Fire Department

### 3-2 Route Clearance and Bridge Inspection

Lead Agency: Public Services

Support Agencies: Department of Development  
Police Department

### 3-3 Debris Removal

Lead Agency: Public Services

Support Agency: Department of Development  
Parks and Recreation

### 3-4 Water and Wastewater Systems

Lead Agencies: Public Services

Support Agencies: Department of Development

Purpose: To provide public works and engineering support to emergency operations through engineering services, technical evaluation, inspection, damage assessment, debris clearance and disposal, and flood control associated with a catastrophic disaster.

The Department of Development is the lead agency in ESF 3 with Public Services and the Parks and Recreation Department having major roles. The Department of Development supports emergency crews in damage assessments and debris clearance for safe passage of emergency personnel, supplies and equipment for

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lifesaving, life protection, health, and safety purposes during the immediate response phase. The Department of Development and Public Services coordinate the emergency demolition or stabilization of damaged structures and facilities designated by state or local government as immediate hazards to public health and safety, or as necessary to facilitate the accomplishment of lifesaving operations.

Public Services has the primary responsibility for all public utilities activities; water and sewer, maintaining roads, bridges and utilities, transportation of persons needing shelter, signage, barricades, and damage assessment of city owned or managed infrastructure. Disaster debris removal is a major effort and difficult management issue.

Access to disaster areas may be dependent upon the re-establishment of ground routes. In many locations, debris clearance and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities.

Department of Development and Public Services duties include technical advice and services by engineering, construction management, and storm water evaluation through inspection, response and emergency contracting to minimize loss to transportation and drainage service

In its preplanning to protect Germantown before a disaster, Public Services must conduct a survey to identify and document all hazards and risks that have the potential to cause extensive public and private damage when a catastrophic event occurs. Immediate post-event damage assessment is essential before any allocation of resources can be initiated. The sooner the city gathers good disaster damage survey data the sooner the city can employ its existing resources and provide the justification for requesting outside resources.

## **ESF 4 FIREFIGHTING**

Lead Agency: Fire Department

Support Agencies: Public Services  
Parks and Recreation

Purpose: To provide guidance for the detection and suppression of all fires and for other fire services.

ESF 4 is ‘firefighting,’ but the fire department has broader roles and responsibilities including the provision of emergency medical services (ESF 8), hazardous materials response (ESF 10), and search and rescue (ESF 9). For the purpose of ESF 4, fire departments services include fire suppression and control, basic emergency medical care, and immediate life safety services as delivered by the fire department.

All incidents shall be managed by an incident command system using NIMS.

During any major disaster, the fire department will work to best advantage, and should assist in the initial collection of damage assessment reports by relaying windshield survey information to communications as crews respond to calls for assistance.

The department will prioritize responses which include fires with trapped victims, fires which are spreading, collapsed structures, mass casualty situations, hazardous materials spills, leaks and releases.

Due to the nature of disasters, available fire resources will be limited to the duty shift. Depending on the scope of the particular disaster, additional outside resources may not be available.

Public Services and Parks and Recreation employees may be required to assist the fire department by unblocking streets made impassable by debris.

Field support by shop personnel may be required to change flat tires, refuel equipment and apparatus, and repair responder vehicles operating in the disaster area.

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The ESF 4 coordinator should consider use of the Tennessee Fire Service Emergency Response Plan through TEMA as a resource for additional fire service resources.

## **ESF 5 INFORMATION AND PLANNING**

### 5-1 Disaster Intelligence

Lead Department: Department of Development

Support Departments: Finance  
Human resources  
Police Department  
Fire Department

### 5-2 Public Information

Lead Agency: Mayor of Germantown  
Administration  
EOC

Support Agencies: All Tasked Agencies

### 5-3 Damage Assessment

Lead Agency: Department of Development

Support Agencies: Public Services  
Parks and Recreation  
Police Department  
Fire Department  
Finance Department

Purpose: To collect, process, analyze, disseminate, and use information about a potential or actual disaster situation and to support the information management needs of other ESFs.

#### Damage Assessment

1. There are three types of Damage Assessment:

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- a. Observations made by city employees before the emergency occurs may indicate a potential problem exists.
- b. Damage reports that come in during emergency response operations may come from anyone. They are usually the initial reports received in the EOC. These damage reports are required to prioritize the allocation of resources during and after the disaster. FAST team members and CERT program graduates may assist with the initial collection of damage assessment reports.
- c. Damage reports completed after the disaster are completed by a damage assessment survey team and are essential to provide the rationale for requesting outside assistance, justifying federal and state disaster assistance, receipt of recovery funding, development of recovery plans, and to provide the basis for mitigating future disasters. FAST team members and CERT program graduates with proper damage assessment training may be used to augment staff on damage assessment teams.

