ALLEGANY COUNTY CHAPTER DISASTER RESPONSE PLAN

APRIL 2007

JURISDICTION

Allegany County, New York

Except the Towns of Burns and Almond

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CHAPTER CODE: 32-010

Disaster Plan Change Log

This section provides an audit trail of authorized changes to the Disaster Response Plan. It should include the change, the date of the change, the reason for the change, the people making and authorizing the change. Prior copies of the change log are retained in the appendix.

Change			
Date	Change Rationale	Changed by	Authorized by
Contact update			
Feb 02	Plan update	J. Bailey	J. Bailey Ex. Director
Up dated Funeral Homes, added furniture outlets, updated Call Lists, updated Board of Directors membership list, updated Progression Chart, updated Key Leadership Director			
Aug 03	Annual Resource update	J. Bailey	J. Bailey Ex. Director
Added the National Memoranda of Understanding list, added County Contact List, added a Public Affairs annex			
Jan 04	Annual Resource update and corrections	J. Bailey	J. Bailey Ex. Director
Updated Board membership list, updated chapter address-office moved, updated introduction section, upadated furniture stores, clothing stores, DAT contacts-creation of DATs, updated Part A to reflect DATs			
Dec 04	Annual Updated Resources	J. Bailey	J. Bailey Ex. Director
Updated Demographics to Y2000 Census Data			
23 Apr 06	Update of Disaster Response Plan	Marty Fuller and Judy Kosciewicz	M. Gasdik Exec. Director
Updated Annexes with new information from National Headquarters regarding the redesign of DSHR system.			
10 July 06	Connection notices from National Headquarters	A. Dickinson, Disaster Chair	M. Gasdik Exec. Director
Updated plan			
Mar 07	Revised to bring into conformance with new Disaster Response procedures	Beth Shook, Judy Kosciewicz, Marty Fuller	M. Gasdik, Exec. Director

Change			
Date	Change Rationale	Changed by	Authorized by

Disaster Plan Review Log

This section provides a record of reviews of the Disaster Plan. It should include the date of the review, the reason for the review, comments on portions of the plan reviewed and the people making the review.

Date	Review Purpose (Annual, Exercise or Disaster)	Comments	Reviewed by
Mar 99	Plan Review	Passed	D. Gerger, N. Smelgelsky, &
13 July 03	Plan Review	Passed	S. Tonra, S. McLean, &
5 May 07	Plan Review	Passed	R. King & J. Strauss

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I. Introduction

A. Purpose

This plan provides the planning and implementing procedures necessary to meet the national, state, and local requirements of the American Red Cross. The plan is based on ARC 3000 Series regulations and procedures and the guidance provided in the Northeast Service Area Disaster Response Plan.

This document provides a structure and resource network for the Allegany County Chapter of the American Red Cross in the state of New York that will ensure a timely and effective Red Cross response to all disaster incidents in our chapter jurisdiction.

The plan also

- Identifies the possible disaster risks in Allegany County and their anticipated effects.
- Measures the chapter's capability to respond.
- Provides procedures for managing the chapter's resources.
- Promotes a spirit of cooperation and mutual support between the local Red Cross and the community and local emergency management officials.

This plan consists of a basic plan, 11 annexes describing the responsibilities of Groups and Activities involved in a local disaster response, and a resource directory. This plan supplements the ARC 3000 Series, which provides regulations and procedures for the administration of Red Cross disaster relief operations, guidance for activities, and a standardized program for training to develop disaster workers and the Activity Handbooks that provide guidance on how to do assigned tasks. The plan is consistent with the Northeast Service Area disaster response plan and supportive of all neighboring Red Cross chapters providing disaster relief.

The Congress of the United States of America entrusts the preparedness and relief obligations of the chapter to the American Red Cross. The American Red Cross is an independent, voluntary body. Allegany County Chapter of the American Red Cross will provide a planning, preparedness, educational and relief program within its jurisdiction (Allegany County, New York with the exception of the Towns of Burns and Almond) to ensure a timely and effective Red Cross response to all disasters.

It is the intent of this plan to meet the service delivery goals and the Chapter Performance Standards related to Service Delivery established by the National Board of Governors. The plan has as its basis the policies as contained in its congressional charter and the Disaster Services Program guidance documents.

Reliance on volunteers and the sharing of resources among Red Cross and the local organizations and agencies are the essential elements of this plan. This document intends to establish a system of mutual aid, maximizing Red Cross' ability to respond by:

- Defining our local jurisdiction
- Documenting material and personnel resources
- Establishing working protocols that outline how mutual aid will function
- Reinforcing capacity building

The plan aims to develop and strengthen:

- Timely and effective relief
- Disaster response through mutual aid
- Resources of qualified short term volunteers
- Inventory of available equipment
- Hazard identification
- Coordination of public information and fund raising efforts

B. Scope

The plan defines the responsibilities of the Allegany County Chapter of the American Red Cross in planning and responding to disasters. The plan identifies the hazards, risk analysis, and the general areas of concern to responders. Most importantly, the plan addresses the process of moving smoothly from a local disaster to a Service Area or a National event. Also included is an initial response for the first 5 days of a multi chapter/national event. Included is a basic concept of operations for a disaster response, along with the authorities and references used in developing it.

C. Distribution

Internal Distribution:
Executive Director
Chapter Chair
Service Delivery Chair
Disaster Committee Chair
Coordinator of Volunteers
Disaster Action Team Captains
Group and Activity Leads
Mutual Aid Chapters
Partner Groups

External Distribution:
Allegany County Office of Emergency Services
John Tucker, Director
Pubic Safety Building
Route 19, Belmont, NY 14813

Wellsville Emergency Management
Chris Eldridge, Administrator
Wellsville, NY 14895

Allegany County Community Services
Mike Damiano, Assistant Director
45 Broad Street, Wellsville, NY 14895

Northeast Service Area
Chapter Solutions Manager
James Strauss
Northeast Service Area
American Red Cross

HAM Operators Club
Michael D'Antonio
Pump Station Road
Alma, NY 14708

Copies of this plan are retained in hardcopy (print) and electronic (CD) media in the Chapter Office (on the third shelf down, furthest to the right, of the bookcase next to the file cabinets) and on the chapter's administrative computer network.

Support material such as appendices, maps, and vendor and shelter agreements that are considered fluid by nature are located in the Chapter Office (on the third shelf down, furthest to the right, of the bookcase next to the file cabinets). Any electronic copies are on the chapter's administrative computer network. An inventory of supporting materials and their locations is in the Resource Section of this document located on the third shelve down of the bookcase next to file cabinets in a notebook label "Resources."

The plan and annexes will be reviewed annually for revisions. The revisions will be based on changing technology and national guidelines as well as information and experience gained from drills and operations.

D. Summary of Plan

The most common hazards creating disasters in Allegany County are residential fires, family displacement due to carbon monoxide poisoning from furnaces and gas heaters, heavy rain resulting in flash flooding, tornadoes, severe snowstorms and blizzards, and on average every ten years, slow rising floods. All disasters are reported to the 911 Center in the Public Safety Building in Belmont. There, dispatch provides an emergency response to the disaster and calls Red Cross, as requested. Allegany County Red Cross responds using Disaster Action Teams (DATs) to assess the response and provide assistance on site.

The Chapter Executive can direct the opening of a shelter. A DAT may be used to initiate a shelter until a shelter team arrives. Based on financial authority by the Chapter Board of Directors, families may be given housing in a motel or the shelter when casework is done the next day. The Chapter manages local Disasters (10 families or less) with assistance provided through Mutual Aid.

The Chapter will request the Northeast Service Area (NESA) to manage disasters larger than 10 families (Level II and greater). If the County Emergency Operations Center opens or the County Emergency Director calls a meeting of disaster response agencies, a local Government Liaison responds. The Government Liaison will coordinate activities between the Chapter and the government. The Chapter will initiate services in Level II and larger disasters using its Local Disaster Protocol: start Disaster Assessment, open a shelter, feed people in the shelter and emergency responders (if needed), provide immediate, emergency health care (and mental health if needed), start Public Affairs and Fund Raising. Other services will be on hold until a Disaster Director arrives. The Chapter Executive will coordinate publicity and fund raising in the Chapter jurisdiction. The Chapter Coordinator of Volunteers will work with the Disaster Relief Operation (DRO) to provide local volunteers, and the Logistics Lead will work with the DRO to provide chapter resources to the operation and track the use of chapter resources. The operation managed by NESA (or National Headquarters) will transitioned back to the Chapter after the caseload is below 10 families and casework has been initiated for all families. The Chapter will be responsible for closing any cases in its jurisdiction and reporting costs to National Headquarters.

E. Planning Assumptions

An estimated 10 percent of the population displaced from their homes will seek shelter at an American Red Cross facility. The remainder will go to relatives, friends, or find their own accommodations.

If the population displacement lasts longer than three days, additional people will be seeking shelter raising the number to an estimated 15 percent of the affected population.

There is an increase in the population of the towns of Alfred, Houghton, and Wellsville during the school year due to students attending college. The increase just about doubles the population of the Town of Alfred and the Town of Houghton and adds 700 to the Town of Wellsville (approximately 10 to 12 percent of the population).

During a major disaster, a network of agreements that include materials, equipment, and staffing will be used to open shelters, feed victims and emergency personnel, and assess damage.

Those agreements involving schools will present space challenges if the school is in operation. Their facility and equipment usage are challenges if the school is closed for the summer because everything is stored over the summer.

All Partner organizations will have received basic workshop training to provide the agreed service. As of the writing of this plan, training is being provided, but not all organizations have received training. Eventually nine shelters in Cuba, Friendship, Belmont, Angelica, West Almond, Fillmore, Belfast, Scio, Wellsville, and Whitesville will have trained staffing Partners and agreements for feeding.

Partner agreements will address accessibility challenges during snowstorms (especially along I-86) and flooding (especially along the Genesee River).

The Shelter Partner organizations have available a sheltering kit of forms to use when activated. Items stored at the shelter site include cots and blankets. Items are still being purchased and placed as of the writing of this plan.

The responding Partners may request additional staffing and material support from the Chapter under the agreements. For shelters, staffing requested will usually include a Shelter Manager and or Supervisors. For Disaster Assessment, staffing requested will include Supervisors.

During a major disaster, initially 50 percent of the trained disaster responders would be available. Additional trained disaster responders would become available within three days to a maximum of 90 percent.

Mutual aid agreements should double the number of workers if the mutual aid chapters are not affected.

If Mutual Aid is not available, DSHR system will need to provide leadership people in Logistics, Mass Care, Disaster Assessment, Client Casework, and Client Health Services as well as a Disaster Director.

Chapter leadership personnel in critical positions may need to be mentored or replaced if the disaster lasts more than three days.

All activities will need to be coordinated with the County Office of Emergency Services in Belmont.

II. Demographics, Geography, and Climatology

A. Demographics

Geographic Area	Population	Total Housing Units	Seasonal Units	Median Household Income ($)	Area (sq. mi.)	Potential Hazards
Allegany County Towns	***49,927***	***23,175***	***4,747***	***32,228***	***1,034.42***	***See plan***
Alfred	5,140	1,134	45	32,067		Hazardous waste (Hazwaste), Streams
Allen	462	411	208	27,386		Transportatn, Hazwaste, Streams
Alma	847	533	189	32,063		Hazwaste, Streams
Amity	3,245	1,120	133	34,153		I-86, RR, Hazwaste, Streams, Genesee R.
Andover	1,945	877	77	34,107		Streams, Hazwaste
Angelica	1,411	774	153	33,750		I-86, Streams, Hazwaste
Belfast	1,714	945	217	30,909		Hazwaste, Streams, Genesee R.
Birdsall	268	229	109	21,705		Hazwaste, Streams
Bolivar	223	1,009	85	33,017		Hazwaste, Streams
Caneadea	2,694	1,098	404	31,065		Rushford Dam, Streams, Hazwaste
Centerville	762	402	130	28,487		Streams, Hazwaste
Clarksville	1,146	766	284	29,931		Streams, Hazwaste

Cuba	3,392	1,710	284	33,939		I-86, RR, Streams, Hazwaste
Friendship	1,927	994	129	26,439		I-86, RR, streams, Hazwaste
Genesee	1,803	800	94	38,563		Streams, Hazwaste
Granger	577	357	127	25,875		Streams, Hazwaste
Grove	533	427	200	38,750		Streams, Hazwaste
Hume	1,987	886	80	32,128		Streams, Hazwaste
Independence	1,074	487	48	33,438		Streams, Hazwaste
New Hudson	736	436	146	33,859		Streams, Hazwaste
Rushford	1,259	1,394	889	27,557		Streams, Hazwaste
Scio	1,914	894	115	32,679		RR, streams, Genesee R. Hazwaste
Ward	390	244	103	40,750		Streams, Hazwaste
Wellsville	7,678	3,606	70	30,098		RR, Hazwaste, industry, streams, Genesee R.
West Almond	353	313	176	43,125		I-86, Streams, Hazwaste
Willing	1,371	648	64	35,859		Streams, Hazwaste
Wirt	1,215	669	185	28,456		Streams, Hazwaste

Based on the year 2000 census data, as revised in May 2003, as are all figures given in this section. A map and detailed demographic information is included in the Appendix to the Basic Plan

The chapter's jurisdiction includes all towns with the exception of Almond and Burns. Belmont is the county seat for Allegany County. The Emergency Operations Center is located in the new Public Safety Building (jail) on Route 19 south of Belmont.

1. Housing Units and Housing Values

Of the 23,175 units in the county 90.8% are single-family dwellings. Of the remainder, 5.2% are duplexes, 3.2% have three to four units, and 2.2% have five to nine units; less than 2% have more than 10 units. Mobile homes make up 18.7% of the single-family units. Less than 1% of the population lives in institutional facilities. About three-fourths of the housing units are located in the southern half of the county. Of all units 73.5 are primary dwellings, 19.9 are recreational, seasonal, or occasional use, and 6.6 are unoccupied. Rental units make up 26.2 of all housing units. The average median value of a home in Allegany County is about $50,000 with the most expensive units located in the villages of Alfred and Houghton, which are college towns and some on the southside and north of Wellsville.

2. Population

The median population age is 35 years in our jurisdiction. Of the total population

30.3% are 19 and under;
19.6% are 19 to 34 years,
36% are 35 to 64; and
14.1% are 65 and older.

The median household income level is $32,228. Unemployment rate is 8.2%. Poverty rate is 15.5%. Most of the people (98 percent) are of Anglo-American descent.

Three-fourths of the county population is in towns along the I-86 corridor and south. Towns in the northern half of the county have less than a fourth of the total population. The Oil Springs Indian Reservation is located north of Cuba on the west end of Cuba Lake and has two families living there. Total area is 0.5 square miles. The reservation is under the control of the Seneca tribe.

Four colleges are located in Allegany County. Alfred State College and Alfred University are located in Alfred. About 2500 students are enrolled at the Alfred State College in Alfred. Alfred University has an enrollment of about 2400 students. Wellsville has a technical campus associated with Alfred State College and has about 700 students, a majority of which live in Alfred. Houghton College is located in Houghton and has an enrollment of about 1200. During the school year (September to May), students would be living in the county; during the summer and on holidays over half the students would be going home outside the county.

In addition to the student population, the County has a significant snowbird population. About half the elderly population goes to warmer climates for the winter.

There is significant population of Seventh Day Baptists in the county. Their churches are located in the villages of Alfred, Alfred Station, and Genesee. Saturday is their day of worship (all day and evening).

