

Emergency Management Accreditation Program (EMAP) Training



Finding Review Guide

2019 Emergency Management Standard

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Overview

This purpose of the *EMAP Finding Review Guide* is to provide Emergency Management Accreditation Program (EMAP) Staff Liaisons, Assessment Team Leaders (ATL), and Assessors with the tools necessary to ensure that the findings contained within the Preliminary Assessment Report are comprehensive. EMAP Staff Liaisons and ATLs do not need to be experts in every standard in order to ensure that findings are comprehensive.

The *EMAP Finding Review Guide* breaks down the *Emergency Management Standard* into descriptive questions. These descriptive questions may be used by EMAP Staff Liaisons, ATLs, and Assessors to verify that every element of the *Emergency Management Standard* is present within the findings.

The descriptive questions contained within this document do not supplant the language or intent of the *Emergency Management Standard*. The EMAP Finding Review Guide is not intended to serve as a deconstruct of the *Emergency Management Standard*. In the event that the Applicant Program and/or the assessment team struggles to grasp the intent and application of the *Emergency Management Standard*, utilize the expertise of other seasoned assessors and EMAP Staff Liaisons to explain the intent and application of the *Emergency Management Standard*.

3.1: Program Administration and Evaluation

3.1.1 The Emergency Management Program has a multi-year Strategic Plan, developed with input from stakeholders, that includes the following:

- (1) vision statement for emergency management;
- (2) mission, goals, objectives, and milestones for the Emergency Management Program;
- (3) a method for Plan implementation; and
- (4) a maintenance process, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 3.1.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please identify the number of years that the Strategic Plan addresses.

Question: Please describe the stakeholders/committee(s) that provided input into the Strategic Plan.

Question: Please describe how the stakeholders/committee(s) provided input into the Strategic Plan.

Question: Please describe the input that was collected from the identified stakeholders/committee(s) regarding the Strategic Plan.

Question: Please describe the vision statement for emergency management.

Question: Please describe the mission of the Emergency Management Program.

Question: Please describe at least one (1) of the goals for the Emergency Management Program identified in the Strategic Plan.

Question: Please describe at least one (1) of the associated objectives for the Emergency Management Program identified in the Strategic Plan.

Question: Please describe at least one (1) of the associated milestones for the Emergency Management Program identified in the Strategic Plan.

Question: Please describe how the Strategic Plan is implemented.

Question: Please describe how the Strategic Plan is evaluated.

Question: Please describe when the Strategic Plan is evaluated.

Question: Please describe how the Strategic Plan is revised.

Question: Please describe when the Strategic Plan is revised.

3.2: Coordination

3.2.1 The jurisdiction has a designated emergency management agency, department, or office established and empowered with the authority to administer the Emergency Management Program.

The descriptive questions below are directly tied to the elements found within Standard 3.2.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please state the name of the agency, department, or office that has been established and empowered with the authority to administer the Emergency Management Program.

Question: Please briefly describe the authority that has been granted to the established agency, department, or office to administer the Emergency Management Program.

3.2.2 The jurisdiction has a designated individual empowered with the authority to execute the Emergency Management Program.

The descriptive questions below are directly tied to the elements found within Standard 3.2.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please provide the name and title of the designated individual empowered with the authority to execute the Emergency Management Program.

Question: Please describe how the individual's authority has been established and/or delegated.

3.3: Advisory Committee

3.3.1 The Emergency Management Program has a process utilizing one or more committees that provides for coordinated input by stakeholders in the preparation, implementation, evaluation, and revision of the Program.

The descriptive questions below are directly tied to the elements found within Standard 3.3.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please state the name(s) of the advisory committee(s) utilized by the Applicant Program to coordinate the input of stakeholders in the preparation, implementation, evaluation, and revision of the Emergency Management Program.

Question: Please briefly describe the membership of the identified advisory committee(s).

Question: Please describe how the identified committee(s) provides coordinated input into the preparation of the Applicant Program.

Question: Please describe how the identified committee(s) provides coordinated input into the implementation of the Applicant Program.

Question: Please describe how the identified committee(s) provides coordinated input into the evaluation of the Applicant Program.

Question: Please describe how the identified committee(s) provides coordinated input into the revision of the Applicant Program.

3.3.2 The advisory committee(s) meets with a frequency determined by the Emergency Management Program to provide for regular input.

The descriptive questions below are directly tied to the elements found within Standard 3.3.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please state the frequency in which the identified committee(s) meets.

Question: Please describe how the identified committee(s) met in accordance with the established frequency.

Question: Please provide examples of the input provided by the identified committee(s).

3.4: Administration and Finance

3.4.1 The Emergency Management Program has administrative and financial procedures for use before, during, and after an emergency/disaster.

The descriptive questions below are directly tied to the elements found within Standard 3.4.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please provide examples of the administrative functions, addressed in the administrative procedures, that are performed before an emergency/disaster.

Question: Please provide examples of the administrative functions, addressed in the administrative procedures, that are performed during an emergency/disaster.

Question: Please provide examples of the administrative functions, addressed in the administrative procedures, that are performed after an emergency/disaster.

Question: Please provide examples of the financial functions, addressed in the financial procedures, that are performed before an emergency/disaster.

Question: Please provide examples of the financial functions, addressed in the financial procedures, that are performed during an emergency/disaster.

Question: Please provide examples of the financial functions, addressed in the financial procedures, that are performed after an emergency/disaster.

3.4.2 The administrative and financial procedures provide the ability to request, receive, manage, and apply funds in emergency situations for the delivery of assistance and cost recovery.

The descriptive questions below are directly tied to the elements found within Standard 3.4.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program requests funds in emergency situations for the delivery of assistance.

Question: Please describe how the Applicant Program receives funds in emergency situations for the delivery of assistance.

Question: Please describe how the Applicant Program manages funds in emergency situations for the delivery of assistance.

Question: Please describe how the Applicant Program applies funds in emergency situations for the delivery of assistance.

Question: Please describe how the Applicant Program requests funds in emergency situations for cost recovery.

Question: Please describe how the Applicant Program receives funds in emergency situations for cost recovery.

Question: Please describe how the Applicant Program manages funds in emergency situations for cost recovery.

Question: Please describe how the Applicant Program applies funds in emergency situations for cost recovery.

3.4.3 The Emergency Management Program has a maintenance process for the procedures identified in Standards 3.4.1 and 3.4.2, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 3.4.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the administrative procedures, established in Standards 3.4.1 and 3.4.2, are evaluated.

Question: Please describe when the administrative procedures, established in Standards 3.4.1 and 3.4.2, are evaluated.

Question: Please describe how the administrative procedures, established in Standards 3.4.1 and 3.4.2, are revised.

Question: Please describe when the administrative procedures, established in Standards 3.4.1 and 3.4.2, are revised.

Question: Please describe how the financial procedures, established in Standards 3.4.1 and 3.4.2, are evaluated.

Question: Please describe when the financial procedures referenced in Standards 3.4.1 and 3.4.2 are evaluated.

Question: Please describe how the financial procedures referenced in Standards 3.4.1 and 3.4.2 are revised.

Question: Please describe when the financial procedures referenced in Standards 3.4.1 and 3.4.2 are revised.

3.5: Laws and Authorities

3.5.1 The Emergency Management Program’s authorities and responsibilities are established and executed in accordance with statutes, regulations, directives, or policies.

The descriptive questions below are directly tied to the elements found within Standard 3.5.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the statutes, regulations, directives, or policies that contain the Applicant Program’s authorities and responsibilities.

Question: Please list the Applicant Program’s authorities and responsibilities contained within the identified statutes, regulations, directives, or policies.

Question: Please provide examples of how the identified authorities and responsibilities are executed by the Applicant Program.

3.5.2 The Emergency Management Program has a process for identifying and addressing proposed legislative and regulatory changes.

The descriptive questions below are directly tied to the elements found within Standard 3.5.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program identifies proposed legislative changes.

Question: Please describe how the Applicant Program addresses proposed legislative changes.

Question: Please describe how the Applicant Program identifies proposed regulatory changes.

Question: Please describe how the Applicant Program addresses proposed regulatory changes.

