Situation Manual – Flood Scenario

Time Allotted
340 Minutes
Exercise Briefing

During this exercise it will be important to remember and comply with the following statements:

- You should only use Internet Explorer as your internet browser for today’s exercise.
- It is important NOT to jump ahead in the exercise scenario. In other words don’t focus on what might happen, focus on the Common Operating Picture that is presented during the exercise to make informed decisions.
- In any exercise a number of assumptions and artificialities may be necessary to complete play in the time allotted. During this exercise, the following apply:
  1. The scenario is plausible, and events occur as they are presented.
  2. There is no “hidden agenda”, nor any trick questions.

- Exercise Basics:
  1. This exercise contains a total of 21 scenario and inject pages.
  2. There is a scheduled 15 minute break approximately half way through the exercise.
  3. The exercise is self-paced and it should take your team approximately three hours to complete. However, based on the time your team spends on each scenario and inject your team may complete the exercise in less than three hours or it may take much longer than three hours for your team to complete the exercise.
  4. All videos embedded within this exercise can be enlarged to FULL SCREEN by simply clicking on the full screen icon in the lower right hand corner of the video.
  5. Thoroughly review all scenarios and injects as they are presented during the exercise.

- At the end of the exercise you will need to complete an evaluation (Hotwash) on how your team preformed during the exercise. The Hotwash will consist of your team providing comments on three areas in which it performed well (Strength) and three areas for your consideration to improve or modify existing plans (Area for Improvement) for your agency’s preparedness, response and recovery capabilities. Found below are Hotwash examples:

  **Strength** – During the exercise our team consulted our disaster plans and procedures and found them to be complete.

  **Area for Improvement** – During the exercise our team consulted our disaster plans and procedures and found portions of the plans and procedures that need to be revised.

- After the exercise each registered participant who took part in the exercise will receive an e-mail to log into the ONX
System to complete their Individual Hotwash to access their Certificate of Participation.

- If you need assistance anytime during the exercise please call the Help Desk at:
  
  **Phone Number – 605-475-4700**
  **Account Number – 1076890#**

| **Time Allotted** | 20 Minutes |
**Day 1**  
**Thursday**  
**12:14PM**

Soil conditions throughout the area are nearly saturated due to recent rains.  

A late season frontal boundary has stalled across the state and a low pressure system has developed just south of the front. The low is forecast to strengthen and move through the area over the next 24 hours bringing a serious threat of excessive rainfall across the region.

A [Flood Watch](#) has been issued by the local forecast office of the National Weather Service through 5:00PM Saturday.

**Flood Watch**  
Issued Thursday 1:37PM  
Expires Saturday 5:00PM

NOAA [Weather Radios](#) throughout the area sound their alarm due to the Flood Watch.

**CLICK ON POD CAST TO PLAY**

[NOAA Weather Radio Alert](#)

Persistent bands of heavy rainfall are forecast within the Flood Watch area through early Saturday with rainfall totals potentially reaching 10 inches or more in some areas.

**CLICK ON VIDEO TO PLAY**

[Video Library – General # 2 – Video # 12 – Heavy Rain](#)

A High Threat for significant flooding exists, with many drainage basins likely to be overtopped over the next two days. High water may accumulate in residential and agricultural areas, as well as cover roadways. Areas near small streams, drainage canals and poor drainage systems will be the first to flood and will experience the most significant impacts.

**Time Allotted**  
10 Minutes
Having the knowledge that all health department personnel are thoroughly trained to successfully manage the responsibilities outlined in department’s Emergency Operations Plan (EOP) is a vital first step in supporting the health and safety needs of community residents following a flood.

Prepare a thorough list of all on-site and/or on-line disaster related training in which the department’s personnel are required or strongly recommended to have completed.

*(Example: Course: Shelter Operations – If the health department has a role in supporting shelter operations.)*

<table>
<thead>
<tr>
<th>Have all department personnel completed the training listed above?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the above answer is no. – Prepare a brief strategy that will ensure all health department personnel have the opportunity to participate and complete appropriate disaster preparedness, response and recovery training.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Time Allotted**

15 Minutes
Rain totals from the storm have already reached 5 inches across portions of the region with isolated totals as high as 9 inches in several areas.