### Damage Assessment Operations

The damage survey team must have training from the local Emergency Management Agency prior to the disaster. Communications equipment, maps, expendables and other supply must be identified and stockpiled before a disaster.

When out-of-county damage assessment groups do their official surveys within Germantown's damaged areas, a member of the City's damage assessment team must accompany them to act as their local liaison.

Since the City of Germantown does not have a sufficient number of employees to conduct a sufficiently in-depth and timely damage assessment, coordination with private individuals with expertise useful to the damage assessment process must be made prior to the disaster and their readiness and consent to cooperate with the City in damage assessment officially arranged. Civil, structural, construction, and mechanical engineers have the appropriate knowledge to conduct damage surveys. Their prior consent to work with the City along with agreed-to payment schedules must be in place before emergencies occur.

There are two types of damage surveys completed for assessment:

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- a. Private Damage (may qualify for FEMA individual assistance)
- b. Public (government) losses (may qualify for FEMA public assistance)

All departments should maintain an extensive file of maps and pre-disaster photos of their structures and rolling stock.

#### Damage Assessment Concepts

Following any disaster one of the most important tasks to be performed after immediate life safety has been secured is the rapid accumulation of disaster data. This information must be submitted to the Shelby County Office of Preparedness as soon as possible.

It is necessary to complete the following:

Establish priorities for response of emergency personnel. Life Safety, Fire Suppression, EMS, and Law Enforcement coordination may be needed to insure that the public's immediate needs are managed.

Determine if outside assistance is necessary

Establish priorities for Basic Human Needs: Sheltering and Feeding.

Determine which buildings are safe, which can be repaired, and which structures need to be condemned.

The faster this information is received, compiled, and submitted to SCOOP, the quicker assistance will arrive.

#### Public Information

It is the policy of the City of Germantown to disseminate current and accurate information through the City of Germantown's Emergency Operations Center. Departments should regularly provide the Emergency Operations Center with timely and accurate incident information.

Departments should use routine procedures for reporting emergency information up their chain-of-command. Whenever possible, departments should collect and

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organize information before providing it to the EOC. The EOC will designate a single point of contact with each department for sharing information to minimize communications and avoid duplication of effort.

The Germantown EOC will make emergency information available through situation reports and other written reports; situation displays and maps; and briefings.

Once activated, the EOC manager will establish a schedule for briefings and distribution of situation reports.

The Public Information Officer (PIO) will coordinate with the situation status unit to identify information that is suitable for inclusion in public releases. Situation status personnel will not release public information directly.

The PIO is responsible for setting up regular media briefings as required and dictated by the specific emergency situation or disaster.

For a major disaster, a Joint Information System may be established by SCOOP. A joint information system provides a way of operating during an incident that allows Public Information Officers (PIOs) to coordinate information and integrate messages from multiple organizations involved in or affected by emergency response.

If PIOs from multiple agencies, who are participants in a joint information system, are co-located, this incident facility is referred to as a Joint Information Center (JIC). Establishing a JIC enhances information coordination, reduces misinformation and maximizes resources.

The PIO is responsible for the following roles within the EOC or JIC:

- a. Gathering information from field PIOs, Incident Command, the call center, situation reports, Internet sources, subject matter experts, operations, and media monitoring.
- b. Verifying information with other PIOs and subject matter experts involved in the response.
- c. Coordinating information with other PIOs, establishing key messages and obtaining approval from the EOC Manager or Incident Commander.
- d. Disseminating information using multiple methods, including news releases, phone interviews, news briefings, Web sites, and social media.



## **ESF 6 HUMAN SERVICES**

Lead Agency: Parks and Recreation Department

Support Agencies: Administration  
Finance  
Germantown Athletic Club  
Germantown Performing Arts Center  
Police Department  
Fire Department

Purpose: To provide sheltering, mass care, housing, and human services needs following an emergency or disaster requiring response assistance, and to coordinate post-event bulk distribution of emergency relief supplies vital to the delivery of services to survivors.