4.1: Hazard Identification, Risk Assessment and Consequence Analysis

4.1.1 The Emergency Management Program identifies the natural and human-caused hazards that potentially impact the jurisdiction using multiple sources. The Emergency Management Program assesses the risk and vulnerability of people, property, the environment, and its own operations from these hazards.

The descriptive questions below are directly tied to the elements found within Standard 4.1.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the natural hazards identified by the Applicant Program that may potentially impact the jurisdiction.

Question: Please list the human-caused hazards identified by the Applicant Program that may potentially impact the jurisdiction.

Question: Please describe how the Applicant Program identified its natural and human-caused hazards.

Question: Please list the sources that were utilized by the Applicant Program to identify its natural and human-caused hazards.

Question: Please describe the methodology utilized by the Applicant Program to assess the risk of its identified hazards.

Question: Please provide examples of the risk assessment results for the identified hazards.

Question: Please describe the methodology utilized by the Applicant Program to assess the vulnerability of people for its identified hazards.

Question: Please describe the methodology utilized by the Applicant Program to assess the vulnerability of property for its identified hazards.

Question: Please describe the methodology utilized by the Applicant Program to assess the vulnerability of the environment for its identified hazards.

Question: Please describe the methodology utilized by the Applicant Program to assess the vulnerability of its own operations for its identified hazards.

Question: Please provide examples of the vulnerability assessment results for the identified hazards.

4.1.2 The Emergency Management Program conducts a consequence analysis for the hazards identified in Standard 4.1.1 to consider the impact on the following:

- (1) public;
- (2) responders;
- (3) continuity of operations including continued delivery of services;
- (4) property, facilities, and infrastructure;
- (5) environment;
- (6) economic condition of the jurisdiction; and
- (7) public confidence in the jurisdiction's governance.

The descriptive questions below are directly tied to the elements found within Standard 4.1.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the methodology utilized to conduct the consequence analysis.

Question: Please describe how the consequences on the public has been analyzed for the identified hazards.

Question: Please describe how the consequences on responders has been analyzed for the identified hazards.

Question: Please describe how the consequences on the continuity of operations including continued delivery of services has been analyzed for the identified hazards.

Question: Please describe how the consequences on property, facilities, and infrastructure has been analyzed for the identified hazards.

Question: Please describe how the consequences on the environment has been analyzed for the identified hazards.

Question: Please describe how the consequences on the economic condition of the jurisdiction has been analyzed for the identified hazards.

Question: Please describe how the consequences on the public's confidence in the jurisdiction's governance has been analyzed for the identified hazards.

Question: Please provide examples of the consequence analysis results for the identified hazards.

4.1.3 The Emergency Management Program has a maintenance process for its Hazard Identification and Risk Assessment (HIRA) identified in Standard 4.1.1 and the Consequence Analysis identified in Standard 4.1.2, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.1.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the HIRA, established in Standard 4.1.1, is evaluated.

Question: Please describe when the HIRA, established in Standard 4.1.1, is evaluated.

Question: Please describe how the HIRA, established in Standard 4.1.1, is revised.

Question: Please describe when the HIRA, established in Standard 4.1.1, is revised.

Question: Please describe how the Consequence Analysis, established in Standard 4.1.2, is evaluated.

Question: Please describe when the Consequence Analysis, established in Standard 4.1.2, is evaluated.

Question: Please describe how the Consequence Analysis, established in Standard 4.1.2, is revised.

Question: Please describe when the Consequence Analysis, established in Standard 4.1.2, is revised.

4.2: Hazard Mitigation

4.2.1 The Emergency Management Program has a plan to implement mitigation projects and sets priorities based upon loss reduction. The plan:

- (1) is based on the natural and human-caused hazards identified in Standard 4.1.1 and the risk and consequences of those hazards;
- (2) is developed through formal planning processes involving Emergency Management Program stakeholders; and
- (3) establishes short and long-term strategies, actions, goals, and objectives.

The descriptive questions below are directly tied to the elements found within Standard 4.2.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program’s mitigation plan(s) guides the implementation of mitigation priorities and sets priorities based upon loss reduction.

Question: Please describe how the Applicant Program’s mitigation plan(s) is based on the natural and human-caused hazards identified in Standard 4.1.1.

Question: Please describe how the Applicant Program’s mitigation plan(s) is based on the risk and consequences of the natural and human-caused hazards identified in Standard 4.1.1.

Question: Please describe the formal planning process of the Applicant Program’s mitigation plan(s).

Question: Please describe the stakeholders/committee(s) that were involved in the development of the Applicant Program’s mitigation plan(s).

Question: Please describe the mitigation strategy.

Question: Please provide an example of a short-term goal.

Question: Please provide an example of a long-term goal.

Question: Please provide an example of a short-term objective.

Question: Please provide an example of a long-term objective.

Question: Please provide an example of a short-term action.

Question: Please provide an example of a long-term action.

4.2.2 The Emergency Management Program documents project ranking based upon the greatest opportunity for loss reduction and documents how specific mitigation actions contribute to overall risk reduction.

The descriptive questions below are directly tied to the elements found within Standard 4.2.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program ranks projects based upon the greatest opportunity for loss reduction.

Question: Please provide examples of ranked projects.

Question: Please describe how the Applicant Program documents how specific mitigation actions contribute to overall risk reduction.

Question: Please provide examples of how mitigation actions contribute to overall risk reduction.

4.2.3 The Emergency Management Program has a process to monitor overall progress of the mitigation activities and documents completed initiatives and their resulting reduction or limitation of hazard impact on the jurisdiction.

The descriptive questions below are directly tied to the elements found within Standard 4.2.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program monitors the overall progress of the mitigation activities.

Question: Please describe how the Applicant Program documents completed initiatives.

Question: Please describe how the resulting reduction or limitation of hazard impact on the jurisdiction is documented for completed initiatives.

Question: Please provide examples of how the Applicant Program has documented completed initiatives and their resulting reduction or limitation of hazard impact on the jurisdiction.

4.2.4 The Emergency Management Program, consistent with the scope of the mitigation program, does the following:

- (1) identifies ongoing mitigation opportunities and tracks repetitive loss;
- (2) provides technical assistance in implementing mitigation codes and ordinances;
and
- (3) participates in jurisdictional and multi-jurisdictional mitigation efforts.

The descriptive questions below are directly tied to the elements found within Standard 4.2.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program identifies ongoing mitigation opportunities.

Question: Please describe how the Applicant Program tracks repetitive loss.

Question: Please list the mitigation codes and ordinances that are applicable to the Applicant Program.

Question: Please describe how the Applicant Program provides technical assistance on the implementation of the identified mitigation codes and ordinances.

Question: Please describe the jurisdictional mitigation efforts that the Applicant Program participates in.

Question: Please describe the multi-jurisdictional mitigation efforts that the Applicant Program participates in.

4.2.5 The Emergency Management Program has a maintenance process for the plan identified in Standard 4.2.1, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.2.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the mitigation plan(s), established in Standard 4.2.1, is evaluated.

Question: Please describe when the mitigation plan(s), established in Standard 4.2.1, is evaluated.

Question: Please describe how the mitigation plan(s), established in Standard 4.2.1, is revised.

Question: Please describe when the mitigation plan(s), established in Standard 4.2.1, is revised.

4.3: Prevention

4.3.1 The Emergency Management Program has a process(es) to coordinate prevention activities, to monitor the identified threats and hazards, and to adjust the level of prevention activity commensurate with the risk. Prevention processes are based on the following:

- (1) the hazards identified in Standard 4.1.1;
- (2) intelligence activities;
- (3) threat assessments;
- (4) alert networks;
- (5) surveillance programs; and
- (6) information obtained from internal and external stakeholders.

The descriptive questions below are directly tied to the elements found within Standard 4.3.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program tries to prevent its identified hazards and/or consequences.

Question: Please describe how the Applicant Program coordinates prevention activities.

Question: Please describe how the Applicant Program monitors the identified threats and hazards.

Question: Please describe how the Applicant Program adjusts the level of prevention activity commensurate with the risk.

Question: Please describe how intelligence activities are utilized to monitor the identified threats and hazards.

Question: Please describe how threat assessments are utilized to coordinate prevention activities and to monitor the identified threats and hazards.