Wet weather will remain across the region through Saturday. A nearly stationary area of low pressure will cause bands of torrential rain to persist and further aggravate flooding.

Once again NOAA Weather Radios throughout the area sound their alarm.

CLICK ON VIDEO TO PLAY

Video Library – General # 2 – Video # 3 – Flooded Home

The Flash Flood Warning, which was issued by the local forecast office of the National Weather Service, remains in effect through late Saturday.

Additional rain is likely to produce a total of between 10 to 20 inches of rain over a wide swath of the region. These rainfall accumulations will produce areas of serious to catastrophic flooding within the Flash Flood Warning area with at least several feet of standing water in many areas.

An Extreme Threat for significant flooding exists, resulting in a very serious threat to life and property.
### Recovery Readiness – Inject – # 004

| **Image of Emergency Operations Center** |  
| --- | --- |
| In the event of a severe rain event will the health department liaison with the local Emergency Operations Center (EOC) before, during and after the flood? | Yes | No |
| **If the above answer is yes.** – Describe in detail the roles and responsibilities of the health department when liaising with the local EOC. |  
|  
| **If the above answer is no.** – Explain why the health department will not liaison with the local EOC during and after a flood. |  
|  
| As part of the liaison role will the health department assign personnel to work at the local EOC? | Yes | No |
| **If the above answer is yes.** – Describe the level of training the personnel assigned to work at the local EOC will need to successfully liaison with personnel from other agencies and organizations that are also working within the local EOC. |  
|  
| *(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on the Public Health Emergency Support Function (ESF) # 8 Roles. These videos are too long to view during today’s exercise. Public Health Emergency Support Function (ESF) # 8 Roles)* – **OPTIONAL** |  
| **Time Allotted** | 15 Minutes |
By mid-afternoon on Saturday the rains have stopped and the stalled low pressure system has moved off to the southeast.

As the rain stops area residents that did not evacuate begin to emerge from their homes to inspect the damage and destruction caused to their neighborhood due to flooding.

**CLICK ON VIDEO TO PLAY**

*Video Library – General # 2 – Video # 4 – Flooded Neighborhood*

Once areas affected by the flood waters become accessible local and regional emergency response personnel initiate life safety operations. From conducting needs assessment to carrying out search and rescue operations law enforcement agencies, fire departments, EMS, emergency management officials and various volunteer agencies are working together to meet the immediate flood caused needs of the area’s residents.

The Public Information Officer (PIO) at the local EOC uses #CommunityFlood to search Facebook and Twitter and discovers an endless array of local posts and tweets with images / videos of damaged homes, roads and bridges.

Flood waters have begun to rapidly recede throughout the region.

**Time Allotted**

10 Minutes
Preliminary Damage Assessment – Essential Services

- The local electrical utility provider has shut off power to residences in most of the flooded areas.
- Landline phones are not operating in some areas as floodwaters have inundated several phone junction boxes.
- Mobile phone service is still available throughout the area.
- Water lines throughout the area have been washed out and many residents are without potable water.
- Numerous sewage lines have also been destroyed by flood waters and raw sewage has been spilling into local creeks and rivers.
- Many roads are blocked because they are covered by flood water or have been washed out completely.
- The building housing the health department has sustained substantial damage to its roof because of the severe wind from a downburst that occurred at the severe weather moved through the region.

Post Flood Community Evaluation

- Prior to the flood very few local residents had taken the time to develop a Disaster Plan or prepare a Disaster Supplies Kit and are now in need of assistance.
- Hundreds of local residents will not be able to return immediately to their residences due to the level of damage to their homes.

Preliminary Damage Assessment – Residences

43% of the homes in known flood prone areas have been damaged or destroyed

<table>
<thead>
<tr>
<th>Level of Damage</th>
<th>Percentage of Homes Damaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor</td>
<td>27%</td>
</tr>
<tr>
<td>Major</td>
<td>11%</td>
</tr>
<tr>
<td>Destroyed</td>
<td>5%</td>
</tr>
<tr>
<td>Time Allotted</td>
<td>10 Minutes</td>
</tr>
</tbody>
</table>
Will the health department utilize the Incident Command System (ICS) to effectively and efficiently manage the responsibilities outlined in the department’s EOP in regards to supporting the health and safety needs of the community?