In the event of a major emergency, City of Germantown personnel will be busy with response and recovery operations. The City of Germantown lacks sufficient personnel and facilities to operate shelters for temporary housing. Rescue sheltering, usually needed for the first 24-hours post-disaster, may be provided by the City of Germantown. Major sheltering will be accomplished in conjunction with the Shelby County Office of Preparedness using its partners and pre-arrangements: American Red Cross, The Salvation Army, Shelby County Community Services Division and other civilian organizations having agreements with the County. Fire Stations may be used as casualty collection points and places of assistance but, due to their primary function of emergency response, will not be used for rescue or other shelters. Rescue shelters may include the Germantown Pickering Center, the Germantown Athletic Club, GPAC, other public buildings, predetermined churches, and other suitable buildings.

Rescue shelters are locations where people who have been rescued will be taken after initial rescue. Rescue shelters will be staffed and supplied to assist victims for 1-6 hours after rescue. Rescue shelters will have immediate medical assessment and assistance to succor victims.

Temporary (short-term) shelters are locations which have been set up to manage displaced people for 1-3 days or until the temporary occupants can return home or be transferred to a long-term permanent shelter.

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Long term shelters will be set up by the Red Cross in cooperation with Parks and Recreation as determined by circumstances and Red Cross instructions.

The American Red Cross has a system in place to pre-determine buildings suitability for sheltering and care and rates each building on its capacity to hold and care for displaced people who require varying levels of support elderly, children, and those with special needs. The ARC list of predetermined shelters in Germantown shall be used, if available, for identifying major shelter buildings other than public buildings.

Transportation will be an issue for the City of Germantown since temporary shelters must be provided with food, water and other supplies.

Special Needs Populations: Handicapped, elderly and infirm and those who require specialized assistance.

Parks and Recreation will partner with the America Red Cross to coordinate shelter needs.

The Police Department shall coordinate provision of security services to any Germantown operated shelters.

The Fire Department shall coordinate provision of medical support to any Germantown operated shelters.

## **ESF 7 LOGISTICS**

Lead Agency: Finance Department

Support Agencies: Administration  
Parks and Recreation  
Human Resources  
Public Services

Purpose: to provide logistical and resource support in an emergency.

ESF 7 coordinates the provision of resources such as services, personnel, commodities, and facilities during the response and recovery phases of an emergency. This includes emergency relief supplies, office space, office equipment, office supplies, contracting procurement services, and personnel required to support emergency activities.

It is the responsibility of the Mayor, City Administrator, and the EMD to mobilize all available resources to relieve suffering and protect lives and property. To contend with any major disaster a pre-stocked and inventoried supply of resources must be in place. The normal supply of resources may not be sufficient for the response. Vendors who normally supply the City of Germantown may not be able to fulfill their obligations. In order to maintain operations during a disaster, it may be necessary to have most expendable resources predetermined, pre-stocked, and placed into storage. Procedures should be established in advance of a disaster to stock, store, and rotate these resources in support of city disaster mitigation operations. The Finance Department should anticipate resource needs for all types of hazards, providing the coordination necessary for budgeting and allocation of these resources. The Finance Department will need to assure that all persons who own or control private resources will cooperate without giving first thought of payment. Pre-arranged agreements with suppliers must be in place before emergencies so the provider will know ahead of time that their resources will be needed and payment will be made after the disaster is over. The city may need to request mutual aid to acquire construction items, fuel, food and additional expert manpower to meet city recovery needs.

If an emergency period lasts longer than 24 hours, outside disaster assistance may be needed. Declaration of emergency or disaster suspends normal supply

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requisition procedures. Supply and acquisition needs and records will be authorized and managed through the EOC to the purchasing department.

During major disasters, supplies “asked-for” and “unasked-for” will arrive and need to be managed. The Finance Department working with Public Services and Parks and Recreation will develop a plan on how to manage these items. The Finance Department will appoint an incoming supplies point of contact to coordinate with the EOC.

Insofar as the emergency or disaster situation allows, the Finance Department is responsible for assuring that all city operations are able to maintain or reconstitute the delivery of city services after declaration of emergency or disaster for 7 days.

The following areas are relevant to Finance Department advance planning:

- a. Adequate personnel, training, equipment and support
- b. Advance establishment of staging areas for responding resources
- c. Advance arrangements for housing and support of responders and responding resources must be in place prior to declaration of disaster/emergency. The City is responsible for housing, feeding, fueling and otherwise providing all support for responders and their equipment, including those which have been requested from outside sources.
- d. Establishment of fueling areas in advance of emergency. Make advance provision of fuel for all City vehicles equipment for a minimum of seven days before resupply.
- e. Planning for relief/rotation for City personnel.
- f. Maintenance of City and outside responder equipment- particularly the hundreds of flat tires prevalent after a disaster
- g. Sanitation, waste and debris clear-away, clean-up and disposal
- h. Arrangement for storage of disaster/emergency supplies and relief/outside requested material
- i. Arrangements for feeding City and additional outside responder personnel (3,600 calories per day is a minimum amount for emergency workers )
- j. Arrangements for hospital support, medical holding areas and shelter medical supply.
- k. Security for Public Buildings, Shelters and Fire Stations.
- l. The management of volunteers will need to be established.