Question: Please describe how alert networks are utilized to coordinate prevention activities and adjust the level of prevention activity commensurate with the risk.

Question: Please describe how surveillance programs are utilized to coordinate prevention activities and to adjust the level of prevention activity commensurate with the risk.

Question: Please describe how information obtained from internal and external stakeholders is utilized to coordinate prevention activities, to monitor the identified

threats and hazards, and to adjust the level of prevention activity commensurate with the risk.

4.3.2 The Emergency Management Program has procedures to implement the prevention processes identified in Standard 4.3.1 and to exchange information among internal and external Emergency Management Program stakeholders.

The descriptive questions below are directly tied to the elements found within Standard 4.3.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the process(es) to coordinate prevention activities is implemented.

Question: Please describe how the process(es) to monitor the identified threats and hazards is implemented.

Question: Please describe how the process(es) to adjust the level of prevention activity commensurate with the risk is implemented.

Question: Please describe how information is exchanged among internal and external Applicant Program stakeholders.

4.3.3 The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.3.2, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.3.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the prevention procedures, established in Standard 4.3.2, are evaluated.

Question: Please describe when the prevention procedures, established in Standard 4.3.2, are evaluated.

Question: Please describe how the prevention procedures, established in Standard 4.3.2, are revised.

Question: Please describe when the prevention procedures, established in Standard 4.3.2, are revised.

4.4: Operational Planning and Procedures

4.4.1 The Emergency Management Program, through formal planning processes involving stakeholders and by addressing all hazards identified in Standard 4.1.1, has developed the following Plans:

- (1) Emergency Operations;
- (2) Recovery;
- (3) Continuity of Operations; and
- (4) Continuity of Government.

The descriptive questions below are directly tied to the elements found within Standard 4.4.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the formal planning process of the Emergency Operations Plan.

Question: Please identify the stakeholders/committee(s) involved in the formal planning process of the Emergency Operations Plan.

Question: Please describe how the stakeholders/committee(s) were involved in the Emergency Operations Plan's formal planning process.

Question: Please describe how the Emergency Operations Plan addresses the hazards identified in Standard 4.1.1.

Question: Please describe the formal planning process of the Recovery Plan.

Question: Please identify the stakeholders/committee(s) involved in the formal planning process of the Recovery Plan.

Question: Please describe how the stakeholders/committee(s) were involved in the Recovery Plan's formal planning process.

Question: Please describe how the Recovery Plan addresses the hazards identified in Standard 4.1.1.

Question: Please describe the formal planning process of the Emergency Management Program Continuity of Operations (COOP) Plan or the Emergency Management Agency/Department COOP Plan.

Question: Please identify the stakeholders/committee(s) involved in the formal planning process of the Emergency Management Program COOP Plan or the Emergency Management Agency/Department COOP Plan.

Question: Please describe how the stakeholders/committee(s) were involved in the Emergency Management Program COOP Plan's or the Emergency Management Agency/Department COOP Plan's formal planning process.

Question: Question: Please describe how the Emergency Management Program COOP Plan or the Emergency Management Agency/Department COOP Plan addresses the hazards identified in Standard 4.1.1.

Question: Please describe the formal planning process of the Continuity of Government Plan?

Question: Please identify the stakeholders/committee(s) involved in the formal planning process of the Continuity of Government Plan?

Question: Please describe how the stakeholders/committee(s) were involved in the Continuity of Government Plan's formal planning process.

Question: Please describe how the Continuity of Government Plan addresses the hazards identified in Standard 4.1.1.

4.4.2 The Emergency Operations Plan, Recovery Plan, Continuity of Operations Plans for the departments, agencies and organizations with essential program functions, and Continuity of Government Plan address the following:

- (1) purpose and scope or goals and objectives;
- (2) authority;
- (3) situation and assumptions;
- (4) functional roles and responsibilities for internal and external agencies, organizations, departments, and positions;
- (5) logistics support and resource requirements necessary to implement the Plans;
- (6) concept of operations; and
- (7) a maintenance process, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.4.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Emergency Operations Plan

Question: Please describe the purpose/goals of the Emergency Operations Plan.

Question: Please describe the scope/objectives of the Emergency Operations Plan.

Question: Please describe the authority(s) for the Emergency Operations Plan.

Question: Please describe the Emergency Operations Plan's situation.

Question: Please describe the Emergency Operations Plan's assumptions.

Question: Please describe the functional roles and responsibilities for internal and external agencies, organizations, departments, and positions addressed in the Emergency Operations Plan.

Question: Please describe the logistics support and resource requirements necessary to implement the Emergency Operations Plan.

Question: Please describe the topics addressed in the Emergency Operations Plan's concept of operations.

Question: Please describe how the Emergency Operations Plan is evaluated.

Question: Please describe when the Emergency Operations Plan is evaluated.

Question: Please describe how the Emergency Operations Plan is revised.

Question: Please describe when the Emergency Operations Plan is revised.

Recovery Plan

Question: Please describe the purpose of the Recovery Plan.

Question: Please describe the scope of the Recovery Plan.

Question: Please describe the authority(s) for the Recovery Plan.

Question: Please describe the Recovery Plan's situation.

Question: Please describe the Recovery Plan's assumptions.

Question: Please describe the functional roles and responsibilities for internal and external agencies, organizations, departments, and positions addressed in the Recovery Plan.

Question: Please describe the logistics support and resource requirements necessary to implement the Recovery Plan.

Question: Please describe the topics addressed in the Recovery Plan's concept of operations.

Question: Please describe how the Recovery Plan is evaluated.

Question: Please describe when the Recovery Plan is evaluated.

Question: Please describe how the Recovery Plan is revised.

Question: Please describe when the Recovery Plan is revised.

Continuity of Operations (COOP) Plans

Question: Please list the Applicant Program's essential program functions.

Question: Please identify the departments that are responsible for performing the identified essential program functions. ***All departments identified here need to have COOP Plans that address all of the elements of Standard 4.4.2.***

Question: Please describe the purpose of each departmental COOP Plan.

Question: Please describe the scope of each departmental COOP Plan.

Question: Please describe the authority(s) for each departmental COOP Plan.

Question: Please describe each departmental COOP Plans' situation.

Question: Please describe each departmental COOP Plans' assumptions.

Question: Please describe the functional roles and responsibilities for internal and external agencies, organizations, departments, and positions addressed in each departmental COOP Plan.

Question: Please describe the logistics support and resource requirements necessary to implement each departmental COOP Plan.

Question: Please describe the topics addressed in each departmental COOP Plans' concept of operations.

Question: Please describe how each departmental COOP Plan is evaluated.

Question: Please describe when each departmental COOP Plan is evaluated.

Question: Please describe how each departmental COOP Plan is revised.

Question: Please describe when each departmental COOP Plan is revised.

Continuity of Government Plan

Question: Please describe the purpose of the Continuity of Government Plan.

Question: Please describe the scope of the Continuity of Government Plan.

Question: Please describe the authority(s) for the Continuity of Government Plan.

Question: Please describe the Continuity of Government Plan's situation.

Question: Please describe the Continuity of Government Plan's assumptions.

Question: Please describe the functional roles and responsibilities for internal and external agencies, organizations, departments, and positions addressed in the Continuity of Government Plan.

Question: Please describe the logistics support and resource requirements necessary to implement the Continuity of Government Plan.

Question: Please describe the topics addressed in the Continuity of Government Plan's concept of operations.

Question: Please describe how the Continuity of Government Plan is evaluated.

Question: Please describe when the Continuity of Government Plan is evaluated.

Question: Please describe how the Continuity of Government Plan is revised.

Question: Please describe when the Continuity of Government Plan is revised.

4.4.3 The Emergency Operations Plan (EOP) identifies and assigns specific areas of responsibility for performing functions in response to an emergency/disaster. Areas of responsibility to be addressed include the following:

- (1) administration and finance;
- (2) agriculture and natural resources;
- (3) alert and notification;
- (4) communications;
- (5) critical infrastructure and key resource restoration;
- (6) damage assessment;

- (7) debris management;
- (8) detection and monitoring;
- (9) direction, control, and coordination;
- (10) donation management;
- (11) emergency public information;
- (12) energy and utilities services;
- (13) evacuation and shelter-in-place;
- (14) fatality management and mortuary services;
- (15) firefighting/fire protection;
- (16) food, water and commodities distribution;
- (17) hazardous materials;
- (18) information collection, analysis, and dissemination;
- (19) law enforcement;
- (20) mass care and sheltering;
- (21) mutual aid;
- (22) private sector coordination;
- (23) public health and medical services;
- (24) public works and engineering;
- (25) resource management and logistics;
- (26) search and rescue;
- (27) transportation systems and resources;
- (28) volunteer management; and
- (29) warning.