*If the above answer is yes.* – Identify the individuals by name and title that will be responsible for fulfilling the various ICS roles that will be staffed to manage the health department’s recovery activities due to the flooding.

*(Example: Role: Incident Commander – John Harper – Environmental Health Coordinator)*

*If the above answer is no.* – Briefly explain why ICS will not be used and describe in detail how the health department will manage this incident.

**Time Allotted** 20 Minutes
Because the building housing the health department was damaged during the storm the department has activated its Continuity of Operations Plan (COOP).

Identify the name, address and Point of Contact (POC) for the health department’s alternate location.

Using the phone call the POC. Once contact is made explain that the roof of the health department is severely damaged and the department has implemented is COOP and needs to relocate to its alternate location.

| Time Allotted | 15 Minutes |

Begin the conversation with “THIS IS AN EXERCISE” and end the conversation with “THIS IS AN EXERCISE”.

Is the health department going to be able to relocate to its alternate location?

| Yes | No |

*If the above answer is yes.* – Briefly explain how the relocation will be accomplished.

*If the above answer is no.* – Briefly describe how the health department will continue to operate from its current location.
The health department has been working with other sheltering agencies and organizations to meet the health and medical needs of evacuees residing in local shelters since the flooding began. Based on the preliminary damage assessment local shelters will need to remain open for at least the next week to ten days.

Tom Hartwell, the neighbor of Shirley Jones who is an 87 year old widow, has just dropped Mrs Jones off at the local shelter because her home was badly damaged due to the flood and she cannot continue to stay there.

During the registration process it is learned that Mrs Jones does not have any relatives who live in the area.

Mrs Jones brought a walker, ten days of multiple types of medications and a single portable tank (24 hours) of oxygen with her to the shelter.

As Mrs Jones is completing her Shelter Registration Form the shelter registration staff uses the Shelter Registration Intake Guidelines to conduct an initial health / functional needs assessment. The two observations and questions contained in the Shelter Registration Intake Guidelines are asked by the shelter registration staff to offer evacuees an early opportunity to let Shelter Staff know of access and functional needs they may have.

**Medical Profile**

<table>
<thead>
<tr>
<th>Individual</th>
<th>Age</th>
<th>Medical Condition</th>
<th>Transportation</th>
<th>Speaks English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shirley Jones</td>
<td>87</td>
<td>Uses a walker for mobility. On oxygen 24 hours a day. Has congestive heart failure and takes numerous medications.</td>
<td>Relies on public transportation</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Upon completing the health / functional needs assessment, will Mrs Jones be admitted to the shelter?  

- Yes  
- No

If the above answer is yes. – Briefly describe the accommodations that will need to be made for her.
If the above answer is no. – What will Mrs Jones be told?

(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Shelter Operations – Functional Needs Support Services Shelter Operations – Special Medical Needs. These videos are too long to view during today’s exercise. Shelter Operations – Functional Needs Support Services / Shelter Operations – Special Medical Needs) – OPTIONAL

| Time Allotted | 15 Minutes |
Recovery Readiness – Inject – # 010

<table>
<thead>
<tr>
<th>Image of Shelter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the health department support other shelter activities besides those related directly to meeting the functional and / or special medical needs of shelter residents?</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

*If the above answer is yes.* – Describe in detail these activities and how they will be accomplished.

Found below are documents that can be useful in establishing, managing and demobilizing shelters.

<table>
<thead>
<tr>
<th>Shelter Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feeding Handbook</td>
</tr>
<tr>
<td>Mega-Shelter Planning Guide</td>
</tr>
<tr>
<td>Shelter Fundamentals Checklist</td>
</tr>
<tr>
<td>Shelter Models</td>
</tr>
<tr>
<td>Sheltering Handbook</td>
</tr>
</tbody>
</table>

*(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Shelter Operations. These videos are too long to view during today’s exercise. Shelter Operations) – OPTIONAL*
The health department’s Incident Management Team has gathered for its first briefing since the storm moved out of the region. The team’s Incident Commander briefs them on the level of damage caused by the flooding then stresses “Flood survivors will be counting on help from the health department in the hours, days and weeks ahead. We need to be ready to provide assistance in every way possible.”