## **ESF 8 HEALTH AND MEDICAL**

### 8-1 Emergency Medical Services

Lead Agency: Fire Department

Support Agency: Police Department

Purpose: To coordinate health and medical response and preparedness and the mobilization and use of medical resources in an emergency.

The fire department provides the primary EMS response in Germantown with patient transport provided by a private contractor, and most EMS response will be coordinated as part of the fire department's response role in ESF 4. In a disaster or major emergency, local EMS resources will be depleted quickly.

Augmentation of EMS resources should be provided by:

- Call-back of off-duty fire/EMS personnel

- Local mutual aid request made directly to other departments

- Local mutual aid request made to SCOOP

- Activation of the Tennessee Fire Service Emergency Response Plan through SCOOP

In a major health emergency, ESF 8 will serve as the coordination point-of-contact for Germantown for direction and control, coordination, support, resource management (including surge capacity) of the following functions as they relate to Germantown: pre-hospital care, medical care, multi-casualty incident management, public health emergencies, mental health services, fatality management.

This ESF anticipates that the majority of ESF 8 coordination will occur through the SCOOP. ESF 8 should collect data and resource request for medical services and forward to SCOOP.

## **ESF 9 URBAN SEARCH AND RESCUE**

Lead Agency: Fire Department

Support Agencies: Public Services Department  
Police Department

Purpose: To provide guidelines for the effective utilization of search and rescue resources and for the coordination of search and rescue efforts within Germantown.

The fire department provides primary search and rescue response services in Germantown, and most search and rescue response will be coordinated as part of the fire department's response role in ESF 4. In a disaster or major emergency, local search and rescue resources will be depleted quickly. Augmentation of search and rescue resources should be provided by:

- Call-back of off-duty fire personnel
- Local mutual aid request made directly to other departments
- Local mutual aid request made to SCOOP
- Activation of the Tennessee Fire Service Emergency Response Plan through SCOOP

In a major disaster, such as an earthquake, ESF 9 will serve as the coordination point-of-contact for Germantown for interfacing with other search and rescue agencies including other fire departments and law enforcement agencies.

This ESF anticipates that the majority of ESF 9 coordination will occur through the SCOOP. ESF 9 should collect data and resource request for medical services and forward to SCOOP.

## **ESF 10 HAZARDOUS MATERIALS**

Lead Agency: Fire Department

Support Agencies: Memphis Fire Department  
Shelby County Fire Department  
Public Services  
Police Department

Purpose: To provide guidelines for the effective response to hazardous materials incidents within Germantown.

The fire department provides primary hazardous materials (Hazmat) response services in Germantown, and most Hazmat response will be coordinated as part of the fire department's response role in ESF 4. In a disaster or major emergency, local Hazmat resources will be depleted quickly. Augmentation of Hazmat resources should be provided by:

- Call-back of off-duty fire personnel
- Local mutual aid request made directly to other departments
- Local mutual aid request made to SCOOP
- Activation of the Tennessee Fire Service Emergency Response Plan through SCOOP

In a major disaster, such as an earthquake, ESF 10 will serve as the coordination point-of-contact for Germantown for interfacing with other hazardous materials response teams, support agencies, chemical manufacturers, TEMA, US Coast Guard, law enforcement agencies, etc.

Large chemical releases must be reported to local, state, and federal authorities. SCOOP, TEMA, and the National Response Center must be notified. ESF 10 will make the proper notifications to comply with all reporting requirements.

This ESF anticipates that the majority of ESF 10 coordination will occur through the SCOOP for major hazardous materials incident. ESF 10 should collect data and resource requests for hazardous materials response and forward to SCOOP.

## **ESF 11 FOOD AND WATER**

Lead Agency: Parks and Recreation

Support Agencies: Public Services  
Shelby County Office of Preparedness  
Metropolitan Interfaith Association (MIFA)  
Memphis Food Bank

**Purpose:** To coordinate efforts to provide safe and sanitary food and water following a major emergency or disaster to persons unable to provide for themselves.