The descriptive questions below are directly tied to the elements found within Standard 4.4.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the administration and finance function. ***This element is further elaborated upon in Standard 3.4.1.***

Question: Please briefly describe how the administration and finance function is performed. ***This element is further elaborated upon in Standard 3.4.1.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the agriculture and natural resources function.

Question: Please briefly describe how the agriculture and natural resources function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the alert and notification function. ***This element is further elaborated upon in Standard 4.7.2.***

Question: Please briefly describe how the alert and notification function is performed.
This element is further elaborated upon in Standard 4.7.2.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the communications function. ***This element is further elaborated upon in Standard 4.7.1.***

Question: Please briefly describe how the communications function is performed. ***This element is further elaborated upon in Standard 4.7.1.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the critical infrastructure and key resource restoration function.

Question: Please briefly describe how the critical infrastructure and key resource restoration function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the damage assessment function. ***This element is further elaborated upon in Standard 4.4.8.***

Question: Please briefly describe how the damage assessment function is performed.
This element is further elaborated upon in Standard 4.4.8.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the debris management function.

Question: Please briefly describe how the debris management function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the detection and monitoring function.

Question: Please briefly describe how the detection and monitoring function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the direction, control, and coordination function. ***This element is further elaborated upon in Standard 4.5.3.***

Question: Please briefly describe how the direction, control, and coordination function is performed. ***This element is further elaborated upon in Standard 4.5.3.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the donation management function. ***This element is further elaborated upon in Standard 4.6.4.***

Question: Please briefly describe how the donation management function is performed.
This element is further elaborated upon in Standard 4.6.4.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the emergency public information function. ***This element is further elaborated upon in Standard Area 4.11.***

Question: Please briefly describe how the emergency public information function is performed. ***This element is further elaborated upon in Standard Area 4.11.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the energy and utilities services function.

Question: Please briefly describe how the energy and utilities services function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the evacuation and shelter-in-place function.

Question: Please briefly describe how the evacuation and shelter-in-place function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the fatality management and mortuary services function.

Question: Please briefly describe how the fatality management and mortuary services function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the firefighting/fire protection function.

Question: Please briefly describe how the firefighting/fire protection function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the food, water, and commodities distribution function.

Question: Please briefly describe how the food, water, and commodities distribution function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the hazardous materials function.

Question: Please briefly describe how the hazardous materials function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the information collection, analysis, and dissemination function. ***This element is further elaborated upon in Standard 4.4.8.***

Question: Please briefly describe how the information collection, analysis, and dissemination function is performed. ***This element is further elaborated upon in Standard 4.4.8.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the law enforcement function.

Question: Please briefly describe how the law enforcement function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the mass care and sheltering function.

Question: Please briefly describe how the mass care and sheltering function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the mutual aid function. ***This element is further elaborated upon in Standard 4.6.5.***

Question: Please briefly describe how the mutual aid function is performed. ***This element is further elaborated upon in Standard 4.6.5.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the private sector coordination function.

Question: Please briefly describe how the private sector coordination function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the public health and medical services function.

Question: Please briefly describe how the public health and medical services function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the public works and engineering function.

Question: Please briefly describe how the public works and engineering function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the resource management and logistics function. ***This element is further elaborated upon in Standard Area 4.6.***

Question: Please briefly describe how the resource management and logistics function is performed. ***This element is further elaborated upon in Standard Area 4.6.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the search and rescue function.

Question: Please briefly describe how the search and rescue function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the transportation systems and resources function.

Question: Please briefly describe how the transportation systems and resources function is performed.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the volunteer management function. ***This element is further elaborated upon in Standard 4.6.4.***

Question: Please briefly describe how the volunteer management function is performed. ***This element is further elaborated upon in Standard 4.6.4.***

Question: Please list the department(s), agency(s), and/or office(s) responsible for the warning function. ***This element is further elaborated upon in Standard 4.7.3.***

Question: Please briefly describe how the warning function is performed. ***This element is further elaborated upon in Standard 4.7.3.***

4.4.4 The Recovery Plan establishes short and long-term recovery priorities. The Plan identifies and assigns the following:

- (1) critical functions;
- (2) services/programs;
- (3) vital resources;
- (4) facilities; and
- (5) infrastructure.

The descriptive questions below are directly tied to the elements found within Standard 4.4.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the short-term recovery priorities established by the Applicant Program.

Question: Please describe the long-term recovery priorities established by the Applicant Program.

Question: Please describe the critical functions that the Applicant Program is responsible for recovering after an emergency/disaster.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the recovering the identified critical functions.

Question: Please describe the services/programs that the Applicant Program is responsible for recovering after an emergency/disaster.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the recovering the identified services/programs.

Question: Please describe the vital resources that the Applicant Program is responsible for recovering after an emergency/disaster.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the recovering the identified vital resources.

Question: Please describe the facilities that the Applicant Program is responsible for recovering after an emergency/disaster.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the recovering the identified facilities.

Question: Please describe the infrastructure that the Applicant Program is responsible for recovering after an emergency/disaster.

Question: Please list the department(s), agency(s), and/or office(s) responsible for the recovering the identified infrastructure.

4.4.5 The Continuity of Operations (COOP) Plan(s) identifies the essential program functions. Each organization performing these essential program functions has a COOP Plan that includes the following:

- (1) processes and functions that will be continued and recovered;
- (2) essential positions;
- (3) lines of succession;
- (4) processes that describe how the critical applications and vital records will be safeguarded;
- (5) communications resources;
- (6) priorities for recovery of processes, functions, critical applications, and vital resources; and
- (7) alternate operating capability.

The descriptive questions below are directly tied to the elements found within Standard 4.4.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the Applicant Program’s essential program functions.

Question: Please identify the departments that are responsible for performing the identified essential program functions. ***All departments identified here need to have COOP Plans that address all of the elements of Standard 4.4.5.***

Question: Please describe how each departmental COOP Plan addresses the continuation and recovery of processes and functions.

Question: Please list the essential positions addressed in each departmental COOP Plan.

Question: Please list the lines of succession addressed in each departmental COOP Plan.

Question: Please list the critical applications for each department.

Question: Please list the vital records for each department.

Question: Please describe how the identified critical applications and vital records of each department are safeguarded.

Question: Please list the communications resources for each department.

Question: Please list the vital resources for each department.

Question: Please describe how the recovery of processes, functions, critical applications, and vital resources are prioritized for each department.

Question: Please describe the alternate operating capability for each department.

4.4.6 The Continuity of Government (COG) Plan identifies how the governing body will be preserved, maintained, or reconstituted. The Plan includes:

- (1) succession of leadership;
- (2) delegation of emergency authority; and
- (3) command and control.

The descriptive questions below are directly tied to the elements found within Standard 4.4.6. It is important that assessors explain how the Applicant Program is compliant with

each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the Applicant Program’s governing body.

Question: Please describe how the identified governing body will be preserved, maintained, or reconstituted.

Question: Please describe the succession of leadership for the governing body.

Question: Please describe how emergency authority is delegated.

Question: Please describe how command and control is continued.

4.4.7 The Emergency Management Program has procedures to implement all Plans identified in Standard 4.4.1. The implementation procedures are applicable to all hazards identified in Standard 4.1.1.

The descriptive questions below are directly tied to the elements found within Standard 4.4.7. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Emergency Operations Plan

Question: Please describe how the Emergency Operations Plan is implemented.

Question: Please describe how the Emergency Operations Plan’s implementation procedures address the hazards identified in Standard 4.1.1.

Recovery Plan

Question: Please describe how the Recovery Plan is implemented.

Question: Please describe how the Recovery Plan’s implementation procedures address the hazards identified in Standard 4.1.1.