Based on current conditions and the health department’s EOP develop a prioritized checklist known as an Incident Action Plan (IAP) that focuses on the INITIAL RECOVERY OPERATIONS that will need to be implemented over the next 48 hours.

CLICK ON VIDEO TO PLAY

Video Library – General # 1 – Video # 5 – Incident Action Plan

Ensure that all objectives are completed using SMART methodology.

In preparing the IAP list the objectives; identify all resources that will be needed to accomplish each listed objective; and list the expected timeline to complete each identified objective.

(Example: Objective: Determine the availability of health department personnel that will be able to work on flood recovery related issues over the next week and set-up a work schedule. / Required Resources: Personnel roster. / Timeline: 1 hour.)

(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on the Incident Command System – Planning Cycle. These videos are too long to view during today’s exercise. Incident Command System – Planning Cycle) – OPTIONAL

Time Allotted 30 Minutes
The health department fully understands that it will need to coordinate its recovery efforts with numerous government agencies and community / faith based organizations (Public Health Partners).

Identify all the Public Health Partners the health department will coordinate with during the region’s recovery from the flood. In identifying each partner, list point of contact (POC) information (name and phone number) for the partner, then list the type of coordination that will take place with the identified partner.

(Example: Public Health Partner: American Red Cross / POC: Thomas Highsmith – 555-555-5555 / Support: Coordinate the provision of health services to the residents of local shelters.)

| Time Allotted | 15 Minutes |
As the health department continues to assist community residents with their recovery it will be important to share information with its Public Health Partners and others regarding the department’s recovery activities.

Will the health department prepare and distribute a Situation Report on a recurring basis?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

_If the above answer is yes._ – Identify the individual that will be responsible for preparing the Situation Report and list the name of the agencies and organizations to which the report will be distributed.

List the kind of information that will be contained in each Situation Report.

_If the above answer is no._ – Briefly explain why the health department will not prepare and distribute Situation Reports on an on-going basis.

<p>| Time Allotted | 15 Minutes |</p>
<table>
<thead>
<tr>
<th>Recovery Readiness – Inject – # 014</th>
<th>Image of Volunteer Reception Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will the health department utilize volunteers to support its efforts to provide assistance to individuals and families who continue to recover from the flood?</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>If the above answer is yes.</strong> – Describe in detail the process the health department will use to manage these volunteers.</td>
<td></td>
</tr>
<tr>
<td><em>(Note: Access the Medical Reserve Corps Guide to Managing Spontaneous Unaffiliated Volunteers.)</em></td>
<td></td>
</tr>
<tr>
<td>Will the health department have a role in supporting the local Volunteer Reception Center (VRC)?</td>
<td>Yes</td>
</tr>
<tr>
<td><em>(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Volunteers Reception Center (VRC) Operations. These videos are too long to view during today’s exercise. Volunteers Reception Center (VRC) Operations) – OPTIONAL</em></td>
<td></td>
</tr>
<tr>
<td><strong>If the above answer is yes.</strong> – Describe in detail the role the health department will have in supporting a VRC.</td>
<td></td>
</tr>
<tr>
<td><strong>If the answer to the first question is no.</strong> – Explain why the health department will not use volunteers.</td>
<td></td>
</tr>
<tr>
<td><em>(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Volunteers in Healthcare. This video is too long to view during today’s exercise. Volunteers in Healthcare) – OPTIONAL</em></td>
<td></td>
</tr>
</tbody>
</table>

**Time Allotted** 15 Minutes
Since the flood local residents have had to contend with numerous health hazards such as:

- Contaminated drinking water.
- Food that has not been refrigerated due to the power outage.
- Significant increase in the mosquito population due to standing flood water.
- Flood water contaminated with sewage.
- Private water wells that have been inundated by flood water.

Is the health department responsible for warning the public of these health hazards and providing appropriate educational information on how to stay safe?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

*If the above answer is yes.* – Describe in detail how this will be accomplished at the local level.

*If the above answer is no.* – Explain why the health department will not provide this information to local residents.