Amish communities live outside of most of the villages. The county is viewed as an attractive place for Amish and more are settling in the area. Presently they are located northeast of Cuba, Fillmore, and Belfast.

A Seneca Indian Reservation is located in Cattaraugus County. An Indian reservation is located north of Cuba, but no American Indians live there. American Indians make up less than one percent of the population.

Other populations are Black, which make up almost one percent of the population, Asian, which are almost one percent, and various other nationalities, which are less than one percent. Anglo-Americans (white) make up 97 percent of the population. The German, English, and Irish heritage of the settlers is still apparent in the culture of the communities.

B. Geography

The County encompasses 1,034 square miles. Elevations vary from 1,400 to 2,500 feet. The county is highland cut by streams. The highland is the southern plateau of the Appalachian Mountains. There are two lakes in the county - Rushford and Cuba; both of which are streams that have been dammed. Most streams in the county drain into one major river, the Genesee River, which has headwaters just south of Allegany County in Pennsylvania. The Genesee River flows north into Lake Ontario. Within Allegany County, two additional watersheds drain southwest and east. One watershed along the west edge of the county leads to the Allegheny River, which flows west and south to the Ohio River. The other watershed along the southwest edge flows east into the Canisteo Creek then to the Susquehanna River.

Low areas are prone to flooding due to rocky, clay soil conditions, hilly terrain, and numerous tributaries and active springs. Flooding becomes a problem in the event of a large snow accumulation and a fast warming season or if the remnants of a hurricane move slowly through the region. The major streams cannot manage the volume of water. Since most of the streams flow into the Genesee River, if the increased water build-up occurs in the southern part of the county, the entire county is affected.

Tremors are experienced occasionally within the county. A fault system is aligned with the Genesee River; it does not seem to be connected to any larger fault system. There is no history of a major earthquakes.

C. Climatology

The climate in the county is temperate. Mean annual temperature is 60 degrees Fahrenheit. There are four distinct seasons. In winter the temperature averages between 15 and 30 degrees Fahrenheit and in summer between 50 and 80 degrees Fahrenheit. Summers are humid. Rainfall accumulation averages 38 inches, which is evenly distributed throughout the warm months of the year. Snowfall averages 70 inches annually. Streams freeze in the winter and can result in accidents due to thin ice. Winter storms include snow, ice, and wind. Any winter flooding would be severe to those affected. Spring storms bringing flooding are sudden. An average of three tornados occurs every five years. Heat emergencies during summer are very rare; temperatures seldom exceed 90 degrees Fahrenheit. Summer storms and some winter storms involve lightning. Hurricane season can affect the county with heavy rains and flooding. Trajectories of hurricanes from the Gulf often go through the area; hurricane trajectories from the Atlantic are less likely but possible. Cold fronts from Canada can cause the hurricanes to stall over the area with flooding conditions likely.

D. Transportation Network

Transportation in the county is primarily by car. Many secondary roads are seasonal, which means they are not usable if there is a downpour or large snowfall. They become boggy and impassible in the spring. Bridges on secondary roads are prone to flooding. Bridges on state highways are being rebuilt above the 100-year flood level, beginning with those in villages. There are two main roads going from the eastern border to the western border of the county: State Route 417 and 21 and Interstate 86. Going north and south are State Routes 19 and 305, which extend across the county. Taxi service is available

in Wellsville. Limited bus transportation is available within the county. Mostly elderly, poor, and disabled persons use it. Cross-country bus service is not available. There is one rail line; it is used to haul freight. An airport for small planes with a weather station is located on a hilltop outside of Wellsville. There is no commercial air service in the county. While the Genesee River is considered navigatible, rapids and waterfalls make transportation by any type of watercraft difficult.

E. Maps

Topographical, political, and other maps are located in the Disaster file cabinet. The basic structure of Allegany County:

<insert map>

III. Hazard and Impact Analysis

A. Hazard Risk Assessment

1. Methodology

Threats with high probability will be used to guide preplanning preparedness for an immediate response (upon awareness of the event occurring) and will have a priority score above 10. Threats with medium probability will be used to guide preplanning and preparedness for a standard response (when notified through the Emergency Response System) and will have a priority score above 7. The ratings are based on the initial hazard only; secondary hazards are expected as part of the initial hazard.

Risk is assessed using the definitions in *Development and Evaluation of Chapter Response Plan* (ARC 30-3011) on page B-1-3 and impact is assessed using the definitions on page B-1-4.

Risk Assessment

5 means "nearly certain"
4 means "high probability"
3 means "moderate probability"
2 means "low probability"
1 means "not probable"
0 means "not applicable"

Impact Assessment

5 means casualties and extensive damage; long term recovery will occur
4 means casualties and extensive damage; possible long term recovery
3 means casualties and extensive damage in a limited area or to a limited population OR would be a multi-agency response
2 means casualties and damage would be a local emergency
1 means casualties and damage are unlikely
0 means highly improbable there would be casualties or damage

2. Hazard Assessment

HAZARD	RISK	IMPACT	PRIORITY
Avalanche	2	1	2
Blizzard	4	2	8
Chemical Spill	2	3	6
Chemical Stockpile Incident	0	0	0
Dam break	2	3	6
Drought	2	3	6
Earthquake	3	3	9
Epidemic	3	3	9
Fire involving a structure	5	2	10
Fireworks/explosives - structure	3	3	9
Flooding – flash	5	3	15
Flooding – slow rising	4	5	20
Forest/brush fire	3	2	6
Gas explosion	2	3	6
Hailstorm	3	2	6
Heat wave	2	2	4
Hurricane/tropical storm	2	4	8
Ice storm	4	2	8
Land – cave in (subsidence)	0	3	0
Land pollution	3	3	9
Nuclear plant incident	0	0	0
Oil spill	2	3	9
Pipeline explosion	2	3	9
Radiation fall out	1	3	3
Sand/dust storm	0	0	0
Terrorism – local threat	1	2	2
Tidal wave	0	0	0
Tornado	4	3	12
Transportation accident – air	2	3	6
Transportation accident – highway	3	3	9
Transportation accident – rail	3	3	9
Transportation accident – waterway	0	0	0
Water contamination/shortage	3	3	9
Weapons of Mass Destruction Incident	0	3	9
Other: Defective furnace-CO poisoning	5	2	10

3. Hazard Analysis

Recurrent disasters: Allegany County, New York, has few recurring disasters, when recurring is defined as three or more times in a five-year period. Only house fires (12 a year), defective furnaces (one a year), flash floods (at least one every two years), blizzards/severe snowstorms (one every two years), and tornados (three every five years) meet the criteria. All of which are usually local emergency management. Allegany County has experienced many slow rising floods since most of the streams in the county feed the Genesee River. Such floods occur on average every ten years.

Major disasters: Within a twenty-year period, the county will experience major disasters that go beyond the scope of local emergency management. These include extensive flash flooding, a F3 or larger tornado on the Fujita scale, and slow rising floods. The most catastrophic of these disasters is a slow-rising flood following several major storms that cause extensive flash flooding.

Transportation accidents: The interstate and resumption of rail service represent an increasing risk of transportation accidents that may result in evacuations. The interstate is experiencing slowly increasing truck traffic. Previously when rail service was in operation, hazardous accidents were a recurring disaster.

Earthquakes. The county is in a fault area where tremors are recurring. The county could experience a moderate earthquake, but no historical record of a major earthquake exists.

Hazardous Materials: With a major transportation route in I-86 (Southern Tier Expressway and U.S. 17) and resumption of rail traffic, there exists potential for a hazardous material spill. These corridors are showing an increase in traffic and an exact assessment cannot be made without more history. The rail line ceased operation for over ten years. Prior to its ending operation, hazardous spills occurred (1-2 per year). No hazardous spill has occurred with resumption of rail service. Most hazardous material spills are the result of transportation accidents. Since the rail line passes through the most populated parts of the county, the potential is great. Spills on I-86 could affect many people if they occurred where they pass by the communities of Cuba, Friendship, Belmont, and Angelica. The remainder of I-86 is mostly rural, and a hazardous spill would affect a limited number of people. Impact on Red Cross would be moderate (for a rural emergency) to high (for one occurring in or near a village).

Vulnerability: The most vulnerable populations are families with unemployed adults who live in substandard housing unable to afford insurance and senior citizens. Many senior citizens lack the physical ability to deal with adverse conditions and are not able to afford sufficient insurance for potential catastrophes. Together these people represent about a quarter of the county's population (about 10,000 people). These populations will probably seek Red Cross assistance. About ten percent will need shelter, as most will seek shelter with neighbors, relatives, or friends.

Due to the economic status of families in the county, many have trailers in high-risk sites along streams and near major roads. About 10 percent of these families, when affected, will probably seek Red Cross assistance. Identifying an accurate count of these families is difficult due to the population being widely dispersed and our ability to separate the resident population from people with second homes and hunting camps, which often are trailers and substandard housing. The water authority has identified about 500 units housing 1400 people as being located in the flood plain.

B. Chapter Focused Risk Analysis Matrix

Based on the probability and impact of the threats listed above, the chapter needs to focus on the following risks:

★	Threat	Risk	Impact on the Chapter	Impact on the area
★	Fire – structure	High	High	Low
	Defective furnace – CO poisoning	Moderate	High	Low
★	Flood – flash	Moderate	High	Moderate
★	Tornado	Moderate	High	Moderate
	Blizzard	Moderate	High	Moderate
	Flood – slow rising	Low	High	High

Residential Fires: The starred items (★) in the above chart pose the highest risk to people living in the county. Homes with fireplaces and wood stoves are at an especially high risk for fire. Many of the homes in the county were built prior to building codes, and electrical wiring is dated and prone to causing fires. These risks are in addition to risks posed by children playing with fire, smoking while sleeping, etc. more commonly associated with single-family fires. Residential fires are the primary risk in the county.

Flash Flooding: Widespread flash flooding, while not frequent, often causes problems, especially in the spring. If sufficiently severe, it can lead to slow rising flooding on the Genesee River. Flash floods can affect a large area as there are many small streams feeding into larger streams and into the Genesee River. Particularly susceptible are mobile homes located in the flood plain along the many streams in the county. Low-lying areas along the river on the west side of Scio, south of Belmont, east of Belfast, and Fillmore along the Genesee River. Stream flooding is frequent in the Towns of Whitesville, Wellsville, Andover, Friendship, and Cuba.

Tornadoes: Tornados tend to do limited damage because of the hilly, rural character of the county. Usually damage is limited to one or a few houses. Since there is a large number of substandard houses, manufactured housing, and mobile homes, the potential for major damage from tornadoes is great.

C. Impact Analysis – Worst Case Scenario

Because of its potential severity, this impact analysis focuses on flash flooding leading to a slow-rising flood that displaces people in the Genesee River flood plain. The information is also useful in a dam break. A dam break in Cuba would affect residents on the Indian Reservation (Seneca Nation/Allegany County Chapter) and downstream in Cattaraugus County (Greater Buffalo Chapter). Dam break in Rushford would affect Caneadea and eight homes downstream in Allegany County; water would go downstream into the Genesee River.

Impact on the Community: Flash flooding occurs along the many streams, most of which supply the Genesee River that runs north through the middle of the county. When excessive amounts of rain occur, especially in the southern part of the county, there is flash flooding on the feeder streams, and the

Genesee River rises. Flooding along the Genesee River usually occurs east and south of Wellsville, on the west side of Scio, south of Belmont, east of Belfast, and Fillmore. In addition, there are low areas with houses in Bolivar, Richburg, Rushford, Cuba, Alfred Station, and Andover that could flood from feeder streams.

A few older bridges that have not been rebuilt and bridges on secondary roads can become impassible. To cross the river, people will need to be able to go to one of the villages where bridges have been constructed above the flood plain. Loss of electricity, heat, water, and phone service in flooded areas is likely.

The County Emergency Manager would take steps to have the governor declare the county in a state of emergency. If a sufficient area were affected, the governor would request a presidential declaration.

Electric and phone lines are generally above the flood plain, but some are along the river and may still be vulnerable to outages. Repair crews may have difficulty reaching outages due to their location. Landline telephone and electric relay stations are located in the flood plain, and major flooding will probably impair their use. Cell towers on hilltops are above the flood plain and relay stations co-located with them should not be affected by severe flooding. Callers may jam the cellular frequencies making them difficult to use.

The biggest problem will be potable water and sewage. Sewage treatment plants are located close to the river and usually are in its flood plain. Local water intakes are located in the river, which will be polluted by flooded sewage treatment plants and run-off from industrial waste sites overwhelming the treatment plants. Water treatment plants are usually on higher ground. Septic systems may also contribute to pollution of the streams and river. Wells of homes located in and near the flooded valley will probably become polluted. "Boil water" orders in the county commonly happen whenever an event stresses the local water system. "Boil water" orders probably will be issued for an extensive length of time when a major flood occurs.

About 500 one-to-four family homes and apartments representing approximately 1400 people are located in the Genesee River flood plain. This number includes mobile and modular homes, which seem particularly susceptible to water damage from flooding. The residents of these homes are primarily low-income with few financial resources. About 14 percent of the population is elderly.

Impact on Red Cross: To complete Disaster Assessment (DA), teams from each of the affected communities would be assembled, about five to eight teams of two to three people each. Supervisors may need to be recruited plus a DA Lead. An agreement exists with the HAM Radio Club to provide communication support for the DA teams. An expected 10-15 percent of the housing in the flood plain would be destroyed, given that the county has an above average number of houses that are mobile homes, manufactured housing, and homes below national codes. About 25 percent would have major damage, and an additional 60-65 percent would have minor damage. Based on 500 homes, up to 75 homes would be destroyed, 125 homes would have major damage, and up to 325 homes would have minor damage.

Because Allegany County has a large proportion of low-income residents, insured rates are below national averages. People familiar with the insurance industry in Allegany County say approximately two-thirds to three-fourths of the owner occupied residences are insured, and only 3.5 percent have flood insurance. Usually only people with bank loans living in the 100-year flood plain have flood insurance. Earthquake insurance is a rider on the homeowner's policy, and the best estimate of local people in the

insurance industry is that less than 2 percent of the policies have earthquake coverage. Renters make up about one-fourth of the housing units. Less than 2 percent have insurance. Renters living in mobile homes would experience the most damage from flooding. Residents living in framed houses within the flood plain experience minor to major damage. Additional homes with basements below the water table would experience basement flooding affecting furnaces and hot water heaters.

Most county residents have family in the area and would initially evacuate to relatives. Friends would give housing to some of those affected by flooding. Some would get motel rooms, though income and lack of motel rooms nearby would probably limit that number. About 10 percent of affected people in the flood plain would need Red Cross sheltering (140 people). Additional people cut off by the flooding would need sheltering, approximately 70 people.

Shelters would need to be located close to the affected areas on both sides of the river due to transportation difficulties. Locating one in each village along the river (4 to 6 shelters) should meet the need for about 25 to 100 residents in each shelter. Priority shelters are in the process of developing agreements for the facility and staffing locally. Present plans are to place shelters in Cuba, Friendship, Belmont, Angelica, West Almond, Houghton, Belfast, Scio, and Wellsville. The first five are located along the interstate, and Belmont plus the last four are located along the Genesee River. If the evacuation is long-term, the shelter residents can be consolidated at the Genesee Valley Central School just north of Belmont, approximately in the center of the county and about 5 miles from the nearest interstate exit. The school has made provision for sheltering 100 residents even when school is in session. The school is self-sufficient in a disaster with its own power, water treatment, and sewage systems. Shift managers may be needed; otherwise, school staff, community groups, Amity Fire Auxiliary, and Amity Rescue squad can cover the shelter. The school kitchen can provide food service to the residents, mobile feeding, and emergency workers, probably 500 people. The expected length of time this support would be needed is one week, but the situation may be maintained for about three weeks. Mass Care support staff, including shelter managers, is available through the community and the chapter. A Mass Care lead may need to be recruited from the DSHR system.