Emergency Management Program Continuity of Operations (COOP) Plan/Emergency Management Agency COOP Plan

Question: Please describe how the Emergency Management Program Continuity of Operations (COOP) Plan/Emergency Management Agency COOP Plan is implemented.

Question: Please describe how the Emergency Management Program Continuity of Operations (COOP) Plan's/Emergency Management Agency COOP Plan's implementation procedures address the hazards identified in Standard 4.1.1.

Continuity of Government Plan

Question: Please describe how the Continuity of Government Plan is implemented.

Question: Please describe how the Continuity of Government Plan's implementation procedures address the hazards identified in Standard 4.1.1.

4.4.8 The Emergency Management Program has procedures to guide situation analysis, damage assessment, situation reporting, and incident action planning.

The descriptive questions below are directly tied to the elements found within Standard 4.4.8. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the contents of the situation analysis procedures.

Question: Please describe the contents of the damage assessment procedures.

Question: Please describe the contents of the situation reporting procedures.

Question: Please describe the contents of the incident action planning procedures.

4.4.9 The Emergency Management Program has a maintenance process for the procedures identified in Standards 4.4.7 and 4.4.8, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.4.9. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Emergency Operations Plan Implementation Procedures

Question: Please describe how the Emergency Operations Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe when the Emergency Operations Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe how the Emergency Operations Plan's implementation procedures, established in Standard 4.4.7, are revised.

Question: Please describe when the Emergency Operations Plan's implementation procedures, established in Standard 4.4.7, are revised.

Recovery Plan Implementation Procedures

Question: Please describe how the Recovery Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe when the Recovery Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe how the Recovery Plan's implementation procedures, established in Standard 4.4.7, are revised.

Question: Please describe when the Recovery Plan's implementation procedures, established in Standard 4.4.7, are revised.

Emergency Management Program Continuity of Operations (COOP) Plan/Emergency Management Agency COOP Plan Implementation Procedures

Question: Please describe how the Emergency Management Program Continuity of Operations (COOP) Plan's/Emergency Management Agency COOP Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe when the Emergency Management Program Continuity of Operations (COOP) Plan's/Emergency Management Agency COOP Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe how the Emergency Management Program Continuity of Operations (COOP) Plan's/Emergency Management Agency COOP Plan's implementation procedures, established in Standard 4.4.7, are revised.

Question: Please describe when the Emergency Management Program Continuity of Operations (COOP) Plan's/Emergency Management Agency COOP Plan's implementation procedures, established in Standard 4.4.7, are revised.

Continuity of Government Plan

Question: Please describe how the Continuity of Government Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe when the Continuity of Government Plan's implementation procedures, established in Standard 4.4.7, are evaluated.

Question: Please describe how the Continuity of Government Plan's implementation procedures, established in Standard 4.4.7, are revised.

Question: Please describe when the Continuity of Government Plan's implementation procedures, established in Standard 4.4.7, are revised.

Situation Analysis, Damage Assessment, Situation Reporting, and Incident Action Planning Procedures

Question: Please describe how the situation analysis, damage assessment, situation reporting, and incident action planning procedures, established in Standard 4.4.8, are evaluated.

Question: Please describe when the situation analysis, damage assessment, situation reporting, and incident action planning procedures, established in Standard 4.4.8, are evaluated.

Question: Please describe how the situation analysis, damage assessment, situation reporting, and incident action planning procedures, established in Standard 4.4.8, are revised.

Question: Please describe when the situation analysis, damage assessment, situation reporting, and incident action planning procedures, established in Standard 4.4.8, are revised.

4.5: Incident Management

4.5.1 The Emergency Management Program has formally adopted an incident management system. The system includes, but is not limited to, the following concepts:

- (1) modular organization;
- (2) unified command;
- (3) multi-agency coordination;
- (4) span of control;
- (5) common terminology;
- (6) action planning process;
- (7) comprehensive resource management;
- (8) integrated communications; and
- (9) pre-designated facilities.

The descriptive questions below are directly tied to the elements found within Standard 4.5.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please identify the incident management system that has been formally adopted by the Applicant Program.

Question: Please describe how the Applicant Program formally adopted the identified incident management system.

Question: Please describe how the adopted incident management system includes a modular organization.

Question: Please describe how the adopted incident management system includes unified command.

Question: Please describe how the adopted incident management system includes multi-agency coordination.

Question: Please describe how the adopted incident management system includes span of control.

Question: Please describe how the adopted incident management system includes common terminology.

Question: Please describe how the adopted incident management system includes an action planning process.

Question: Please describe how the adopted incident management system includes comprehensive resource management.

Question: Please describe how the adopted incident management system includes integrated communications.

Question: Please describe how the adopted incident management system includes pre-designated facilities.

4.5.2 The Emergency Management Program has procedures that address coordination activities among all personnel with emergency response roles including higher, lateral, and subordinate elements, as well as neighboring jurisdictions.

The descriptive questions below are directly tied to the elements found within Standard 4.5.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the personnel with higher response roles.

Question: Please describe how the Applicant Program coordinates activities with personnel in higher emergency response roles.

Question: Please list the personnel with lateral response roles.

Question: Please describe how the Applicant Program coordinates activities with personnel in lateral emergency response roles.

Question: Please list the personnel with subordinate response roles.

Question: Please describe how the Applicant Program coordinates activities with personnel in subordinate emergency response roles.

Question: Please list neighboring jurisdictions.

Question: Please describe how the Applicant Program coordinates activities with neighboring jurisdictions.

4.5.3 The Emergency Management Program's incident management system identifies specific organizational roles and responsibilities for each incident management function.

The descriptive questions below are directly tied to the elements found within Standard 4.5.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the incident management functions that are used in the Applicant Program's adopted incident management system.

Question: Please list the organizational roles that have been assigned to the identified incident management functions.

Question: Please describe the organizational responsibilities that have been assigned to the identified organizational roles.

4.5.4 The Emergency Management Program identifies personnel eligible to fill specific incident management system roles.

The descriptive questions below are directly tied to the elements found within Standard 4.5.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the incident management system roles identified in Standard 4.5.3.

Question: Please identify the personnel eligible to fill each identified incident management system role.

4.5.5 The Emergency Management Program personnel receive training on its incident management system.

The descriptive questions below are directly tied to the elements found within Standard 4.5.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the training requirements for the incident management system roles and/or personnel.

Question: Please provide examples of how the personnel identified in Standard 4.5.4 have completed the identified training requirements.

4.5.6 The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.5.2, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.5.6. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the coordination procedures, established in Standard 4.5.2, are evaluated.

Question: Please describe when the coordination procedures, established in Standard 4.5.2, are evaluated.

Question: Please describe how the coordination procedures, established in Standard 4.5.2, are revised.

Question: Please describe when the coordination procedures, established in Standard 4.5.2, are revised.

4.6: Resource Management, Mutual Aid and Logistics

4.6.1 The Emergency Management Program has a resource management system that addresses the hazards identified in Standard 4.1.1. The system includes the following procedures for resources to be used in emergency/disaster operations:

- (1) identification;
- (2) location;
- (3) acquisition;
- (4) storage;
- (5) maintenance;
- (6) testing;
- (7) distribution; and
- (8) tracking.

The descriptive questions below are directly tied to the elements found within Standard 4.6.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the resource management system(s) that is utilized by the Applicant Program.

Question: Please describe how the identified resource management system(s) addresses the hazards identified in Standard 4.1.1.

Question: Please describe how resources, to be used in emergency/disaster operations, are identified.

Question: Please describe how resources, to be used in emergency/disaster operations, are located.

Question: Please describe how resources, to be used in emergency/disaster operations, are acquired.

Question: Please describe how resources, to be used in emergency/disaster operations, are stored.

Question: Please describe how resources, to be used in emergency/disaster operations, are maintained.

Question: Please describe how resources, to be used in emergency/disaster operations, are tested.

Question: Please describe how resources, to be used in emergency/disaster operations, are distributed.

Question: Please describe how resources, to be used in emergency/disaster operations, are tracked.

4.6.2 The resource management system procedures further address the following:

- (1) mobilizing resources prior to and during an emergency;
 - (2) dispatching resources prior to and during an emergency; and
 - (3) demobilizing or recalling resources during or after an emergency.
-

The descriptive questions below are directly tied to the elements found within Standard 4.6.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how resources are mobilized prior to an emergency.