The City of Germantown does not have the infrastructure or resources in place to provide food service. The city provides potable water through the Public Services department. The City relies on volunteer service organizations such as the American Red Cross, Salvation Army, State agencies, faith based organizations, the private sector, and public and private entities to provide food and to assist with providing water to citizens following a disaster.

Public Services, as the potable water purveyor for Germantown, is responsible for plans to supply Germantown customers with potable water should the municipal water systems fail.

ESF 11 should compile and track food and water resource requests and forward requests that the city cannot fill to SCOOP. ESF 11 should coordinate the delivery and distribution of food and water resources in Germantown.

ESF 11 should prepare public information on food and water resources including information on the safety status of the city water system and information residents should take to safeguard against contaminated food and water and provide this information to ESF 5 and the Public Information Officer.



## **ESF 12 ENERGY**

Lead Agency: Public Services

Support Agency: Memphis Light Gas and Water

Purpose: To coordinate the restoration of electrical energy systems natural gas service and the provision of emergency power as necessary and available.

The City of Germantown does not have or control the electrical and natural gas infrastructure located in Germantown. Memphis Light, Gas and Water Division (MLGW) controls this infrastructure and is responsible for the restoration of electrical and natural gas service.

Public Services will inform MLGW of the location of service disruptions and will assist with coordination of MLGW efforts to restore electrical and natural gas service.

This plan assumes that organizations with critical energy needs, such as Critical facilities, such as communications facilities, medical facilities, public safety facilities, and nursing homes, should have plans and capabilities to address the loss of power, but this may not be the case, or the emergency power systems may fail, resulting in a request for service from a critical facility. ESF 12 should prioritize for MLGW a restoration of service list for Germantown based upon life safety and the provision of critical services.

ESF 12 should compile and track electrical and natural gas service disruptions and resource request for emergency power forward requests that the city cannot fill to SCOOP. ESF 12 should coordinate the delivery and distribution emergency generators in Germantown.

ESF 12 should prepare public information on service outages and on the safe use of portable generators and provide this information to ESF 5 and the Public Information Officer.

## **ESF 13 LAW ENFORCEMENT**

Lead Agency: Police Department

Support Agencies: Parks Dept (Evacuations)

Traffic control, Security and Crime Control, Institutions/Jails, Evacuations, Wilderness Search and Rescue.

Purpose: To provide support for City of Germantown law enforcement operations during either declared or undeclared disasters, and to support the command, control, and coordination of law enforcement personnel and equipment to support emergency or disaster response operations in Germantown.

Under emergency/disaster conditions, law enforcement operations are the responsibility of the Germantown Police Department.

In a major emergency or disaster, law enforcement is to maintain law and order, protect life and property, and may be called upon to perform a wide range of functions, including, but not limited to: controlling the flow of persons into and out of an affected area; closing roadways, controlling traffic; crowd control; search and rescue; warning and evacuation; emergency communication; emergency transportation; and damage assessment.

In the event of anticipated emergencies, resources may be pre-deployed to a location appropriate and approximate to the anticipated emergency. Command posts, area command centers, and evacuation centers may be pre-designated.

Mutual aid should be used to assist with law enforcement functions.

## **ESF 14 VOLUNTEERS AND DONATED GOODS**

Lead Agency: Shelby County Office of Preparedness

Support Agencies: Parks Dept  
Public Services  
Volunteer Organizations Active in Disaster (VOAD)  
Metropolitan Interfaith Associations (MIFA)  
United Way

The City of Germantown does not have the infrastructure or resources in place to adequately manage large amounts of donated goods, but the City recognizes that in a major disaster it is probable that such donated goods will arrive in Germantown.

The Parks Department will coordinate volunteers and donations in Germantown through the SCOOP and with VOAD, MIFA, and United Way.

Donated goods will be managed and tracked under ESF 7. The City may use CRST and FAST members to assist with managing donated goods. Additional information regarding logistics and handling resources can be found in ESF 7 Resources.

If the city is overwhelmed with donated goods, or has surplus donated goods that could be used elsewhere, contact SCOOP for assistance.

## **ESF 15 RECOVERY**

### 15-1 Assistance Programs

Lead Agency: Administration

Support Agencies: Finance Department  
Department of Development

### 15-2 Local Recovery and Reconstruction

Lead Agency: Administration

Support Agencies: Finance Department  
Department of Development

Purpose: To establish uniform policies and practices for comprehensive disaster restoration and recovery.