Supporting material (cots, blankets, Cambros, vehicles, computers, cell phones, etc.) will need to be obtained through Mutual Aid or NESA. The Chapter can supply most of the cots and the blankets, basic office supplies and forms.

The Chapter would provide Disaster Assessment through training local volunteers who are members of civic organizations under the leadership of a Disaster Assessment Supervisor, who will need to be recruited from the DSHR at the present time. The Chapter is actively looking to recruit a Disaster Assessment lead. Additional Disaster Assessment information will be available through the Government Liaison. The chapter has no workers trained in Information Management outside of Disaster Assessment and would need to recruit people from the DSHR. A Lead in Information Management probably could cover Financial, Statistical, and Information Management and Analysis, Reporting, and Dissemination Activities.

Most of the people displaced by the flood will seek Red Cross family assistance, about 1200 people (425 cases) at 85 percent based on the above figures. People with minor damage, like basement flooding, may generate some additional cases.

Outreach, mobile feeding, and bulk distribution will be needed to meet the needs of a widely disbursed population. The operation headquarters will probably be moved to Belmont. Four vehicles for Mass Care and four vehicles for Outreach (Client Casework) would be needed to serve the area. The chapter has four certified ERV drivers but no ERV or any other chapter vehicle. Client casework can be done at the shelters, and they can be transitioned into Outreach Support centers or Service Centers if the resident population is consolidated at Genesee Valley Central School. In addition to a Material Support Lead, workers in Response Technology, Procurement and Invoice Review would be needed. The Material Support Lead could cover the Logistics Activity with support from local workers.

About eight to ten caseworkers will be needed to complete casework within two weeks (because of the geography of the county), at least four supervisors or Outreach team leaders, and a Lead will be needed. Each team (4 teams) will need a nurse and a mental health worker. These may be recruited from the community. Supervisor or Lead for Health Services and Mental Health would need to be recruited from the DSHR system. Caseworkers available locally are limited due to qualified people working full time. Probably over half the caseworkers will need to be recruited through the DSHR system and national Statements of Understanding. The Office on Aging has an active office in the county and can serve as a resource. The chapter has one casework supervisor; additional leadership staff in Client Casework will need to be recruited. The chapter has one nurse and the support of many of the volunteer ambulance units (EMTs and paramedics). Leadership for Health Services will need to be recruited from the DSHR system. The chapter has an agreement with county mental health, but the chapter will need Red Cross leadership recruited through the DSHR system.

Logistics support can be recruited from within the county. There is one Logistics Supervisor, who is a generalist, but he is also the Disaster Chair, so the DSHR system will need to provide experienced leadership. While cots and blankets are located at critical shelters, especially along the interstate, additional cots and blankets may be needed. A shortage exists for people experienced in procurement and in invoice review, which will be needed from the DSHR system. At the start of the disaster, Red Cross volunteers plan to use their personal cell phones and vehicles. These will need to be replaced with Red Cross cell phones and rental cars. There are no car rental agencies in the county. The nearest Avis vendor is the Buffalo or Rochester airport. Additional computers will be needed with Internet capability to allow for e-mail between remote sites and headquarters. While support for Response Technology may be recruited locally, the DSHR system will need to provide someone to supervise them and oversee the equipment.

Staffing support can be recruited from within the county and the chapter has an experienced Staff Services Manager. A Staff Support Supervisor would be helpful, and Disaster Services Trainer would be needed from the DSHR system. Health and Safety instructors could do any needed orientations, but disaster classes would need disaster instructors. A Red Cross Staff Relations person could be recruited through the DSHR system, although experienced Human Resource personnel may be available to assist on the operation. Staff Health nurse or doctor will probably need to be recruited from the DSHR system, since the chapter nurse would like to work in Client Services.

Staff Housing would be very limited. Workers in shelters would need to shelter there. Local shelter staff can live at home. Other workers can he housed in Olean or Hornell if space and access is available; both are about 45 minutes from Wellsville (Chapter location). Given the geography of the region, staff

will probably be housed to the north closer to Buffalo or Rochester, unless a staff shelter is established locally.

Many of the Board members and a few Disaster Services workers are available to serve as liaisons with the community. They can support Staff Services Workforce Planning, Voluntary Agencies, Labor, and Government Services. They would need the direction of an experienced DSHR Partner Services Manager or Supervisor. The Chapter Executive can do the Fund Raising and Public Affairs but probably would appreciate operational support. A Disaster Director would need to be appointed if the disaster is greater than a Level 1 (as in the above flood scenario).

Such flooding would mean that adjacent Chapters could also be affected limiting the amount of Mutual Aid that would be available, and the Chapter would need to access the resources of NESA and the DSHR.

The county residents pull together in an emergency providing aid and support to each other. Getting workers should be possible. Having Disaster Instructors available to train them will be a challenge. Mutual Aid agreements exist with Greater Buffalo NY, Wyoming NY, Clara Barton #1 NY, Steuben NY, Potter PA, and McKean PA chapters all of which may be affected by same flooding as Allegany County. Most of the supervisory staff can be recruited from these chapters if staff is available. Other leadership staff will need to be recruited from the Northeast Service Area (NESA).

Below are summary assessments of the worst case scenario and of scenarios based on a single family fire, multiple family fire, localized flooding, and a tornado disasters.

SUMMARY OUTLINE OF FLOODING ASSESSMENT BY COMMUNITY

LOCATION	DEMOGRAPHIC IMPACT	PHYSICAL CONSIDERATIONS	AMERICAN RED CROSS SERVICES	NUMBER OF VOLUNTERS TO PROVIDE SERVICES	UNMET NEEDS (SHORTFALL)	ADDITIONAL COMMENTS
Fillmore	Flooding of low-lying valleys; approximately 25 homes and 65 people affected. No utilities affected.	SR 19 Power lines Bridges	Shelter -Cots -Blankets Cambros Feeding Outreach Center	Shelter – 7-15 workers Feeding – separate kitchen – 5 workers Outreach Center- 5-8 workers	Cambros Shelter Manager Cots Blankets Feeding Manager	
Belmont-South	Flooding of low-lying valleys; approximately 8 homes and 20 people affected. Power lines need repair.	SR 19 Power lines Bridges	Shelter -Cots -Blankets Cambros Feeding Outreach Center	Shelter – 7-15 workers Feeding – 2 workers Outreach Center- 5-8 workers	Cambros Blankets Cots	Food provided by Genesee Valley School District.
Scio-West	Flooding of low-lying valleys; approximately 8 homes and 20 people affected. Power lines not affected.	SR 19 Power lines along RR tracks Bridges	Shelter -Cots -Blankets Cambros Feeding Outreach Center	Shelter – 7-15 workers Feeding – 2 workers Outreach Center- 5-8 workers	Cambros Blankets Shelter Manager	.

LOCATION	DEMOGRAPHIC IMPACT	PHYSICAL CONSIDERATIONS	AMERICAN RED CROSS SERVICES	NUMBER OF VOLUNTERS TO PROVIDE SERVICES	UNMET NEEDS (SHORTFALL)	ADDITIONAL COMMENTS
Wellsville-South to PA line	Flooding of low-lying valleys; approximately 15 homes and 40 people affected. Power lines not affected.	SR 417 SR 19 Power lines along RR tracks Bridges	Shelter -Cots -Blankets Cambros Feeding Outreach Center	Shelter – 7-15 workers Feeding – 3 workers Outreach Center-5-8 workers	Cambros Blankets	
Wellsville-East	Flooding of low-lying valleys; approximately 30 homes and 50 people affected	Willow Rd off SR417 Power lines; mostly mobile homes below RR tracks	Shelter -Cots -Blankets Cambros Feeding Outreach Center	Same Shelter – 7-15 workers Feeding – 3 workers Outreach Center – 5-8 workers	Cambros Blankets	

SCENARIO BASED ON A SINGLE FAMILY FIRE

Location of Incident	Impact on People	Impact on Physical Structure	Need Supported by Red Cross	Available Resources	Resource Shortfalls
Single Family home anywhere in the county, using Obi as example	2 adults 2 children Family displaced to total loss of home Family in need of housing, food, and clothing No insurance Family helping with finding housing and shared clothing	Single family home has smoke and water throughout the residence and burn area in kitchen and back half of second floor; fire fighters have made holes in front and back of roof and turned off utilities	DAT (DAT Captain and one DAT member) CAC for food and clothing DO for three nights at motel Referral to ACCORD for additional assistance (which will coordinate use of community and government resources)	2 DAT members Office staff member for casework follow up Comfort Kits for each family member	None

Same scenario would be used for most tornadoes. Multi-family tornado would look like the Local Flooding scenario.

SCENARIO BASED ON LOCALIZED FLOODING

Location of Incident	Impact on People	Impact on Physical Structure	Need Supported by Red Cross	Available Resources	Resource Shortfalls
Shongo area 7 homes along Back River Road 2 homes N of bridge, Hawks Road 1 home S of bridge, Hawks Road Hawks Rd bridge from SR 19 flooded and closed Back River Rd closed McCurdy Rd closed and washed out Gray's Rd closed and washed out Cryder Creek Rd closed and washed out Roads from PA also affected Note: cannot get in or out by car; will need sheriff's assistance No mudslides this time; could be a problem	11 adults, 5 are elderly 4 children 3 families displaced due to flooding 5 families threatened Families in need of housing, food, and clothing, No insurance Family members helping with finding housing, food, and shared clothing If mudslides occur, only transportation affected	West of SR 19 1 mobile home (permanent residence) 6 inches of water in MH, 3 ft around home 2 houses (SFD) 2 in of water in SFD 12 in of water in SFD Power lines unaffected	DAT (Captain and 1 DAT member) Shelter Manager, alert Shelter Workers, alert Shelter Nurse, alert Shelter: Willing Town Barns, alert; Rooms provided in Microtel – one night: not used and groceries; not used CAC – 3 cards issued Found food and housing with relatives; gave them clean up kits (3#) Referral to ACCORD for additional assistance (which will coordinate use of community and government resources)	2 DAT members on call did DA and casework Nurse, on alert Addl members, alert Office staff member for casework follow up 15 Comfort Kits for 11 adults and 4 children 3 Clean-up Kits EOC not activated Contact between Emergency Svcs Dir and Chapter Exec	None Note: The shelter probably would be closed without it being used.

SCENARIO BASED ON A MULTIPLE DWELLING TORNADO

Location of Incident	Impact on People	Impact on Physical Structure	Need Supported by Red Cross	Available Resources	Resource Shortfalls
Four homes outside of Cuba along a county road, mobile homes owned by one family member and others used by relations	8 adults 8 children Families displaced due to total loss of mobile homes Families in need of housing, food, and clothing, medical support No insurance Two units occupied by single mothers with three children; one unit occupied by family with two children; one unit occupied by elderly couple Elderly couple has essential medications that need replacing	All four mobile homes have been destroyed by the tornado Debris in road cleared by fire department and police Electric and phone lines repaired by local crews; some additional families without power for 12 hours	DAT (DAT Captain and three DAT members) and a nurse CAC for food and clothing given for each person (4 cards) CAC given elderly couple also has allowance for essential medications at local pharmacy DO for three nights at motel given to each unit (4 DOs) Referral to ACCORD for additional assistance (which will coordinate use of community and government resources) given to each unit (4 referrals) Elderly couple also referred to the County Office on Aging for medical assistance	4 DAT members Nurse Executive Director's authorization for motel rooms Office staff member for casework follow up Comfort Kits for each family member Media coverage	None

Alternatively, a shelter could be set up at the Wellsville High School. Additional staff needed would be a shelter manager and a worker. Food would be provided through local restaurants and groceries. Referrals and CACs would still be given. A pharmacy could be contacted if needed. If there is an immediate need for clothing, Christian Temple Church or the Salvation Army would be contacted for clothing from a Clothing Closet.

IV. Response Capability Analysis

Allegany County Chapter has the personnel and equipment to respond to local one-family to 10-family emergencies within two hours of notification. See Concept of Operations (Section V) for complete response procedures and regulations. See current Chapter Disaster Response Assessment (CDRA) for current capabilities (located in disaster file, bottom drawer, third file from left). Within two hours the chapter can provide snacks and drinks at a shelter and to emergency workers, if needed, using personal vehicles. Agreements have been made with local grocery stores for food. Emergency meals can be obtained through agreements with restaurants. When needed, shelters can be opened: one shelter within two hours, two shelters within four hours, and up to eight shelters within 24 hours. Local shelters can be sustained up to a week; consolidated to Genesee Valley Central School, they can be sustained for several weeks. See the Annexes for Mass Care Response and Material Support Services for additional information on procedures, facilities, and supplies. See Staff Services in the Resource section for information on additional personnel.

The chapter has Mutual Aid agreements with all six contiguous chapters on file in the Disaster filing cabinet (bottom drawer). Triggers for notifying NESA are located in the Basic Disaster Plan Appendix, which is kept on the Chapter Executive's desk and in the Disaster filing cabinet.

A. Level I Disaster – Costs less than $10,000 (up to 10 families)

Single Family Disaster – This disaster affects an individual or single-family unit and may require the short-term application of limited human and material resources from the chapter. The Allegany County Chapter can support Single Family Disaster Responses anywhere in its jurisdiction and meet the needs of the clients. The chapter budget contains sufficient funds to meet client needs based on the current five-year history. Should that budget be depleted, fund raising will occur to cover the cost of the disaster response and any future responses. Through the coordination of available community resources augmented as necessary by Red Cross, sufficient resources are available to meet chapter obligations.

Local Disaster – This type of disaster affects more than one family, occurs only within the jurisdiction of one chapter, and generally requires the application of human and material resources from the Chapter and its jurisdiction. The Allegany County Chapter can support Level I disasters anywhere in its jurisdiction. A restricted fund has been set up by the Board and contains money to fund a Level 1 Disaster Response based on the Chapter's current five-year history. Fund raising will be initiated for all Level 1 Local Disasters. Sufficient financial resources exist to fund Level I disasters. Money has been set aside by the Board of Directors to fund Local Disaster Operations; recurrent disasters are funded from the budget.

B. Level II Disaster – Costs less than $50,000 and more than $10,000.

The chapter can initiate and sustain a Level II disaster response for one week. The chapter has qualified Level II leaders in Material Services, Staffing, Government Liaison, Client Service Casework, and Client Mental Health Services. The chapter needs Level II leaders in Mass Care, Disaster Assessment, Information Management, and Client Health Services. Depending on the number of cases or area covered, additional staff may be needed for Client Service Casework, Disaster Assessment, Client Health Services, Staff Health Services, Training, and Response Technology. Fund raising will be initiated for all Level II and larger disaster responses. This level of disaster falls under NESA disaster

response plan, and the Chapter will follow NESA's direction in executing its disaster response. The chapter is prepared to provide staff for the entire operation.