Question: Please describe how resources are mobilized during an emergency.

Question: Please describe how resources are dispatched prior to an emergency.

Question: Please describe how resources are dispatched during an emergency.

Question: Please describe how resources are demobilized or recalled during or after an emergency.

4.6.3 Resource management objectives are established by conducting a periodic gap analysis that addresses the hazards identified in Standard 4.1.1. The gap analysis identifies resource needs and shortfalls that are prioritized and addressed through a variety of initiatives, which can include the budget process, executive process, mutual aid agreements, memoranda of understanding, contractual service agreements, or business partnerships.

The descriptive questions below are directly tied to the elements found within Standard 4.6.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the methodology of the gap analysis.

Question: Please describe how the gap analysis addresses the hazards identified in Standard 4.1.1.

Question: Please provide examples of the resource needs and shortfalls identified by the Applicant Program.

Question: Please describe how the resource needs and shortfalls are prioritized.

Question: Please provide examples of the initiatives that can be utilized to address the identified resource needs and shortfalls.

Question: Please describe the resource management objectives established by the Applicant Program.

Question: Please describe how often the Applicant Program conducts a gap analysis.

4.6.4 The resource management system addresses acceptance and management of donated goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited.

The descriptive questions below are directly tied to the elements found within Standard 4.6.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program accepts donated goods, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages donated goods, whether solicited or unsolicited.

Question: Please describe how the Applicant Program accepts materials, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages materials, whether solicited or unsolicited.

Question: Please describe how the Applicant Program accepts services, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages services, whether solicited or unsolicited.

Question: Please describe how the Applicant Program accepts personnel, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages personnel, whether solicited or unsolicited.

Question: Please describe how the Applicant Program accepts financial resources, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages financial resources, whether solicited or unsolicited.

Question: Please describe how the Applicant Program accepts facilities, whether solicited or unsolicited.

Question: Please describe how the Applicant Program manages facilities, whether solicited or unsolicited.

4.6.5 The Emergency Management Program maintains mutual aid agreements, contractual service agreements, memoranda of understanding, or regional or other arrangements that provide additional resources.

The descriptive questions below are directly tied to the elements found within Standard 4.6.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please list the mutual aid agreements, contractual service agreements, memoranda of understanding, or regional or other arrangements that the Applicant Program uses to acquire additional resources.

Question: Please describe the types of resources that the identified mutual aid agreements, contractual service agreements, memoranda of understanding, or regional or other arrangements can provide to the Applicant Program.

4.6.6 The Emergency Management Program has a maintenance process for the elements of Standard 4.6, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.6.6. It is important that assessors explain how the Applicant Program is compliant with

each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the resource management procedures, established in Standards 4.6.1 and 4.6.2, are evaluated.

Question: Please describe when the resource management procedures, established in Standards 4.6.1 and 4.6.2, are evaluated.

Question: Please describe how the resource management procedures, established in Standards 4.6.1 and 4.6.2, are revised.

Question: Please describe when the resource management procedures, established in Standards 4.6.1 and 4.6.2, are revised.

Question: Please describe how the gap analysis, established in Standard 4.6.3, is evaluated.

Question: Please describe when the gap analysis, established in Standard 4.6.3, is evaluated.

Question: Please describe how the gap analysis, established in Standard 4.6.3, is revised.

Question: Please describe when the gap analysis, established in Standard 4.6.3, is revised.

Question: Please describe how the donation and volunteer management documentation, established in Standard 4.6.4, is evaluated.

Question: Please describe when the donation and volunteer management documentation, established in Standard 4.6.4, is evaluated.

Question: Please describe how the donation and volunteer management documentation, established in Standard 4.6.4, is revised.

Question: Please describe when the donation and volunteer management documentation, established in Standard 4.6.4, is revised.

4.7: Communications and Warning

4.7.1 The Emergency Management Program has a plan, designed for the hazards identified in Standard 4.1.1, to:

- (1) communicate internally and externally with higher, lateral, and subordinate stakeholders and emergency personnel;
- (2) initiate, receive, and relay notifications to alert key decision makers and emergency personnel;
- (3) disseminate emergency alerts and warnings to the public potentially impacted by an actual or impending emergency, and to communicate with the population within its jurisdiction, including vulnerable populations as defined by the Emergency Management Program; and
- (4) address potential operating environments.

The descriptive questions below are directly tied to the elements found within Standard 4.7.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the plan(s) addresses the hazards identified in Standard 4.1.1.

Question: Please list internal and external higher stakeholders.

Question: Please list the communication system(s) that the Applicant Program uses to communicate with its internal and external higher stakeholders.

Question: Please describe how the Applicant Program utilizes the identified communications system(s) to communicate with internal and external higher stakeholders.

Question: Please list internal and external lateral stakeholders.

Question: Please list the communication system(s) that the Applicant Program uses to communicate with its internal and external lateral stakeholders.

Question: Please describe how the Applicant Program utilizes the identified communications system(s) to communicate with internal and external lateral stakeholders.

Question: Please list the internal and external subordinate stakeholders.

Question: Please list the communication system(s) that the Applicant Program uses to communicate with its internal and external subordinate stakeholders.

Question: Please describe how the Applicant Program utilizes the identified communications system(s) to communicate with internal and external subordinate stakeholders.

Question: Please list the Applicant Program's emergency personnel.

Question: Please list the communication system(s) that the Applicant Program uses to communicate with its emergency personnel.

Question: Please describe how the Applicant Program utilizes the identified communications system(s) to communicate with emergency personnel.

Question: Please list the Applicant Program's key decision makers.

Question: Please list the notification system(s) that the Applicant Program uses to notify its key decision makers.

Question: Please describe how the Applicant Program utilizes the identified notification system(s) to notify its key decision makers.

Question: Please list the notification system(s) that the Applicant Program uses to notify its emergency personnel.

Question: Please describe how the Applicant Program utilizes the identified notification system(s) to notify its emergency personnel.

Question: Please describe the Applicant Program's public.

Question: Please list the warning system(s) that the Applicant Program uses to warn its public.

Question: Please describe how the Applicant Program utilizes the identified warning system(s) to warn its public.

Question: Please list the warning system(s) that the Applicant Program uses to communicate with the population within its jurisdiction.

Question: Please describe how the Applicant Program utilizes the identified warning system(s) to communicate with the population within its jurisdiction.

Question: Please describe the Applicant Program's vulnerable populations.

Question: Please list the warning system(s) that the Applicant Program uses to communicate with vulnerable populations.

Question: Please describe how the Applicant Program utilizes the identified warning system(s) to communicate with vulnerable populations.

Question: Please describe how the Applicant Program addresses the potential operating environments that could impact the Applicant Program's ability to communicate, notify, and warn its stakeholders, emergency personnel, key decision makers, and the public.

4.7.2 The Emergency Management Program has a communications, notification, and alert and warning system(s) that:

- (1) supports all Plans identified in Standard 4.4.1;
 - (2) includes alternate system(s) in case of failure of primary system(s);
 - (3) addresses potential operating environments; and
 - (4) is tested on an established schedule with results documented and corrective actions addressed.
-

The descriptive questions below are directly tied to the elements found within Standard 4.7.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the communications, notification, and alert and warning system(s) identified in Standard 4.7.1 supports the Emergency Operations Plan, the Recovery Plan, the Emergency Management Program Continuity of Operations (COOP) Plan/Emergency Management Agency COOP Plan, and the Continuity of Government Plan.

Question: Please list the Applicant Program's primary communications, notification, and alert and warning system(s).

Question: Please list the alternate primary communications, notification, and alert and warning system(s) that the Applicant Program would utilize in case the primary system(s) failed.

Question: Please describe how the potential operating environments are addressed for the identified communications, notification, and alert and warning system(s).

Question: Please describe how the identified communications, notification, and alert and warning system(s) are tested on an established schedule.

Question: Please provide examples of how the identified communications, notification, and alert and warning system(s) have been tested in accordance with the established testing schedule.

Question: Please provide examples of how corrective actions have been addressed for the identified communications, notification, and alert and warning system(s).