(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on the Public Health Messages following a disaster) – **OPTIONAL**

<table>
<thead>
<tr>
<th>Public Health Messages</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Safety During Power Outages</td>
<td></td>
</tr>
<tr>
<td>Emergency Water Well Disinfection</td>
<td></td>
</tr>
<tr>
<td>Generator Usage / Safety</td>
<td></td>
</tr>
</tbody>
</table>

**Time Allocated** 15 Minutes
Numerous grocery stores and restaurants sustained severe damage during the flood. The owners and managers of these businesses are now faced with the problem of clean-up and proper disposal of large amounts of spoiled food.

In addition, food is being prepared and distributed by several volunteer organizations using temporary kitchens.

Will the health department have a role in monitoring these conditions as part of its environmental health responsibilities?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

*If the above answer is yes.* – Describe in detail the environmental health roles and responsibilities the health department will have during the community’s recovery from the flood.

*If the above answer is no.* – Explain why the health department will not be involved in monitoring environmental health.

**Time Allotted**

| 15 Minutes |
During the past two days the health department has worked tirelessly to support the health related needs of local residents. Currently the department is short of personnel and supplies and unable to maintain the current paces of activities.

Describe in detail the process outlined in the department’s EOP for requesting additional resources (personnel, equipment, consumable supplies, etc.).

Confirm the above process is correct by calling the agency in which the resource request will be submitted to.

Begin the conversation with "THIS IS AN EXERCISE" and end the conversation with "THIS IS AN EXERCISE".

Time Allotted

15 Minutes
As individuals and families throughout the region continue with their individual recovery efforts it will be important for the health department to constantly assess the health related needs of local residents.

Describe in detail the process that will be used by the health department to assess the health needs of local residents.

Time Allotted

15 Minutes
Is one of the roles of the health department to assist with counseling local residents that are experiencing stress and emotional problems brought on by the struggles associated with recovering from the flood?

If the above answer is yes. – Describe in detail the roles and responsibilities the health department will have supporting individuals with behavioral health concerns.

If the above answer is no. – Identify the local agencies and / or organizations that have this responsibility and describe how the health department will coordinate with these agencies and / or organizations to ensure the community’s behavioral health concerns will be met.

(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Behavioral Health Care Operations. These videos are too long to view during today’s exercise. Behavioral Health Care Operations) – OPTIONAL

Time Allotted 15 Minutes
<table>
<thead>
<tr>
<th>Recovery Readiness – Inject – # 020</th>
<th>Image of Long Term Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 12</strong></td>
<td><strong>Monday</strong></td>
</tr>
</tbody>
</table>

Numerous local agencies and organizations have formed a Long Term Recovery Organization (LTRO) to deal with the on-going needs of disaster survivors.

Will the health department become part of the LTRO as it continues to meet the health and medical needs of area residents?

*If the above answer is yes.* – Identify and briefly describe how the health department will be able to assist flood survivors as a member of the LTRO.

*If the above answer is no.* – Briefly explain why the health department will not be involved in the LTRO.

(Note: For future reference you may want to access the Just In Time Disaster Training Library for additional information on Long Term Recovery Organization (LTRO) Operations. These videos are too long to view during today’s exercise. **Long Term Recovery Organization (LTRO) Operations**  – **OPTIONAL**)

<table>
<thead>
<tr>
<th>Time Allotted</th>
<th>15 Minutes</th>
</tr>
</thead>
</table>
Five days ago FEMA announced that a Disaster Declaration for Individual and Public Assistance had been approved for several counties affected by the flood.

**Day 20 | Tuesday**

In order for the health department to be reimbursed by FEMA, it is imperative that the department maintain accurate records regarding expenses that involve employee overtime, purchases of additional supplies and other financial commitments due to flood response and recovery activities.

Briefly describe the processes the health department will need to implement to maintain financial accountability.

<table>
<thead>
<tr>
<th>Will the hours volunteers worked be logged for potential use as an in-kind match when seeking financial reimbursement from FEMA?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(Note: Access the <a href="#">Donations / Volunteers – Offsetting Local Disaster Costs Guidelines</a>.</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If the above answer is yes.* – Describe in detail how this will be accomplished.

*If the above answer is no.* – Briefly explain why volunteer hours will not be used as an in-kind match.

**Time Allotted** 15 Minutes