C. Level III Disaster – Costs less than $250,000 and more than $50,000

The chapter can initiate a response in all Activities except Financial and Statistical Information Management, Analysis-Reporting-Dissemination, Response Technology, Invoice Review, Life Safety and Asset Protection, Training, and Staff Health. There are Leadership shortfalls in all Groups except Staff Services, including Administration. Sufficient facilities exist to support projected sheltering and service centers. All facilities are under current agreements. Significant equipment shortfalls exist in feeding vehicles, Cambros, computers, cell phones, and transportation vehicles. The ability to sustain a Mass Care Response beyond one week is questionable. Assistance will be needed immediately in Mass Care leadership, Material Support Leadership, Disaster Assessment Leadership, Information Management, Client Health Services, Staff Health Services, and Training.

D. Level IV or V Disaster – National Response

The Chapter will initiate an immediate response within its jurisdiction and has the ability to sustain it for one week with immediate leadership assistance in Administration, Mass Care, Disaster Assessment, and Material Support. Shortfalls for leadership support for a National Response exist in all Activities except Staff Services. Sufficient surveyed shelter facilities under current agreement probably exist. Supplies and equipment (especially communication equipment) will be required immediately. The Chapter has prepared to transition from an immediate response to a Service Area or Nationally administered disaster relief operation and will provide workers to staff the relief operation.

E. Summary Charts of Material and Equipment

LOCAL DISASTER

Resource	Owned by Chapter	Available – Community
Material:		
Blankets	222	
Comfort Kits	120	
Cots	104	
Sleeping Mats	25	
Mobile feeding Vehicles	0	
Food Carriers	3	
Beverage Carriers – 1 gal	2	
Beverage Carriers – 5 gal	2	
Shelter Spaces		18
Shelters	24	
Disasters Health Services Kits	2	
Shelter Supply Kits	2	
Shelter Manager Kits (Forms)	2	

50-FAMILY DISASTER INCIDENT

Resource	Owned by Chapter	Available – Community
Material:		
Blankets	222	
Comfort Kits	120	
Cots	104	
Sleeping Mats	25	
Mobile feeding Vehicles	0	
Food Carriers	3	
Beverage Carriers – 1 gal	2	
Beverage Carriers – 5 gal	2	
Shelter Spaces		18
Shelters		18

250 FAMILY DISASTER INCIDENT RESPONSE

Resource	Available	Required	(Shortfall)	Excess
Human:				
Administrators				
Managers	1			
Supervisors	2			
Service Associates				
Material:				
Blankets	222			
Comfort Kits	120			
Cots	104			
Sleeping Mats	25			
Mobile feeding Vehicles	0			
Food Carriers	3			
Beverage Carriers – 1 gal	2			
Beverage Carriers – 5 gal	2			
Shelter Spaces	18			
Shelters	18			
Shelter Supply Kits	2			

INITIATE & SUSTAIN FIVE DAYS

TO MULTI-CHAPTER/NATIONAL EVENT

Resource	Available	Required	(Shortfall)	Excess
Human:				
Administrators		1	1	
Managers	1	0		1
Supervisors	2	21	19	
Service Associates		60		
Material:				
Blankets	222	1000	252	
Comfort Kits	80	1000		
Cots	106	1000	826	
Mobile feeding Vehicles	0	2	2	
Food Carriers	2	16	14	
Beverage Carriers-1 gal	2	0		2
Beverage Carriers-5 gal	2	8	6	
Shelter Spaces		2000		
Shelters	17	4		20
Disasters Health Services Kits	2	4	3	
Shelter Supply Kits	2	4	2	

F. Service Delivery Agreement

For each level of disaster, the Allegany County Chapter will activate the appropriate service delivery agreements with local government, voluntary and other external agencies. These service delivery agreements are identified as partnerships and are listed by category (government, labor, business, voluntary, etc.) in the Resource Directory attached to this plan.

G. Fund Raising

Fund raising will be initiated for all "Local Disasters-Level 1" and larger as identified in the Allegany County DFRAP (Disaster Fund Raising Action Plan). The DFRAP is located on the Chapter Executive's desk in the Allegany County Chapter.

H. Facilities

The chapter will be the storage area for chapter disaster materials sufficient to open two shelters and a central operations headquarters for Red Cross. The Chapter goal is to have sufficient resources to open four shelters. All equipment will be stored at the chapter. Outlying sites along I-86 for snowstorms and along the Genesee River for flooding have been identified to store cots and blankets for initiating shelters. Any organization with Partner status will be provided with an Administrative Kit (Shelter, Health Services, Mental Health) containing forms to initiate and administer congregate services as per their Partnership Agreement.

If additional storage space for supplies would be needed, a search for such space can be initiated through the Western Steuben and Allegany County Board of Realtors agreement. They can be contacted by

email or phone. Phone numbers are available from the Wellsville Area Chamber of Commerce (585) 593-5080. Otherwise the chapter would be used to store supplies.

The chapter office training room will be the headquarters for Local Disasters. In the event the chapter office would be unavailable, the headquarters unit would be located in the Episcopal Church, 12 E. Genesee St. in Wellsville. A couple of phone lines have already been installed in the church for Red Cross use. If needed in the case of a multi-chapter or national disaster, the Logistics unit would initiate a search for an appropriate site through an agreement with the Western Steuben – Allegany County Board of Realtors. An average of 20 percent of the commercial buildings in the county have space available at any time.

In the event there is a total loss of chapter facilities and supplies, we would rely on services and materials from a nearby chapter as outlined in the Continuity of Operations Plan (COOP). The COOP is located on the Disaster Materials shelf on the bookcase next to the file cabinets.

V. Concept of Operation

A. General

The Allegany County Chapter supports disaster responses within its jurisdiction. Usually the Allegany County Office of Emergency Management notifies the Chapter of a disaster. Chapter Executive or designee will ensure the deployment of appropriate personnel to meet the immediate needs of the victims. The Disaster Action team (DAT) will be deployed to assess the situation, provide service, and request additional support depending on the assessment and verification of the disaster's nature, size, and scope. The Chapter will establish a Red Cross operations center in the chapter building's training room for Local Disasters. The chapter disaster operations center will be relocated if the disaster extends beyond one week or becomes a multi-chapter or national disaster event to prevent interference with normal chapter operation. Closing the operation will be a goal from the start of an operation.

The Chapter will collaborate with local emergency management, other voluntary agencies, and other community based organizations on how to best serve disaster victims and emergency workers. If the disaster demands exceed the chapter's resources, the Allegany County Chapter will request additional Red Cross support by first using Mutual Aid agreements with adjacent chapters and then Service Area resources. In both cases, the Chapter will notify NESA regarding the additional assistance.

Volunteers trained to respond to chapter and disaster issues will staff chapter phones. Spontaneous volunteers will be directed to the nearest service delivery site or to the chapter office to register and be trained. Spontaneous volunteers will be paired with a Red Cross volunteer until a background check is completed. Walk-in and referral clients will be directed to the closest service delivery site or to the appropriate disaster personnel (reception, Mass Care, Client Services) who can meet their needs. The goal will be to meet their disaster caused needs with a minimum of referrals.

All media resources will be used to communicate location of services and to raise funds to cover the cost of the disaster response. The Executive Director will coordinate media communication and fund raising within the jurisdiction of Allegany County Chapter. The Chapter has designated the interest earned from the Reserve Account currently kept with Merrill Lynch to be used for large-scale disasters.

B. Responsibilities

- The chapter provides 24-hour coverage every day of the year. With the assistance of the County Dispatch at Allegany County Public Safety Building, the Chapter responds to every request of assistance for housing, food, clothing or immediate medical needs as the result of a disaster. During normal business hours, County Dispatch calls the chapter with any request. When the Chapter office is closed, Dispatch calls the DAT Captain. The DAT Captain carries the Chapter emergency response phone and responds to after-hour emergencies. The Chapter provides Dispatch with a current Call List that includes the call down of what numbers to use and when, and back up phone numbers of the Disaster Chapter and Chapter Executive. Dispatch will provide the information needed to assist the victims, and the DAT Captain will verify the assessment on site.

CHAPTER ROLES AND RESPONSIBILITIES

Executive Director will

- Coordinate the response between the Chapter and the community.
- Act as a liaison with the local media and the Chapter Board of Directors.
- Ensure adequate volunteers for the disaster operation in cooperation with the Board of Directors and Staff Services.
- Supervise the office volunteers assigned to supplement chapter office staff.
- Provide the communication link between the operation and NESA.
- Work with the Disaster Chair to keep communication open and flowing.
- Assign chapter paid staff to the operation if volunteer coverage of the position is available.
- The Chapter has income and expense ledger accounts for income and expenses related to local disaster relief operations. This ledger account may also be used for multi-chapter and national disasters. Normal chapter bookkeeping procedures will be followed.
- Maintain the normal operation of the Chapter.

Disaster Chair will

- Ensure coverage of the Chapter jurisdiction by a DAT during off-hours (when the Chapter office is not open).
- Coordinate the response on Local Operation in accordance with the Disaster Plan providing necessary communication internally within the Chapter and externally with agencies interacting with the operation.
- Assign EOC Government Liaisons, as needed, from Chapter Disaster Services members in consultation with the Executive Director and Coordinator of Volunteers.
- Assign Liaisons as needed from Chapter Board members in consultation with the Chapter Chair and the Executive Director and notify the Coordinator of Volunteers of any assignments.
- Activate any Disaster Services Groups needed on the operation and notify the Coordinator of Volunteers of any assignments.
- Be responsible for the daily activities of any operation until relieved by a Disaster Director appointed by NESA.
- Continue to support the operation by working with the Disaster Director.

Chapter Chair will

- Provide leadership and support to the disaster operation.
- Assist the Disaster Services Leadership Team integrating chapter resources and community resources.
- Support the fund raising, public affairs, logistics, and recruiting efforts of the operation integrating Chapter Board resources as needed.
- Ensure the continuity of normal chapter operations.

Disaster Action Team Leader will

Respond to a disaster incident when on-call and document all actions.
Assess the disaster and request any needed resources, communicating to the Executive Director or Disaster Chair the nature and scope of the disaster if more than one family is involved.
Verify the scope and extent of the disaster on site, if possible, otherwise using a reliable source.

- Meet the immediate needs of those affected by the disaster by providing housing, food, clothing, and immediate, emergency caused, medical needs using the National Standardized Price Guide. If appropriate, request that a shelter be open when providing temporary (3 days) housing in a motel/hotel would not meet the need for housing.
- Communicate any special needs to the Executive Director (or the Disaster Chair when the Executive Director is not available) and provide an update immediately following the disaster when requested.
- Obtain approval from the Executive Director when costs exceed $500.
- Coordinate the response of DAT members.
- Make sure all forms are filled out on scene and submitted by the next business day.

Government Liaison will

Respond to a disaster incident when requested by the Disaster Chair and be assigned to the County Emergency Operations Center (CEOC); if not open, to the Incident Command Center.
Obtain a preliminary or detailed damage assessment from the Disaster Chair/Disaster Operation Lead/Disaster Director.
Obtain response information from the Emergency Manager of the CEOC and obtain expectations of Red Cross.
Communicate COEC Director expectations to the Disaster Chair (or Disaster Director, when appointed).
Keep the CEOC informed of what Red Cross is and can do and troubleshoot any issues following Red Cross guidance, policies, and procedures.
Promote accurate and complete communication between the CEOC and the disaster relief operation.
When the CEOC closes, the Government Liaison may be released from the operation.

If sufficient personnel exist, additional Government Liaisons may be assigned to city EOCs and any field Incident Command Centers.

C. Implementation of the Plan

1. Notification

The Chapter phone number and After Hours Phone numbers are the primary means by with the Chapter is notified of a disaster. The chapter phone number is (585) 593-1531 during business hours. The After Hours Phone number is (716) 397-3854. During business hours, office staff receives the phone call; after hours, the DAT Captain or designee receives the phone call. The person taking the call is responsible for calling DAT members to respond and verifying the information received on site. In the event of a large-scale disaster, the DAT Captain will notify the Chapter Executive as soon as possible and request assistance.

2. Triggers

The following situations will activate this plan:

- Any disaster occurring within the Chapter's jurisdiction
- Transportation accidents when families of the victims reside within the Chapter's jurisdiction
- Government issued orders

In addition to Dispatch, the following means will also activate the Disaster Plan:

- Local emergency personnel: County Office of Emergency Services, Dispatch Center, Fire Departments, Law Enforcement Officers, Rescue Squad members
- Victims: who may call the Office or the DAT Captain or walk into the Chapter office requesting assistance
- Scanners: that announce county emergencies
- Weather Service: watch or warning of weather conditions which could cause an emergency, as when streams are expected to crest above flood stage and impact residences
- Broadcast media: Allegany County is part of the Buffalo media market but there is radio coverage of the county from Wellsville and newspapers in the larger villages.
- HAM Radio Operators: Operators will call the Chapter office if they receive information indicating an emergency or possible emergency.

The "Triggers" Checklist can be found in the Appendix to the Basic Plan.

3. Initial Assessment

The DAT Captain will be responsible for the initial assessment and will verify multi-family disasters with the Incident Commander on scene. Through visual inspection and discussion with the Incident Commander, the DAT Captain will determine:

- Location of the disaster and the Incident Commander
- Nature of the disaster, including its scope and public services affected
- Time of the onset of the disaster and where it continues to be an emergency
- Estimated number of people affected and how many are adults and how many are children
- Number of casualties and where they are being taken

For larger disasters, that result in the activation of an EOC (Emergency Operations Center) by a government entity, the chapter will obtain through its Government Liaison updating of the above information, deployment of county/village assessment teams, and response provided by the county and expected of Red Cross by governmental organizations.

Single Family Disaster: The Chapter through the DAT and chapter personnel will ensure that the needs of the disaster victims are appropriately met through the coordination of community and chapter resources. The Disaster Action Team (DAT) or Chapter staff will respond to all Single Family Disasters. Responders are trained to make initial assessments and to take necessary action to ensure clients have food, clothing, shelter, and immediate medical needs met.

Local Disasters (up to 10 families): The DAT Captain will make the initial assessment and communicate the needs to the Chapter Executive. The Chapter Executive will implement a Chapter response of the Disaster Services Team. The Disaster Services responders have been trained to provide services by specialty Group: Administration, Material Services, Staff Services, Mass Care Services, Client Services, Information Management Services, Partner Services, and Operational Support Services. Groups will be activated as needed.

50 Family Event: Assessment and initial response will be the same as for Local Disasters. Mutual Aid will be used where needed and NESA will assume direction of the disaster response.

250 Family Event: Assessment and initial response will be the same as for Local Disasters. Mutual Aid and Service Area resources will be used where needed. Cooperation between the Chapter, the Service Area (NESA), and various other agencies will be very important. Personnel assigned to provide government liaison relationships are experienced disaster responders. Personnel assigned as community liaisons are familiar with Red Cross services and procedures. Accurate impact assessments will be conducted expeditiously on a regular basis until not needed and communicated to all Red Cross responders and NESA, and provided on request to the County Emergency Operations Center leadership.

Multi-Chapter Event: Assessment and initial response will be the same as for Local Disasters. Mutual Aid and Service Area resources will be used where needed. Cooperation between the Chapter, the Service Area, and various other agencies will be very important. Personnel assigned to provide liaison relationships are experienced disaster responders. Accurate impact assessments will be conducted expeditiously on a regular basis until not needed and communicated to all responders and NESA, and provided on request to the County Emergency Operations leadership. Awareness of damage assessments will guide selection of pre-designated shelters, service centers, support centers, warehouses, and headquarter facilities. Communication will need to be adjusted to fit the situation. Consideration will be given to how the disaster has affected the lives of the responders. All chapter disaster responders directly affected by the disaster will be encouraged to meet their personnel needs before accepting disaster responsibilities.