4.7.3 The Emergency Management Program has operational procedures for the communications, notification, and alert and warning system(s) that address the following:

- (1) hazards identified in Standard 4.1.1;
 - (2) potential operating environments; and
 - (3) decision-making processes or pre-determined criteria.
-

The descriptive questions below are directly tied to the elements found within Standard 4.7.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the identified communications system(s) are operated.

Question: Please describe how the operational procedures for the identified communications system(s) address the hazards identified in Standard 4.1.1.

Question: Please describe how the operational procedures for the identified communications system(s) address potential operating environments.

Question: Please describe how the identified notification system(s) are operated.

Question: Please describe how the operational procedures for the identified notification system(s) address the hazards identified in Standard 4.1.1.

Question: Please describe how the operational procedures for the identified notification system(s) address potential operating environments.

Question: Please describe the decision-making processes or pre-determined criteria associated with the operation of the notification system(s).

Question: Please describe how the identified alert and warning system(s) are operated.

Question: Please describe how the operational procedures for the identified alert and warning system(s) address the hazards identified in Standard 4.1.1.

Question: Please describe how the operational procedures for the identified alert and warning system(s) address potential operating environments.

Question: Please describe the decision-making processes or pre-determined criteria associated with the operation of the alert and warning system(s).

4.7.4 The Emergency Management Program has a communications system(s) that addresses system interoperability.

The descriptive questions below are directly tied to the elements found within Standard 4.7.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please identify the communications system(s) that supports system interoperability.

Question: Please describe how the identified communications system(s) addresses system interoperability.

4.7.5 The Emergency Management Program has a maintenance process for the plan(s) identified in Standard 4.7.1 and the procedures identified in Standard 4.7.3, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.7.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the plan(s), established in Standard 4.7.1, is evaluated.

Question: Please describe when the plan(s), established in Standard 4.7.1, is evaluated.

Question: Please describe how the plan(s), established in Standard 4.7.1, is revised.

Question: Please describe when the plan(s), established in Standard 4.7.1, is revised.

Question: Please describe how the operational procedures for the identified communications, notification, and alert and warning system(s), established in Standard 4.7.3, are evaluated.

Question: Please describe when the operational procedures for the identified communications, notification, and alert and warning system(s), established in Standard 4.7.3, are evaluated.

Question: Please describe how the operational procedures for the identified communications, notification, and alert and warning system(s), established in Standard 4.7.3, are revised.

Question: Please describe when the operational procedures for the identified communications, notification, and alert and warning system(s), established in Standard 4.7.3, are revised.

4.8: Facilities

4.8.1 The Emergency Management Program has a primary and alternate facility capable of coordinating and supporting sustained response and recovery operations consistent with the hazards identified in Standard 4.1.1.

The descriptive questions below are directly tied to the elements found within Standard 4.8.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the primary Emergency Operations Center (EOC) is capable of coordinating and supporting sustained response and recovery operations consistent with the hazards identified in Standard 4.1.1.

Question: Please describe how the alternate EOC is capable of coordinating and supporting sustained response and recovery operations consistent with the hazards identified in Standard 4.1.1.

4.8.2 The Emergency Management Program has procedures for the activation, operation, and deactivation of primary and alternate facilities. The procedures are tested on an established schedule, results documented, and corrective actions addressed.

The descriptive questions below are directly tied to the elements found within Standard 4.8.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the primary EOC is activated.

Question: Please describe how the primary EOC is operated.

Question: Please describe how the primary EOC is deactivated.

Question: Please describe how the alternate EOC is activated.

Question: Please describe how the alternate EOC is operated.

Question: Please describe how the alternate EOC is deactivated.

Question: Please describe how the primary EOC procedures are tested on an established schedule.

Question: Please provide examples of how the primary EOC procedures have been tested in accordance with the established schedule.

Question: Please describe how corrective actions are addressed following tests of the primary EOC procedures.

Question: Please describe how the alternate EOC procedures are tested on an established schedule.

Question: Please provide examples of how the alternate EOC procedures have been tested in accordance with the established schedule.

Question: Please describe how corrective actions are addressed following tests of the alternate EOC procedures.

4.8.3 The Emergency Management Program has a maintenance process for the procedures identified in Standard 4.8.2, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.8.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the primary EOC procedures, established in Standard 4.8.2, are evaluated.

Question: Please describe when the primary EOC procedures, established in Standard 4.8.2, are evaluated.

Question: Please describe how the primary EOC procedures, established in Standard 4.8.2, are revised.

Question: Please describe when the primary EOC procedures, established in Standard 4.8.2, are revised.

Question: Please describe how the alternate EOC procedures, established in Standard 4.8.2, are evaluated.

Question: Please describe when the alternate EOC procedures, established in Standard 4.8.2, are evaluated.

Question: Please describe how the alternate EOC procedures, established in Standard 4.8.2, are revised.

Question: Please describe when the alternate EOC procedures, established in Standard 4.8.2, are revised.

4.9: Training

4.9.1 The Emergency Management Program has a training program that addresses the hazards identified in Standard 4.1.1 and includes the following:

- (1) goals and objectives;
- (2) training needs assessment;
- (3) curriculum;
- (4) course evaluations;
- (5) training records; and
- (6) a records retention schedule.

The descriptive questions below are directly tied to the elements found within Standard 4.9.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the training program addresses the hazards identified in Standard 4.1.1.

Question: Please describe the goals of the training program.

Question: Please describe the objectives of the training program.

Question: Please describe the training needs assessment conducted by the Applicant Program.

Question: Please describe the curriculum utilized by the Applicant Program.

Question: Please describe how course evaluations are utilized by the Applicant Program.

Question: Please provide examples of completed course evaluations utilized by the Applicant Program.

Question: Please describe how the Applicant Program manages training records.

Question: Please describe the records retention schedule for the training program.

4.9.2 The training needs assessment addresses the following:

- (1) all personnel with responsibilities in the Emergency Management Program;
 - (2) key public officials; and
 - (3) internal and external requirements.
-

The descriptive questions below are directly tied to the elements found within Standard 4.9.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the training needs assessment addresses all personnel with responsibilities in the Applicant Program.

Question: Please describe the Applicant Program's key public officials.

Question: Please describe how the training needs assessment addresses the identified key public officials.

Question: Please list internal training requirements.

Question: Please list external training requirements.

Question: Please describe how the training needs assessment addresses the identified internal and external training requirements.

4.9.3 The Emergency Management Program training is regularly scheduled and is based on the following:

- (1) training needs assessment;
- (2) internal and external requirements; and
- (3) goals and objectives of the training program.

The descriptive questions below are directly tied to the elements found within Standard 4.9.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how training is regularly scheduled.

Question: Please describe how the training is based on the training needs assessment.

Question: Please describe how the training is based on the identified internal and external training requirements.

Question: Please describe how the training is based on the identified training goals.

Question: Please describe how the training is based on the identified training objectives.

4.9.4 Personnel receive and maintain training consistent with their current and potential responsibilities.

The descriptive questions below are directly tied to the elements found within Standard 4.9.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how personnel receive and maintain training consistent with their current responsibilities (i.e., managing a Continuity of Operations (COOP) program, managing the mitigation program, developing, conducting and evaluating exercises, etc.).

Question: Please describe how personnel receive and maintain training consistent with their potential responsibilities. ***This element ties back to the incident management system training in Standard 4.5.5.***

4.9.5 Records are maintained for the training program and include:
(1) the types of training planned and conducted; and
(2) the names of those who received training.

The descriptive questions below are directly tied to the elements found within Standard 4.9.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how records are maintained for the training program.

Question: Please describe the types of training planned.

Question: Please describe the types of training conducted.

Question: Please provide examples of training records that contain the names of those who have received training.

4.9.6 The Emergency Management Program has a maintenance process for its training program identified in Standard 4.9.1, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.9.6. It is important that assessors explain how the Applicant Program is compliant with

each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the training program, established in Standard 4.9.1, is evaluated.

Question: Please describe when the training program, established in Standard 4.9.1, is evaluated.

Question: Please describe how the training program, established in Standard 4.9.1, is revised.

Question: Please describe when the training program, established in Standard 4.9.1, is revised.