Damage assessment is an integral part of the disaster recovery process and it is addressed in several parts of this plan including Section IV, ESFs 1, 3, and 4, and specifically in ESF 5.

The City of Germantown will coordinate with county, state and federal agencies to facilitate the delivery of assistance programs to individuals. Public damage and response costs will be borne by the incurring organization. Reimbursement will be provided through state and federal programs, as available.

During disaster recovery, The City will implement strategies to reduce vulnerability to disaster and to improve the overall disaster resistance of the community. These strategies will be consistent with the Shelby County Hazard Mitigation Plan.

Restoration, or short-term recovery, will involve the restoration of critical services, such as communications, water/sewer, power, natural gas, data systems, and public health, medical, and safety services. After life, health, and safety objectives have been met, consideration should be given to the resumption of

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economic activity since community recovery will rely on the health of the local economy.

Because of the complexity and magnitude of recovery, planning and execution of long-term recovery should begin as soon as possible. Recovery may begin as soon as life safety objectives have been met and critical services have been restored.

Disaster recovery will normally be coordinated from the City's Emergency Operations Center (EOC). In Shelby County, the SCOOP office has primary responsibility for communicating with TEMA on recovery needs in Shelby County. Germantown will coordinate its needs with and through the SCOOP office.

To ensure the maximum benefit from state/federal disaster recovery programs, all City departments must carefully document all disaster-related costs. This includes costs associated with all emergency work, debris removal, restoration work, and repair of damages.

Should the disaster be of such magnitude that a presidential disaster declaration is issued the City may be eligible for federal disaster recovery assistance.

The City's Risk Manager will be Germantown's Local Coordinating Officer (LCO) and will liaison with Shelby County officials, the State Coordinating Officer (SCO), the Federal Coordinating Officer (FCO), and other disaster recovery officials and coordinate the city's recovery activities in the area of FEMA's Public Assistance (PA) program.

The risk manager shall coordinate the collection of damage assessment reports for submittal to county, state, and federal officials. If Germantown is identified as being eligible to participate in the public assistance program, the risk manager will lead the City's Public Assistance Recovery Team (PART) and will represent the City at the applicants briefing.

PART members include the risk manager, public services director, purchasing officer, neighborhood services manager, CIP manager, building maintenance supervisor, vehicle maintenance supervisor, and emergency management director. Additional members may be added as needed by the specific disaster or emergency event.

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The Public Assistance Program provides supplemental federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly owned facilities and the facilities of certain private non-profit organizations. The federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration.

The Individual Assistance Program provides assistance to individuals in the form of low interest loans administered through the Farm Service Agency (USDA) and the Small Business Administration for eligible individuals, farmers and businesses to repair or replace damaged property and personal belongings not covered by insurance. Housing assistance, counseling services, and other forms of assistance are also available through this program. Germantown will be eligible for the Individual Assistance Program if Shelby County receives a disaster declaration. At that point, Germantown residents and businesses can access assistance through a toll-free number that will be provided by FEMA. The City will support state/federal outreach efforts to inform the public of available disaster assistance.

Federal Emergency Management Agency and State officials will establish a single Disaster Field Office (DFO) to coordinate state/federal recovery efforts. FEMA and State officials may also establish one or more Disaster Recovery Centers (DRCs) to provide outreach and a “one stop shop” for disaster assistance. SCOOP will coordinate the identification of a location for the Disaster Recovery Center if one is to be located in Germantown. The city will support the DFO and DSC as needed.

## **ESF 16 ANIMALS IN DISASTER**

Lead Agency:                      Animal Control

Support Agencies:                Parks Department  
   Public Services  
   Shelby County Office of Preparedness  
   Shelby County Health Department  
   Shelby Farms Equestrian Alliance  
   Tennessee Wildlife Resource Agency  
   UT Agricultural Extension Service  
   Memphis/Shelby County Veterinary Medical Assoc.  
   Disaster Animal Response Time (DART)

The City of Germantown does not have the infrastructure or resources in place to adequately manage large numbers of animals in a disaster situation, but the City recognizes that in a major disaster it is probable that animals may be loose and roaming free, may be injured, or may be killed, and that owners will be anxious to provide and care for their animals, and that owners may not be able to be located, or may not be able to care for their animals.

Germantown will rely heavily on outside assistance for animal control. Germantown Animal Control will contact and coordinate with other animal control agencies, including animal shelters in other cities within Shelby County and with Shelby County, for assistance.