4. Levels of Activation

- **Alert** – Personnel and equipment are checked for readiness and availability.
- **Stand-by** – Personnel and equipment are ready to move to an assignment when notified by phone or in person.
- **Response** – The Chapter operations center is opened. Emergency Operations Centers and Forward Command Centers are staffed as needed; someone will always be assigned to the County Emergency Operations Center. Volunteers are recruited based on the needs of the operation. All Activities involved in providing service are staffed.
- **Community Recovery** – The Disaster Director is responsible for the recovery progress and effective completion of the disaster operation. The Disaster Director maintains the delivery of Red Cross services to individuals and families who suffer from the effects of the disaster and have disaster-caused needs and/or lack sufficient resources to resume a more normal living pattern. As soon as the initial response is in place, an Action Plan for recovery efforts will be developed and implemented; the Action Plan contains steps for closing the operation. The Action Plan will be communicated to all disaster relief operation staff, affected chapters, and NESA and/or national headquarters.

5. Closing the Operation –

The Disaster Director and other leadership personnel need to have a closing plan as early in the response as possible. Some functions may be beginning their response while others are closing. These plans will be developed and communicated with disaster relief operation staff, affected chapters, and NESA and/or national headquarters.

D. Response Coverage

1. Level I Disasters that are Single Family Responses

The DAT Captain responds to requests for service providing the initial assessment and verification. The DAT Captain is also responsible for initiating casework and meeting immediate, disaster caused needs. Additional needs are met by follow up though the Executive Director at the chapter office. Special immediate needs are communicated to the Chapter Executive or Disaster Chair. When costs exceed the financial authority set by the Chapter Executive (presently $500), the Chapter Executive needs to approve the assistance. The DAT meets the needs of anyone in the county affected by a single-family disaster, which is done on the scene for shelter, food, clothing, and immediate, emergency medical assistance not provided by the Emergency Medical Response. Completed casework is returned to the office by the beginning of the next business day.

The chapter budget contains sufficient funds to accommodate a routine number of single-family disasters based on the chapter's current five-year history.

2. Level I Disasters that are not Single Family Responses

Initial Response:
The DAT Captain responds to requests for service anywhere in the county, providing the initial assessment and verification. Multi-family disasters and needs for additional help or resources are communicated immediately to the Chapter Executive or to the Disaster Chair if the Chapter

Executive is not available. The Chapter Executive will notify the Disaster Chair and arrange to meet the needs of the DAT. If needed, collaboratively they will establish a Briefing Meeting time at the Chapter office for a review of the disaster assessment and review plans for the response.

The Chapter Executive will notify NESA and update NESA as the disaster develops. NESA will be notified whenever a multifamily disaster occurs. NESA will also be notified if media coverage occurs and be provided with information on that coverage.

If needed, the Chapter Executive will call the Public Affairs and Government Liaison Leads and arrange to have the Public Affairs Lead report to the Chapter office for the Briefing Meeting. The Government Liaison will be dispatched to the EOC, if needed; otherwise the Government Liaison will report to the chapter for the Briefing Meeting. If the Government Liaison cannot attend the Briefing Meeting, the Executive Director will brief the Government Liaison following the Briefing Meeting.

If needed, the Disaster Chair will call the Coordinator of Volunteers to alert members of the Disaster Team and provide them with the meeting time at the Chapter Office. The Coordinator of Volunteers reports to the Chapter Office after calling any requested leadership volunteers with the exceptions of Mass Care Lead, Logistics Lead, Public Affairs Lead, and Government Liaison Lead.

> If additional shelter staff or disaster assessment staff is needed, the Coordinator of Volunteers will provide staff support to the shelter(s) or the field reporting to the DAT Captain. If needed, the Coordinator of Volunteers will establish a recruiting, registration, and reception area in the Chapter office and staff it with volunteers.

If needed, the Disaster Chair will notify the Mass Care Lead of the need to open shelters and will provide contact information to the DAT Captain and information on any action already taken. The Mass Care Lead reports to the Chapter office for the Briefing Meeting after contacting the DAT Captain for a briefing on the shelter situation.

If needed, the Disaster Chair will notify the Disaster Assessment Lead and request attendance at the chapter for a Briefing Meeting.

If needed, the Disaster Chair will notify the Logistics Lead. The Logistics Lead will come to the chapter to attend the Briefing Meeting.

> If needed, the Logistics Lead will establish a warehouse (in the chapter or using an additional facility) and a system for procurement and distribution of supplies and equipment to support the operation.

If needed, a Red Cross disaster relief operations center will be established in the training room.

On-going Actions:

The Chapter will provide individual assistance at the scene of the Incident in accordance with Disaster Services Program Guidance documents (provided during training and available on CrossNet) and the National Standardized Price List (provided during training and on CrossNet).

Disaster Services members will be deployed in appropriate Group Activities as needed. A government liaison will be assigned whenever the County Emergency Operations Center opens. Partnership agreements will be utilized whenever services are being provided in their location and Activity. Spontaneous volunteers will be utilized wherever possible. When needs for Red Cross trained workers exceed Chapter resources, Mutual Aid and then the DSHR system will be utilized. More information on contacts and agreements is contained in the Resource Section of this plan.

Responsibilities of who contacts the various groups and communicates with them is contained in the section on Responsibilities, page 42.

Follow up after the Disaster Response will be provided through Chapter staff.

3. Level II Disasters

Initial actions will proceed as for a Level I Disaster Response. The Chapter Executive and Disaster Chair need to be notified immediately.

On-going actions will be based on an Disaster Response Action Plan developed in the Briefing Meeting involving the Disaster Director appointed by NESA or National Headquarters. Communication will be an essential part of that Plan. Assistance will be provided in accordance with Disaster Services Program Guidance documents (provided during training and available on CrossNet) and the National Standardized Price List (provided during training and available on CrossNet).

When needs for Red Cross trained workers exceed Chapter resources and Mutual Aid, the DSHR system will be utilized coordinating with NESA. Clear communication of needs and chapter resources is necessary.

Local Disaster Services workers who are experienced responders will be utilized to coordinate with government agencies, and if necessary, any vacant Group or Activity leadership position will be filled through Mutual Aid as quickly as possible. Board members will be utilized to communicate with community agencies and organizations or in the Chapter office.

Key partnership agreements to provide for staffing needs in the event of a large disaster are in progress. These Partnership agreements will cover Shelters, Feeding, Disaster Assessment, Health Services, and Mental Health. See Resource Directory for details. (Partners receive a workshop training based on the Activity's Disaster Services course. The Group Coordinator responsible for their maintenance activates Partnerships at the direction of the Coordinator of Volunteers in consultation with the Disaster Director and the Chapter's Executive Director.)

The Chapter Executive will make all requests for Mutual Aid and other outside, Red Cross resources. All requests for community resources will be made through the County EOC initiated by the Chapter Chair or the Disaster Chair, if the Chapter Chair is not available. Any personnel resources activated need to be coordinated with the Coordinator of Volunteers; any material resources activated need to be coordinated with the Logistics Lead.

The disaster relief operation provides any needed follow up.

4. Multi-chapter and National Disasters (Levels III, IV, and V)

Initial actions will be the same as for Local Disasters. Since the magnitude of the disaster exceeds the ability of any single chapter to respond to the disaster, the initial response will be coordinated with NESA until National Headquarters coordinates the response. The operation and chapter responses will be through a multi-chapter operations center and a Nationally appointed Disaster Director. Leadership personnel must meet National expectations. Mutual Aid agreements should be

used in the initial response. The National DSHR system will be utilized during the on-going response.

On-going actions will be the same as for Level I and Level II disasters. The chapter will participate in chapter meetings, conference calls, emails, and all other means of communication and collaboration involving information and resource sharing.

E. Reporting Procedures

1. Disaster Action Teams (DAT) with Chapter

DAT completes a Case File and supporting paperwork – Client Assistance Cards, Disbursing Orders, Referrals, etc. The Case File includes type of disaster, location, number of affected people, any injuries or deaths, immediate needs of clients, time and method of notification, how the immediate needs were met (with addresses and phone numbers wherever appropriate), and media presence.

DAT Captains keep a log of their response.

The DAT Captain is responsible for accurate completion of all paperwork. Paperwork should be returned to the chapter on the next business day, and the DAT Captain should be in contact with the Executive Director that day to discuss any issues.

If any special needs or unusual situations occur, the DAT Captain should immediately communicate with the Executive Director or the Disaster Chair, if the Executive Director is unavailable.

2. Chapter with Northeast Service Area

The Executive Director or Disaster Chair (if Executive Director is unavailable) is responsible for notifying the Service Area (phone number: (1-800-595-3901) concerning a response to non-recurrent disasters and to request resources not available through Mutual Aid or contiguous chapter support. Information to be provided should include: type of disaster, location, number affected, immediate needs of clients, media presence, and request being made by the chapter in accordance with the Service Area disaster relief plan.

Reporting requirements are discussed in the attached "Triggers Checklist" found in the Resource Directory.

The Executive Director or designee will maintain close contact with the Service Area throughout the duration of the disaster response operation

3. Chapter with Local Government

The County Office of Emergency Management (COEM) works closely with the American Red Cross to assist us in carrying out our mission of providing prompt disaster relief to disaster victims. A formal written agreement is in place for the Allegany County OEM.

At the onset of a disaster the COEM Manager or Allegany County Dispatch will contact the Allegany County Chapter of the American Red Cross requesting disaster assistance.

Local fire and police departments routinely assist us in determining the size and scope of the disaster for initial assessment.

In a Local Disaster where an Incident Command (IC) is established and the EOC is not open, a Government Liaison will be assigned to provide support to the IC.

When the EOC is open, the Government Liaison will support the EOC. Close communication will be maintained for however long is necessary with the governmental units addressing the disaster. Red Cross guidance, policies, and procedures will govern all communication.

If sufficient personnel exist, other EOCs and Incident Command Centers may be staffed. The staff assigned to these sites will report to and coordinate with the COEC Government Liaison or other staff member appointed by the Disaster Director providing communication between the site and Red Cross following Red Cross guidance, policies, and procedures.

4. Chapter with Community Agencies

The chapter has close relationships with county agencies providing assistance to victims of disaster, particularly ACCORD, which coordinates community and government resources. Activation of these resources is by the DAT Captain, Disaster Chair or Director, and the Chapter Executive in accordance with the Action Plan.

The Chapter is developing Partnerships with local nonprofit groups to support a Red Cross response. The Group Lead and the Disaster Chair or Director activates these groups in cooperation with the Coordinator of Volunteers. Communication with the groups is the responsibility of the Group Lead.

Executive Director and the Board of Directors is the channel for accessing local groups for which there is no partnership agreement. The Executive Director is responsible for integrating any new community group into the disaster response.

Whenever possible, The Chapter will use local relationships to support the disaster response.

In addition, the New York State Volunteer Organizations Active in Disaster (NYVOAD) is available for requesting aid and making local contacts not already developed.

F. Requests for Local External Resources

1. Local Government External Resources

Requests for resources needed from government entities would be channeled through the CEOC or the COEM Manager. Any state or national government resources will also be requested in this manner, unless otherwise directed by NESA or the Disaster Director.

2. Local Community Organizations' Resources

Requests for local community resources would be directed to the COEC, if the organization has representation there, or to the Executive Director, who would make the initial contact with the organization for support and link the organization's contact with the disaster operation contact.

G. Mutual Aid

Requests for Mutual Aid occur when the disaster response exceeds the resources of the Chapter.

- Chapters can request Mutual Aid from contiguous chapters. A written agreement exists for each of the contiguous chapters to Allegany County Chapter for requesting Mutual Aid. These chapters include Greater Buffalo NY, Wyoming County NY, Clara Barton #1 NY, Steuben County NY, Potter and McKean Counties PA. Contact information and agreements are in the Resource Section of this plan.
- Chapters can request additional resources from the Northeast Service Area. Contact information is in the Resource Section of this plan. The Service Area makes any needed requests to National Headquarters.

H. Procedures for Requesting Resources

1. Notification

The Executive Director will notify the contiguous chapter(s) of additional resources needed starting with the Greater Buffalo Chapter. Contact information is in the Resource Section. If additional resources are needed, these will be reported to NESA. Once Mutual Aid support is obtained, the NESA Chapter Solutions Manager and the Service Area should be notified. The Disaster Services Emergency reporting number for NESA is 1-800-595-3901. NESA's main phone number is 508-595-3900 and its fax number is 508-852-1500. When a multi-chapter disaster occurs, all requests will be channeled through a central disaster relief operations center established by NESA or a Lead Chapter. Contact information is in the Resource Section for NESA.

If a contiguous chapter requests assistance, the Executive Director should receive the call or be immediately notified. The Executive Director will alert the Disaster Chair that a request has been made and decide how best to meet the request using chapter resources.

2. Activation

The responding chapter(s) will activate requested resources using their standard operating procedures to meet the needs of Allegany County Chapter.

Activation of disaster resources in the Allegany County Chapter will be the mutual responsibility of the Executive Director and the Disaster Chair. Activation of disaster personnel will be coordinated with the Coordinator of Volunteers. Activation of material will be coordinated with the Logistics Lead.

3. Transportation

All affected chapters will collaborate with the requesting chapter or operations center to provide efficient transportation of requested resources. Focus will be on conserving the donated dollar and meeting the needs of people and chapters to deliver services effectively.

I. Transitions

1. Transition from chapter relief operation to a larger relief operation

The Disaster Chair (or Executive Director if the Disaster Chair is not available) ensures that the transition takes place. As a disaster relief operation exceeds the capacity of the chapter, a Disaster

Director and other leads for Groups and Activities may be appointed by NESA to meet the qualifications for higher level disasters. Chapter leads may have the option of being mentored at the next higher level or working as supervisors. The NESA DSHR Administrator will provide information for orientation briefings on line at CrossNet and on arrival of DSHR system staff assigned to the relief operation (usually by email).

The Executive Director or designee will maintain contact with the disaster relief operation. The Executive Director will communicate with the operation using conference calls, emails, visits, and other forms of interaction. The Executive Director will keep the Disaster Chair updated as needed.

Local volunteers on the disaster relief operation will continue to work on the operation, unless they choose to be released. Local volunteers should notify their supervisor, and the supervisor should notify the person in charge of staffing when a local volunteer is released. Any additional local volunteers will in-process through Staff Services at their assigned site or at Operation Headquarters. Local volunteers out-process at their assigned site.

The Coordinator of Volunteers will immediately forward all personnel records of the disaster relief staff to the Operation Headquarters Staff Services unit and continue to support the operation as needed.

All chapter resources used on the operation become the property of the disaster relief operation. The Chapter should submit an inventory of all supplies and equipment used using forms designated by the operation. The inventory should include community resources that need to be reimbursed by the chapter. Include appropriate supporting paperwork to indicate when supplies were activated, the purpose for which they were used, and their reimbursement cost.

2. Transition to the Local Chapter

The Executive Director and the Disaster Chair will work with the disaster relief operation when it transitions to the Chapter. The Chapter will provide the operation with any necessary information for transition. Toward the close of the operation, the Disaster Director will provide the chapter with a Transition Plan, which details when and what services will be expected to be provided by the Chapter. The Chapter will then be responsible for staffing and supporting those services. Any resources used by the Chapter for the support of the operation will be charged to the operation in accordance with the procedures provided by the operation.