4.10: Exercises, Evaluations, and Corrective Actions

4.10.1 The Emergency Management Program has an exercise, evaluation, and corrective action program based on the hazards identified in Standard 4.1.1.

The descriptive questions below are directly tied to the elements found within Standard 4.10.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the exercise program.

Question: Please describe the evaluation program.

Question: Please describe the corrective action program.

Question: Please describe how the exercise, evaluation, and corrective action program is based on the hazards identified in Standard 4.1.1.

4.10.2 The Emergency Management Program evaluates personnel, plans, procedures, equipment, and facilities through a variety of initiatives, which can include:

- (1) periodic reviews;
- (2) testing;
- (3) post-incident reports;
- (4) lessons learned;
- (5) performance evaluations;
- (6) exercises; and
- (7) real-world events.

Products of these evaluations are documented and disseminated within the Emergency Management Program, including to stakeholders and selected partners.

The descriptive questions below are directly tied to the elements found within Standard 4.10.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program evaluates personnel through one (1) of the following initiatives: (1) periodic reviews; (2) testing; (3) post-incident reports; (4) lessons learned; (5) performance evaluations; (6) exercises; or (7) real-world events.

Question: Please describe how the Applicant Program evaluates plans through one (1) of the following initiatives: (1) periodic reviews; (2) testing; (3) post-incident reports; (4) lessons learned; (5) performance evaluations; (6) exercises; or (7) real-world events.

Question: Please describe how the Applicant Program evaluates procedures through one (1) of the following initiatives: (1) periodic reviews; (2) testing; (3) post-incident reports; (4) lessons learned; (5) performance evaluations; (6) exercises; or (7) real-world events.

Question: Please describe how the Applicant Program evaluates equipment through one (1) of the following initiatives: (1) periodic reviews; (2) testing; (3) post-incident reports; (4) lessons learned; (5) performance evaluations; (6) exercises; or (7) real-world events.

Question: Please describe how the Applicant Program evaluates facilities through one (1) of the following initiatives: (1) periodic reviews; (2) testing; (3) post-incident reports; (4) lessons learned; (5) performance evaluations; (6) exercises; or (7) real-world events.

Question: Please describe how the products of the aforementioned evaluations are documented and disseminated within the Applicant Program, including to stakeholders and selected partners.

4.10.3 The Emergency Management Program has a process for corrective actions that prioritizes and tracks the resolution of deficiencies.

The descriptive questions below are directly tied to the elements found within Standard 4.10.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the corrective action process.

Question: Please describe how corrective actions are prioritized.

Question: Please provide examples of prioritized corrective actions.

Question: Please describe how the Applicant Program tracks the resolution of deficiencies.

Question: Please provide examples of resolved deficiencies.

4.11: Emergency Public Information and Education

4.11.1 The Emergency Management Program has a plan for its crisis communications, public information, and education functions. The plan is designed to inform and educate the public through various media about the hazards identified in Standard 4.1.1, threats to public safety, and risk reduction. The plan provides for dissemination of information to protect public health and safety, including response to public inquiries and rumors.

The descriptive questions below are directly tied to the elements found within Standard 4.11.1. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program informs and educates the public through various media about the hazards identified in Standard 4.1.1.

Question: Please describe how the Applicant Program informs and educates the public through various media about threats to public safety.

Question: Please describe how the Applicant Program informs and educates the public through various media about risk reduction.

Question: Please describe how the Applicant Program disseminates information to protect public health and safety.

Question: Please describe how the Applicant Program responds to public inquiries.

Question: Please describe how the Applicant Program responds to rumors.

4.11.2 The Emergency Management Program has the following:

- (1) a central contact for the media;
 - (2) trained spokespersons designated to deliver the Emergency Management Program's message, appropriate to hazard and audience; and
 - (3) pre-scripted information bulletins about hazards, preparedness measures, and protective actions.
-

The descriptive questions below are directly tied to the elements found within Standard 4.11.2. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please identify the central contact for the media.

Question: Please identify the spokespersons designated to deliver the Applicant Program’s message, appropriate to hazard and audience.

Question: Please describe the training requirements for the designated spokespersons.

Question: Please describe how the designated spokespersons have completed the training requirements.

Question: Please provide examples of the pre-scripted information bulletins about hazards.

Question: Please provide examples of the pre-scripted information bulletins about preparedness measures.

Question: Please provide examples of the pre-scripted information bulletins about protective actions.

4.11.3 The Emergency Management Program conducts outreach activities that address the hazards identified in Standard 4.1.1, for the public, including at-risk populations.

The descriptive questions below are directly tied to the elements found within Standard 4.11.3. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe the Applicant Program’s public.

Question: Please describe how the Applicant Program conducts outreach activities that address the hazards identified in Standard 4.1.1 for the public.

Question: Please define the Applicant Program’s at-risk populations.

Question: Please describe how the Applicant Program conducts outreach activities that address the hazards identified in Standard 4.1.1 for at-risk populations.

4.11.4 The Emergency Management Program has joint information system procedures to:

- (1) coordinate and authorize information for release;
 - (2) communicate with at-risk populations;
 - (3) interface with public officials/VIPs; and
 - (4) respond to public inquiries and provide rumor control.
-

The descriptive questions below are directly tied to the elements found within Standard 4.11.4. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the Applicant Program coordinates and authorizes information for release.

Question: Please define the Applicant Program's at-risk populations.

Question: Please describe how the Applicant Program communicates with at-risk populations.

Question: Please describe how the Applicant Program interfaces with public officials/VIPs.

Question: Please describe how the Applicant Program responds to public inquiries.

Question: Please describe how the Applicant Program provides rumor control.

4.11.5 The Emergency Management Program has procedures to:

- (1) activate;
- (2) operate; and
- (3) deactivate a joint information center.

The descriptive questions below are directly tied to the elements found within Standard 4.11.5. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the joint information center is activated.

Question: Please describe how the joint information center is operated.

Question: Please describe how the joint information center is deactivated.

4.11.6 The procedures identified in Standards 4.11.4 and 4.11.5 are tested on an established schedule, results documented, and corrective actions addressed.

The descriptive questions below are directly tied to the elements found within Standard 4.11.6. It is important that assessors explain how the Applicant Program is compliant

with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the joint information system procedures, established in Standard 4.11.4, are tested on an established schedule.

Question: Please provide examples of how the joint information system procedures have been tested in accordance with the established schedule.

Question: Please describe how corrective actions are addressed following the testing of the joint information system procedures.

Question: Please describe how the joint information center procedures, established in Standard 4.11.5, are tested on an established schedule.

Question: Please provide examples of how the joint information center procedures have been tested in accordance with the established schedule.

Question: Please describe how corrective actions are addressed following the testing of the joint information center procedures.

4.11.7 The Emergency Management Program has a maintenance process for the plan and procedures identified in Standards 4.11.1, 4.11.4, and 4.11.5, which includes a method and schedule for evaluation and revision.

The descriptive questions below are directly tied to the elements found within Standard 4.11.7. It is important that assessors explain how the Applicant Program is compliant with each element. Please ensure that each element is found within Applicant Program documentation and referenced in accordance with the Style Guide.

Question: Please describe how the crisis communications, public information, and education plan(s), established in Standard 4.11.1, is evaluated.

Question: Please describe when the crisis communications, public information, and education plan(s), established in Standard 4.11.1, is evaluated.

Question: Please describe how the crisis communications, public information, and education plan(s), established in Standard 4.11.1, is revised.

Question: Please describe when the crisis communications, public information, and education plan(s), established in Standard 4.11.1, is revised.

Question: Please describe how the joint information system procedures, established in Standard 4.11.4, are evaluated.

Question: Please describe when the joint information system procedures, established in Standard 4.11.4, are evaluated.

Question: Please describe how the joint information system procedures, established in Standard 4.11.4, are revised.

Question: Please describe when the joint information system procedures, established in Standard 4.11.4, are revised.

Question: Please describe how the joint information center procedures, established in Standard 4.11.5, are evaluated.

Question: Please describe when the joint information center procedures, established in Standard 4.11.5, are evaluated.

Question: Please describe how the joint information center procedures, established in Standard 4.11.5, are revised.

Question: Please describe when the joint information center procedures, established in Standard 4.11.5, are revised.