J. Continuity of Chapter Operations

Daily Operations: From the onset of the incident, through transition and stand down, the Chapter paid staff will continue the daily chapter operations. The Chapter has a group of volunteers who work in the office, and they will be directed to handle routine office procedures. Chapter volunteers in other areas of service (blood services, health & safety services) will continue with their volunteer work if warranted and conditions are safe. Emergency situations will be handled by any of the DATs not assigned to the operation or affected by the disaster. Contact information is found in the Resource Directory under Disaster Action Teams.

When the Chapter is Affected: If relocation is necessary, the Chapter and its operations will be relocated to St. John's Episcopal Church, 12 E. Genesee St. in Wellsville. This location is accessible by

foot or vehicle and has telephone lines, fax, computer and rooms for operations. If this location were affected, the chapter would utilize one of our current Service Center agreements at a local church or other suitable location that could be used for a temporary office if needed.

VI. Public Affairs and Fundraising

The Allegany County Chapter Disaster Fund Raising Action Plan (DFRAP) will be used for all disaster fund raising campaigns and will guide the staff assigned to the Organization Support Group on a Disaster Relief Operation in conducting the campaign. The type of disaster and magnitude of its effect will govern activation of the DFRAP. For instance, an owner liability, weapons of mass destruction, or terrorism incident or a unique incident that activates fundraising by the chapter, would be inappropriate. The hazard analysis section identifies potential restricted fund raising activities. When confronted with a situation of this nature, the chapter will contact the Northeast Service Area for guidance.

An Annex is attached to the Plan for Public Affairs.

For all disasters in the chapter's jurisdiction, the following Board of Governors mandated statement will be included in all press releases, public service announcements, and solicitations for disaster contributions: "You can help the victims of _____ and other disasters by contributing to the American Red Cross Disaster Relief Fund."

VII. Chapter Checklist for Transition from Chapter to Service Area or Nationally Administered Disaster Relief Operation and back to Chapter

A. Before the DRO is established and transition occurs, the chapter will:

- ? Identify a person to be the Point of Contact (POC) for chapter
- ? Maintain records of all vendors
- ? Maintain copies of all expenditures and receipts for purchases
- ? Maintain list of all supplies used from the chapter stock
- ? Maintain list of all media contacts
- ? Maintain list of all volunteers and staff providing response (from 1492s)
- ? Maintain list of all government and voluntary agency contacts and participation
- ? Maintain list of all facilities (shelters, fixed feeding sites, any service delivery site)
- ? Determine availability of volunteers and staff for assignment and transition to the DRO
- ? Maintain list of potential in-kind donors

B. When transition to DRO occurs, the chapter will:

- ? Establish a Point of Contact (POC) for transition
- ? Provide disaster assessment information
- ? Receive notification of DR number and establishment of DRO from NESA
- ? Brief chapter staff and disaster leadership of transition and requirements
- ? Establish reporting requirements based on information provided by NESA
- ? Provide situation report including special populations, initial assessment of the size and scope of damage in jurisdiction, and response to date
- ? Provide:
  - Vendors list
  - Media contacts
  - Commitments (Financial and other, including a current F5266)
  - Volunteers and Staff for recognition
  - Facilities
  - Expenditures
  - Availability of staff and volunteers
  - Supplies requiring replenishment
  - Government and voluntary agency contacts
  - 901s, DOs, CACs written during initial response
- ? Attend affected chapters meeting and/or participate in conference calls
- ? Advise DRO of current level of response (what you are currently doing) and the chapter's ability to provide ARC services
- ? Forward resource requirements for provision of services
- ? Notify government and voluntary agency partners of transition and points of contact

? Provide copy of local chapter disaster plan to the Disaster Director or Group Administrators, if requested
? Provide briefing information to the training function on the DRO to include specifics on demographics, culture, community, etc. for inclusion in operational briefings
? Provide support to DRO by providing personnel and equipment; informing local political officials of transition, explaining the role of a nationally administered DRO, and aligning donations of both in-kind and financial contributions with the DFRAP and in accordance with the Disaster Services Program Guide.
? Provide DRO/Client Services Group with information regarding if any family service assistance has been provided and determine disposition of cases
? Provide DRO/Health Services Activity with information regarding deaths and injuries

C. Transition from State/Nationally Administered DRO to Chapter

1. The Relief Operation Director will:

? Establish a conference call/chapter meeting to discuss transition plan
? Identify resources needed by chapter to ensure transition and follow up. Provide those resources to ensure consistent service delivery and support of chapter management
? Provide chapter with POC
? Provide chapter with written instructions for replenishment and restocking of chapter supplies and for payment of bills
? Provide chapter with copy of closing plan
? Notify government and voluntary agency partners of transition back to chapter
? Provide chapter with guidance on reporting
? Provide recognition of volunteers and staff
? Identifies and projects potential need for additional assistance
? Provides opportunities for feedback from chapter on DRO
? Ensure that transition plan is communicated to all interested and involved chapters
? Identify administrative POC at chapter for follow up from Service Area.

2. Chapter will:

? Participate in conference calls/meetings regarding transition
? Provide POC for transition to the DRO
? Provide administrative POC for the service area
? Identify needed resources to support chapter during transition and follow up
? Communicate transition to government and voluntary agency partners
? Brief chapter leadership on transition status and time lines
? Provide feedback to DRO Director regarding DRO and transition
? Establish procedures for forwarding outstanding bills, commitments, and restocking of supplies

VIII. Authorities and References

The lists of local agreements are contained in the Resource section of this plan under the appropriated divider. The actual agreements are in the Disaster Field Cabinet, third cabinet from left, bottom drawer in the Executive Director's office area.

A. American Red Cross

? American Red Cross, Congressional Charter, 1905
? American Red Cross, Disaster Services, Mission Statement

1. *Direction and Guidance for Disaster Services for Chapter Service Delivery Network,* November 26, 1997, as amended May 1999.

? *Disaster Services Program Guidance Documents*, *Disaster Services Operating Policies and Procedures,* and associated updates through *Disaster Services Numbered Notices* and *Disaster Services Connections*
? American Red Cross of Allegany County Chapter Charter
? Mutual Agreement with contiguous chapters: Greater Buffalo, Wyoming County NY, Clara Barton #1, NY, Steuben County NY, McKean and Potter County Chapter, PA
? Northeast Service Area disaster response plan
? Chapter Performance Standards

B. Government

1. Local emergency management agreement with the County Office of Emergency Management.
2. Hazard specific authorities/groups: Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), National Transportation and Safety Board (NTSB), National Weather Service (NWS), Federal Bureau of Investigations (FBI), Department of Energy (DOE), and Department of Defense (DOD)
3. State agreements (leave law, etc.)
4. Agreements with local county department of mental health (Department of Community Services).
5. Agreements with county department of health**.**
6. Agreements have been initiated with local CERTS.
7. Stafford Act
8. Homeland Security Act.
9. Federal Aviation Act.

C. Voluntary Agencies

? The agencies are listed in the Resource section of the plan, and the original agreements are in the Disaster file cabinet (third cabinet from left) second drawer in the Executive Director's office area.

IX. Evaluation and Maintenance of Response Plan

A. Annual Review

The Emergency Services Director will conduct an annual review of the disaster plan each January. The Disaster Team Leadership Team will participate in the review and update process. Review of the plan will be guided by the *Development and Evaluation of Chapter Disaster Response Plans* (ARC 30-3011).

Checklist

1. **Title page:** Does the title page have the chapter name, code, address, telephone number, fax number, email address, and other identifying information necessary for contact?
2. **Record of Changes:** Is the plan dated and have a Record of Changes that is itemized, dated, and have been inserted into the Plan?
3. **Record of Review:** Does the plan have a Record of Review that is dated?
4. **Table of Contents:** Does the Table of Contents list the major elements of the plan with the corresponding page numbers?
5. **Purpose and scope:** Does the plan indicate the reason for developing the Plan, for whom it was written and to whom it applies with the jurisdiction covered?
6. **Distribution:** Does the plan have a distribution list of internal and external recipients of the plan?
7. **Planning assumptions:** Does the plan give the assumptions used for when facts critical to the development of the plan cannot be predetermined?
8. **Demographics:** Is there a description of the population at risk, its distribution, unique characteristics, income levels, ethnicity, and other identifying characteristics?
9. **Housing:** Does the plan indicate the percent of residential housing, mobile homes, apartment complexes, seasonal residences, and other types of housing that would be affected by a disaster and which would affect the Red Cross response?
10. **Insurance:** Does the plan indicate the level of insurance of the various categories of housing?
11. **Geography:** Does the plan describe the jurisdiction's significant characteristics, including terrain, river drainage areas, railroads, major highways, airports, and other characteristics that establish potential damage?
12. **Climatology:** Is there a description of weather patterns and the effects of those patterns on the population?
13. **Risk:** Does the plan outline the high-risk disaster potentials in the chapter jurisdiction including seismic zones, flood zones, etc.
14. **Map:** Does the plan contain a map of the jurisdictional area and tell where to find detailed maps (topographical, political, population distribution, critical services, etc.)
15. **Hazard Risk Assessment:** Does the plan contain a list of potential hazards and an assessment of the risk of their occurrence?
16. **Hazard Basis:** Does the assessment reflect the area's history, frequency, and severity of past disasters and the probability of future disasters in order to indicate high-risk disasters and the area they will affect?
17. **History:** Does the plan include the unit's five year disaster history per ARC *National Disaster Reimbursement Program* (30-3034)?
18. **Impact Analysis:** Does the plan include scenarios outlining the impact of the highest risk disasters for the chapter?
19. **Infrastructure Impact:** Does the impact analysis address the impact of the disaster on the communities' infrastructure?

20. **Red Cross Services:** Does the impact analysis address the needs and shortfalls of the Red Cross disaster services for each of the identified high-risk hazards.
21. **Levels of Activation:** Does the impact analysis address levels of activation requirements for "watch" and "warning" situations?
22. **Red Cross Response:** Does the plan address the chapter's ability to initiate an immediate response to disasters within its jurisdiction giving response time and conditions?
23. **Response Capability:** Does the plan address the chapter's human and material response capability and shortfalls for disaster response?
24. **Request Procedures:** Does the plan address how the chapter will obtain needed resources?
25. **Chapter Resources:** Does the plan indicate where the chapter maintains its resource directory, including the vendor lists and agreements, written or oral for use of facilities, restaurants, groceries, food banks, clothing closets, partner organizations, and other resources available to the chapter in a disaster?
26. **Notification:** Does the plan outline its 24-hour contact notification procedures?
27. **Single Family Responses:** Does the plan outline procedures for responding to Single Family disasters?
28. **Initial Response:** Does the plan outline procedures for the initial response to a disaster?
29. **Mutual Aid:** Does the plan outline Mutual Aid responses, requesting and responding procedures?
30. **Reporting Procedures:** Does the plan address the reporting procedures to the next level (Service Area) for providing information and requesting resources, both people and material?
31. **Emergency Response Coordination:** Does the plan address coordination with emergency management and coverage at government Emergency Operations Centers (EOCs)?
32. **Community Coordination:** Does the plan address coordination with other voluntary agencies and what resources they will provide?
33. **Transition:** Does the plan address the transition from a chapter relief operation to the next level and how the transition back to chapter will be supported?
34. **Chapter Staff:** Does the plan define the role of chapter staff in support of a disaster operation?
35. **Disaster Services Volunteers:** Does the plan outline the role of the Disaster Action Team and other chapter volunteers?
36. **Chapter Responsibilities:** Does the plan outline responsibilities and authorities of the Chapter Disaster Response staff, including financial?
37. **Table of Organization:** Does the plan include a table of organization for a disaster response?
38. **Client Services Response:** Does the plan address a standardized price guide, either the *Emergency Assistance Price List* (ARC 4416) or an approved chapter price list?
39. **Continuity of Services:** Does the plan include relocation of the chapter and continuity of service.
40. **References:** Does the plan list the appropriate ARC authorities (Service Area and National) and references accurately?
41. **Disaster Response Drills:** Does the plan address chapter participation in community disaster response exercises and its own drills?
42. **Review:** Does the plan address how it will be reviewed and updated annually?
43. **Publicity:** Does the plan identify how it interacts with its chapter DFRAP or the Service Area DFRAP?
44. **Resources:** Does the chapter have resource directories for human and material resources and are the listings detailed and current?
45. **Annexes:** Does the plan have an annex for each activity that would be involved in a chapter Disaster Response?

- Does each annex include local response implementing procedures and are they consistent with the Concept of Operations?
- Does each annex specify who will be in charge of the Activity Response by position (not name)?
- Does each annex specify what resources will be immediately available to perform the Activity?
- Does the Mass Care Annex list shelters, their contact persons and multiple numbers for reaching them in a disaster?
- Does the DAT annex include the approved local price list or *Standardized Emergency Price List* (ARC 4416)?
- Are the Disaster Health Services protocols contained in ARC 3042P signed and included in the Client Health Services and Staff Health Services Annexes?
- Does the plan have applicable hazard-specific annexes that include a response capability analysis for each hazard and are the specific changes in the basic plan's concept of operations clearly defined?

Other points

46. Does the reviewer believe the plan adequately addresses the elements discussed in Development and Evaluation of Disaster Response Plans (ARC 30-3011)?
47. Is the plan consistent with Red Cross Service Area disaster response plan?
48. Does the plan address the Indicators of Chapter Performance criteria?
49. What is the rating of this plan using tools in Development and Evaluation of Disaster Response Plans (ARC 30-3011)?

The Service Area is responsible for the process of review, evaluation, and approval of chapter disaster plans. The plan needs to be submitted on a regular basis (every three years) to the NESA Director of Preparedness and Respone, who may send a team to the chapter for review of the plan. If the review is conducted at the chapter, the Disaster Leadership Team should be involved in the review of the Plan.

Any changes to the plan will be recorded on the Record of Changes page in the beginning of the disaster plan. Revisions and changes may be based on new information, actual operations, or changes suggested by National Headquarters or Northeast Service Area.

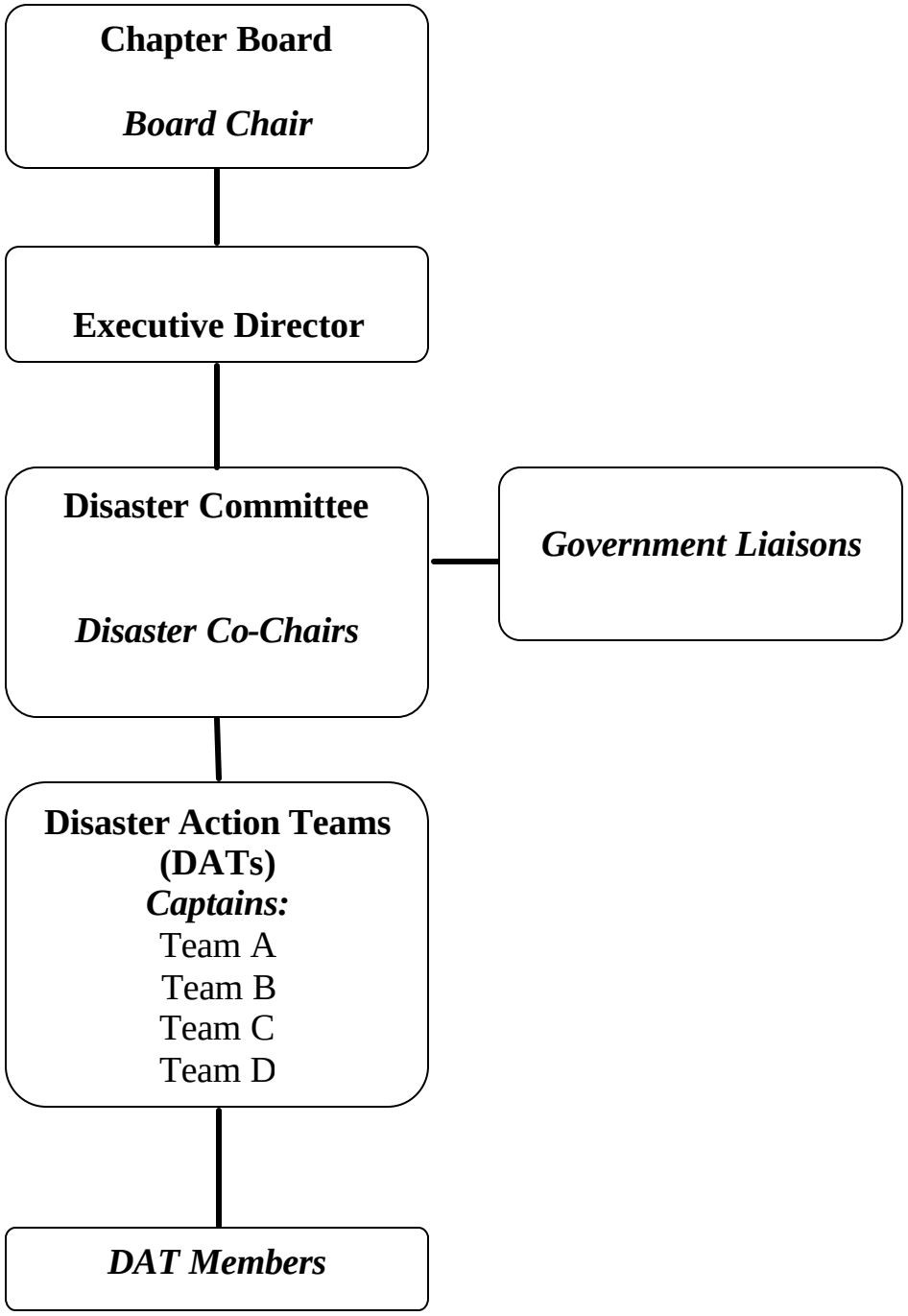
B. Annual Drill

The County Chapter participates in local and state drills and exercises every year. These exercises and drills provide the chapter with important feedback. This information is used to strengthen our Disaster Plan on a continual basis.

APPENDIX A: Disaster Action Team

Disaster Action Team

Chain of Command



ALLEGANY COUNTY CHAPTER
AMERICAN RED CROSS
DISASTER STATUS REPORT

This information should be reported to the Chapter and/or NESA twice daily. Do not wait until all items are complete, provide what information is available in each new report. Provide additional reports as requested.

Type of Disaster:_____Date:_____Time:_____

Community(s)/Town(s)/Village(s):_____

Area of Damage:_____

Damage Assessment Begun: Yes No
If yes, # Destroyed: _____
Major Damage:_____
Minor Damage:_____

Total families affected:_____
Total person(s) affected:_____
Injured:_____ Hospitalized_____
Missing:_____ Killed:_____

Utilities available:
Gas:____
Electric:_____
Water:_____
Phone:_____

Director of Relief Operation:
Name:_____
Contact #:_____

Services Being Provided:
Shelters Opened:_____
Sheltered:_____
Mass Feeding:_____
Fixed Feeding Sites:_____
Mobile Canteens:_____

Media Contacted: Yes No
Local Government Contacted: Yes No

Special Populations involved:
Hospitals:_____ Nursing Homes:_____
Special needs facilities___
Assistance Request (# of each):

ADMIN
Staffing:____
Rep. At EOC:____ Phone #:____

DA
Drivers:____ Vehicles:____
Trained Staff:____
Other:_____

SHELTER
Managers:____
Staff:____
Other:____

FEEDING
Preparers:____ ERV's:____
Other:

NURSING
Staff:_____

COMMUNICATION
#_____

SUPPLIES NEEDED ASAP
Cots:____ Blankets:____
Comfort Kits:____ Admin Kits:____
Other:

COMMUNICATION EQUIPMENT
Type Needed: # Needed:____

APPENDIX C: Initial Response Steps

Allegany County Chapter
American Red Cross
INITIAL RESPONSE STEPS
to be completed within four (4) hours

DAT Captain
assesses the situation
determines situation is greater than SFD
(SFD=Single Family Disaster)

OR

Emergency Operations Mgmt. (EOM)
notifies the chapter of a disaster event

Chapter (Chapter Executive or Disaster Chair)
notified of the extent of disaster/respond to EOM request
decide jointly on need for Red Cross response

Chapter Executive or designee
notifies Disaster Chair (or Chapter Executive) of Chapter disaster
designates Chair as the Local Worker in Charge (LWIC) of the disaster
jointly schedule Leadership meeting
activates Disaster Plan
notifies Northeast Service Area (NESA)

Disaster Chair
alerts the Mass Care (MC) Lead of need for shelters
alerts the Coordinator of Volunteers (COV) for additional staff
-COV appoints LG to EOC (Emergency Operations Center)
alerts the Logistics (LOG) Lead for additional supplies
-LOG Lead notifies HAM (Amateur Radio) contact
alerts the Disaster Assessment (DA) Lead

Logistics (LOG)
Temporary headquarters at chapter office
-HAM network set up at chapter office
Ready Go-Kits

Begins Disaster Impact Assessment

Leads
obtain Go-Kits
set up stations at chapter office
initiate activities

Government Liaison Lead
sets up at the EOC or Chapter HQ if EOC not open
gather information about disaster event and response
phones in for Leadership meeting, if at EOC

Leadership meeting
initiate log books
obtain a disaster assessment
determine needs for next 24hrs/72hrs/week
decide if chapter response is sufficient
NESA teleconference may occur

Chapter Executive
notifies NESA of disaster type and scope
provides response initiated
completes Initial Response Worksheet
faxes Initial Response Worksheet to NESA
completes Disaster Operations Information Sheet (DOIS)*
faxes DOIS to NESA
notifies County Emergency Operations Management (EOM)
*(NOTE: Mark DOIS "For Internal Use Only —**Not to be shared outside of Red Cross!**")

Leadership meeting
teleconference call with NESA
- Director/Administrator assigned
- discuss chapter's immediate needs
- review of Standards of Performance Checklist

Leadership meeting
LWIC transitions to Director/Administrator
review DOIS
establish expectations
establish reporting guidelines

revised April 22, 2007

APPENDIX D: Chapter Disaster Response Assessment

DISASTER RELIEF OPERATION EVALUATION
CHAPTER DISASTER RESPONSE SELF-ASSESSMENT

DR Number _____ Name of Disaster:_____

Date of Disaster:_____ Time of Disaster:_____

Within two (2) hours of the onset of a disaster:

- American Red Cross shelters are opened within two hours of a request by an appropriate government official and/or from the time the chapter recognized the need for shelters.
- American Red Cross shelter managers are at the shelters prior to their opening (this could be within two hours of activation or less dependent on the situation)
- Disaster Health Services coverage is provided in all American Red Cross shelters on a twenty-four hour basis.
- American Red Cross Government Liaisons are present at the appropriate government emergency operations centers within two hours of their activation.
- Responding Disaster Action Team has notified the chapter disaster leadership of the disaster and has requested assistance.
- Chapter activates its disaster response plan.

Within four (4) hours of the onset of a disaster:

- All American Red Cross shelters are properly identified, both within the facility and outside the facility.
- Disaster Mental Health personnel are available at the shelter(s) and other service delivery points.
- American Red Cross shelter information is provided to local news media.
- Agreements for personnel and/or vendor support for feeding operations are activated.
- Feeding is initiated at shelters in operation for more than four hours.
- The food provided reflects the cultural diversity of the shelter population.
- Disaster action team initiates transition for response to the chapter disaster leadership
- An assessment is made of the need for expanded mass care activities, to include mobile feeding and bulk goods.
- The list of chapter disaster volunteers is provided to the DSHR System administrator and the Local Disaster Volunteers coordinator.
- An initial incident report is provided to the appropriate next level of the American Red Cross reporting Chain as outlined within the Service Area Triggers Document.

Within eight (8) hours of the onset of a disaster:

- Chapter disaster relief operation Management Team is in place and operational.
- Agreements with voluntary agencies are activated.
- Chapter receives a report of activities from the shelters and other areas staffed by American Red Cross personnel.
- Second shift personnel are activated

Within twelve (12) hours of the onset of a disaster

- Mobile feeding, if required, is initiated.
- Assessment of the operation's accomplishments and needs is completed.
- Information needed to complete the *Statistical and Cost Report of Disaster Operation* (F2066) begins to be assembled.
- ARC logistical and human resource shortfalls are identified and support is requested from appropriate ARC sources.
- All assigned staff members are given an orientation to the disaster relief operation.

Within twenty-four (24) hours of the onset of a disaster:

- Cots, blankets and/or other suitable bedding are provided to the residents of American Red Cross shelters expected to be open for more than twenty-four hours.
- Comfort kits have been distributed to shelter residents.
- Facility agreements for shelters and other facilities currently in use are updated and signed.
- Facilities for logistical supplies and for client services have been identified and the facility agreements activated, updated, and signed.
- A comprehensive preliminary damage assessment is completed. First impact assessment report was completed at 8 hours
- The first *Statistical and Cost Report of Disaster Operation* (F2066) is completed and sent to the Service Area via the appropriate reporting channels.
- The first *Disaster Operations Control* (F5266) is completed and sent to the Service Area via the appropriate reporting channels.
- A table of organization for the ARC chapter disaster response, listing all Administrators and Activity Managers, with contact information is sent to the appropriate ARC offices and provided to ARC disaster response personnel.
- A service delivery plan is completed.
- A public relations plan is initiated .
- Reports of ARC disaster response activities are provided to electronic and print media.
- Disaster fund-raising is initiated in accordance with the chapter disaster response plan.

Within 48 hours of the onset of a disaster:

- Disaster response actions to date are evaluated and adjustments made as needed.
- Requests for exceptions to the *Standardized Emergency Assistance Price List* (A4416) are completed and transmitted to the Service Area and Disaster Services, NHQ for processing.
- An area assessment or detailed damage assessment report is completed. Impact assessment & weather assessment as been ongoing and updated as needed.
- Bulk distribution goods not available at the chapter are identified and ordered.
- ARC Service Centers are identified, agreements signed, and readied for business. (if it is method chosen)
- ARC Service Centers are staffed with casework supervisors, caseworkers, Disaster Assessment workers, Disaster Health Services personnel, and Disaster Mental Health Services workers. .
- A one-page summary of significant community issues that may affect the ensuing disaster relief operation is provided to the disaster relief operation director.

Within 72 hours of the onset of a disaster:

- A summary of all local voluntary agency agreements and services is provided to the disaster relief operation administrative team.
- Chapter leadership meets with the mayor(s) and public officials in the disaster affected area to exp lain the American Red Cross disaster relief activities.

As required:

- *Statistical and Cost Report of Disaster Operations* (F2066) and the *Disaster Operations Control* (F 5266) are provided to the appropriate ARC offices.
- Human interest stories are provided to the media.
- Disaster fund-raising reports are provided to financial development offices.
- ARC Government Liaisons advise the disaster relief operation of government assistance that becomes available or that may be available in the future.

Closing the disaster relief operation:

- Facility walk throughs are completed and the facility releases are signed.
- All ARC identification is removed from both the inside and outside of the facilities.
- Equipment and supplies are returned and/or stored.
- Plans for recognition for staff, vendors, voluntary agencies, facilities, etc., are complete.

APPENDIX E: Standards of Performance

Allegany County Chapter
Standards of Performance Checklist

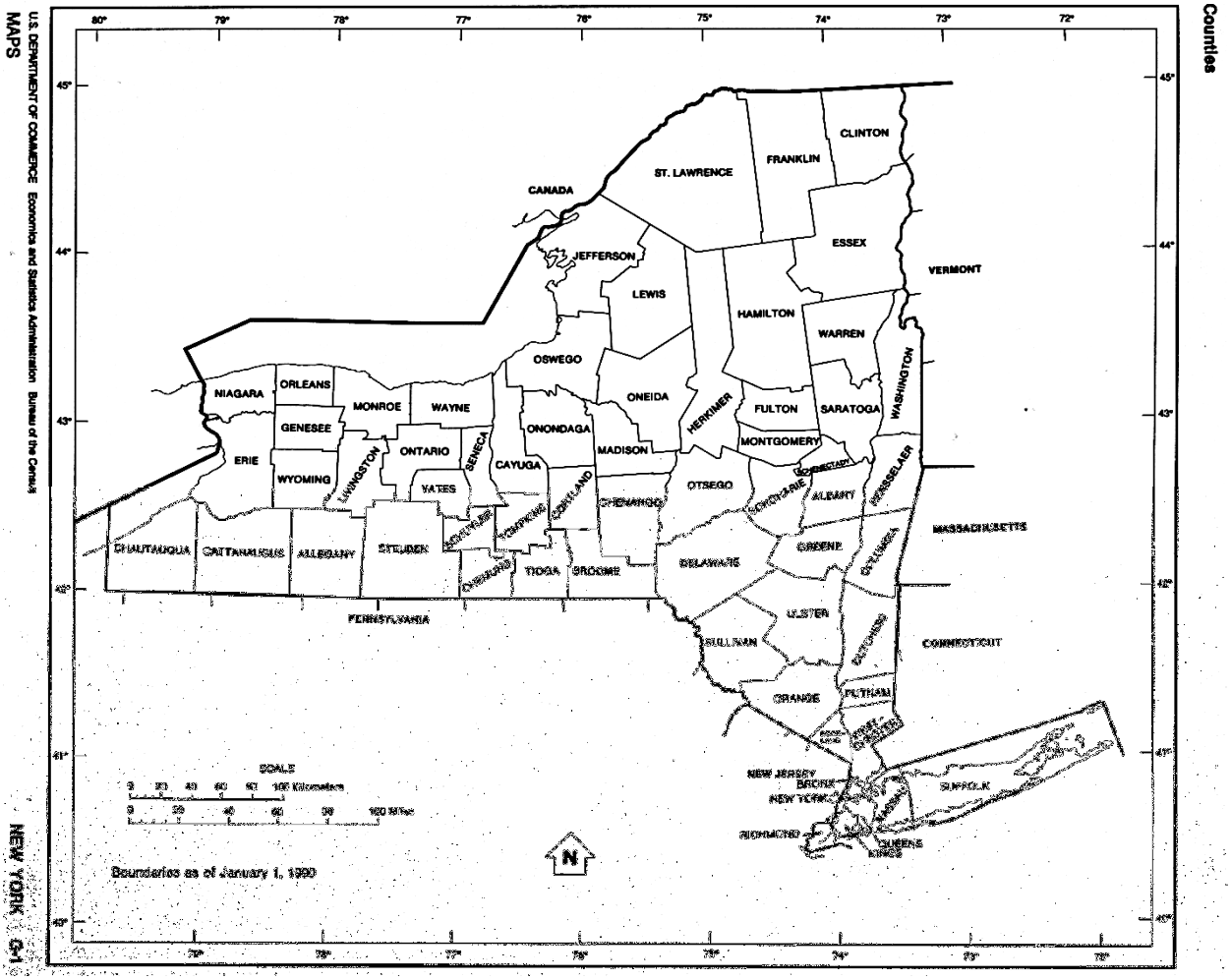
Date of Review: ____/____/____ Time: _____am/pm

Standard	Met	Unmet	Person Responsible
Initial Report to Chapter			
Chapter Personnel Activated			
Damage Assessment: Preliminary Done			
Damage Assessment: Detailed Done			
Shelters: Sites Identified			
Shelters: Sites Opened			
Shelters: ARC Signage Placed			
Shelters: Staffed with Managers			
Shelters: Staffed with 24-Hour Nurse or First Aid			
Shelters: Feeding in Place			
Shelters: Cots, Blankets on Site			
Shelters: Comfort Kits on Site			
Mobile Feeding Needs: Assessed			
Mobile Feeding Needs: Provided as Needed			
Liaisons: At Municipal OES as Needed			
Liaisons: At County OES as Needed			
Media Informed of ARC Service Delivery			
Also:			
Also:			
Also:			

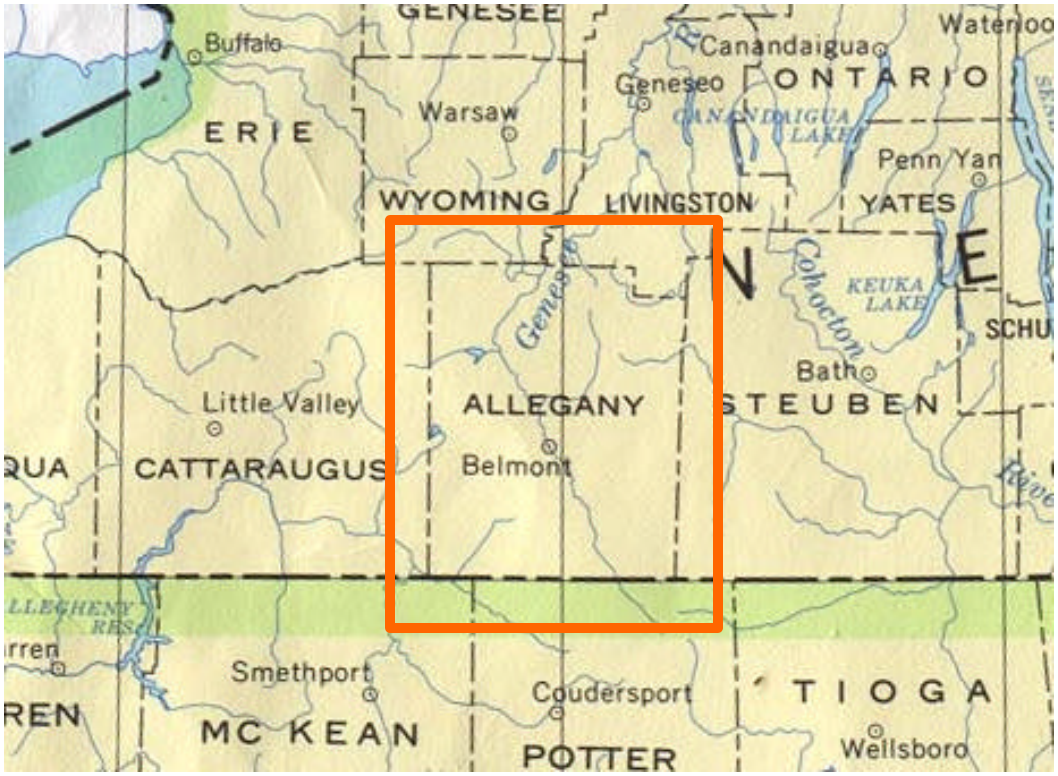
Reviewed by: _____ With: _____

APPENDIX F: Maps

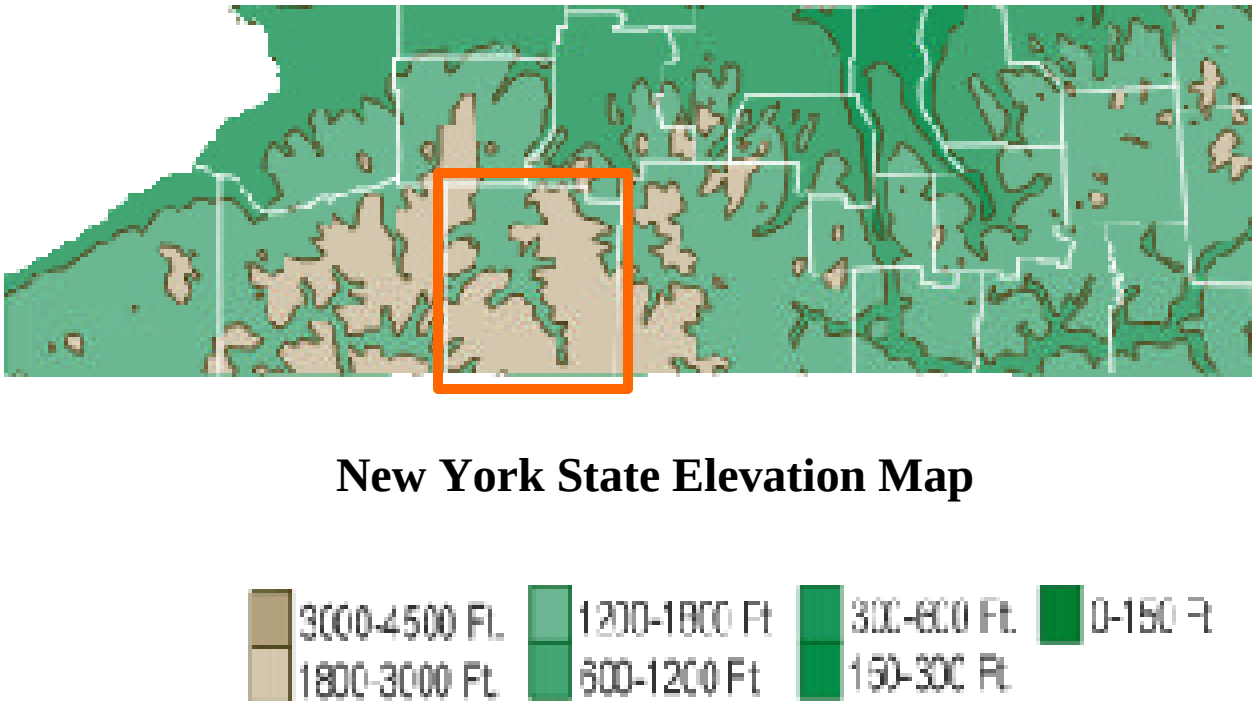
New York Map – Allegany County Highlighted



Allegany County Area Maps – Allegany County Highlighted

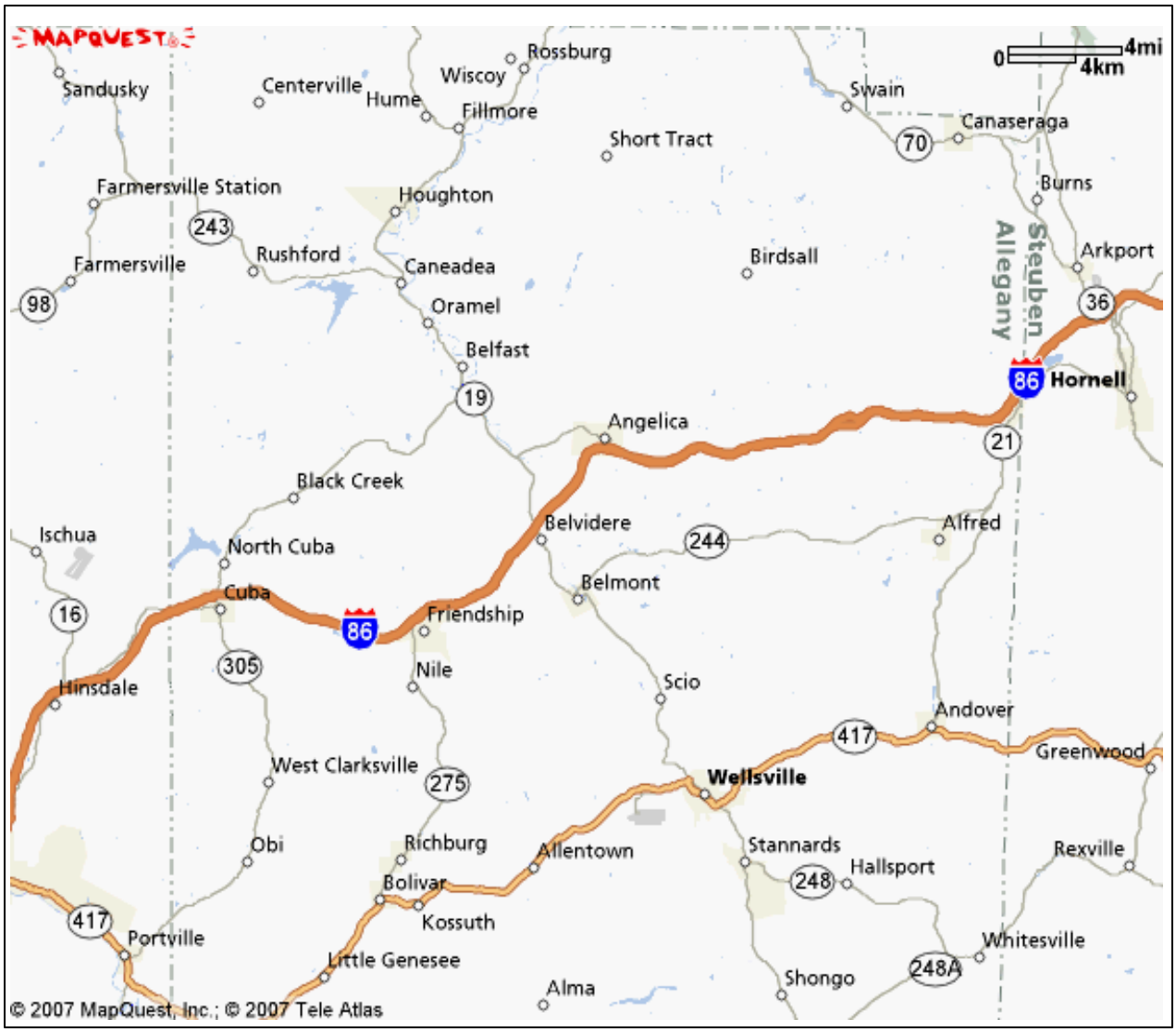


New York State River Map



New York State Elevation Map

Allegany County Road Map



APPENDIX G: Demographics of Towns in Allegany County

TOWN	Alfred	Allen	Alma	Amity	Andover	Angelica	Belfast	Birdsall
Population	5140	462	847	2245	1945	1411	1714	268
Families	468	132	243	602	518	383	418	72
Households	996	178	322	885	742	564	651	111
urban	3954	0	0	952	1073	903	0	0
rural	1186	462	847	1293	872	508	1714	268
Sex								
male	2955	225	437	1126	942	687	853	138
female	2185	207	410	1119	1003	724	861	130
Race								
white	4718	457	830	2193	1904	1381	1685	259
black	178	0	1	17	3	4	1	5
Am. Ind	13	2	3	1	2	7	6	1
Asian	127	0	2	2	10	1	1	0
other	104	3	2	2	9	0	4	0
Median Household Income	32,067	27,386	32,063	34,153	34,107	33,750	30,909	21,705
Median Family Income	57,159	29,688	35,833	40,387	40,341	37,891	40,000	31,250
Housing Units	1134	411	533	1120	877	774	945	229
occupied	996	178	322	885	742	564	651	111
vacant	138	283	211	235	135	210	294	118
seasonal	45	208	189	133	77	153	217	109
Value	85,800	48,500	38,500	47,000	45,300	48,400	46,700	38,300

TOWN	Bolivar	Caneadea	Centerville	Clarksville	Cuba	Friendship	Genesee	Granger
Population	223	2694	762	1146	3392	1927	1803	577
Families	603	436	195	325	915	514	493	159
Households	844	650	253	447	1336	770	661	215
urban	1173	1740	0	0	1633	1176	0	0
rural	1053	954	762	1146	1699	751	1803	577
Sex								
male	1102	1205	375	575	1632	959	909	306
female	1121	1489	387	571	1760	968	894	271
Race								
white	2197	2595	730	1127	3321	1861	1187	555
black	8	27	1	2	9	36	1	3
Am. Ind	2	4	4	3	8	2	2	15
Asian	2	26	8	4	13	3	0	0
other	2	15	16	2	9	11	6	1
Median Household Income	33,017	31,065	28,487	29,931	33,939	26,439	38,563	25,875
Median Family Income	38,750	39,667	31,058	35,000	37,969	33,542	44,100	28,056
Housing Units	1009	1098	402	766	1710	994	800	357
occupied	844	650	253	447	1336	770	661	215
vacant	165	448	149	319	374	224	139	142
seasonal	85	404	130	284	284	129	94	127
Value	42,700	65,000	53,500	45,000	55,000	39,000	58,400	46,400

TOWN	Grove	Hume	Independence	New Hudson	Rushford	Scio	Ward	Wellsville
Population	533	1987	1074	736	1259	1914	390	7678
Families	148	542	301	198	347	533	108	1924
Households	213	766	400	268	479	729	133	3192
urban	0	0	0	0	0	0	0	5171
rural	488	1987	1074	736	1259	1914	390	2507
Sex								
male	270	981	544	364	630	942	188	3645
female	263	1006	530	372	629	972	202	4033
Race								
white	517	1963	1063	724	1246	1864	381	7421
black	0	3	4	2	0	5	4	41
Am. Ind	7	6	1	2	1	8	0	20
Asian	1	4	1	0	1	5	5	95
other	3	0	0	0	2	10	0	16
Median Household Income	38,750	32,128	33,438	33,859	27,557	32,679	40,750	30,098
Median Family Income	48,594	37,366	36,050	34,702	30,938	38,250	41,000	39,705
Housing Units	427	886	487	436	1394	894	244	3606
occupied	213	766	400	268	479	729	133	3192
vacant	214	120	87	168	915	165	111	414
seasonal	200	80	48	146	889	115	103	70
Value	60,800	529,900	39,400	54,200	51,500	45,900	50,700	52,500

TOWN	West Almond	Willing	Wirt
Population	353	1371	1215
Families	97	411	324
Households	130	538	446
urban	0	0	0
rural	353	1371	1215
Sex			
male	191	687	606
female	162	684	609
Race			
white	345	1346	1190
black	0	1	4
Am. Ind	5	4	1
Asian	1	8	3
other	0	2	6
Median Household Income	43,125	35,859	28,456
Median Family Income	38,750	39,737	32,222
Housing Units	313	648	669
occupied	130	538	446
vacant	183	110	223
seasonal	176	64	185
Value	45,700	55,300	35,700

Chapter Jurisdiction	
Population	47,075
Families	11,410
Households	16,921
urban	17,783
rural	28,831
Sex	
male	23,509
female	23,566
Race	
white	45,668
black	360
Am. Ind	130
Asian	319
other	164
Median Household Income	32,228
Median Family Income	37,704
Housing Units	23,175
occupied	16,921
vacant	6,254
seasonal	4,747
Value	49,930