



Michigan



Emergency Management News

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SEOC Activated, State of Michigan Delivers Hurricane Katrina Relief

Gov. Jennifer M. Granholm was on hand Friday morning, Sept. 2 to fully activate the State Emergency Operations Center (SEOC) as the Emergency Management Division and other state agencies began several intense weeks of assisting with Hurricane Katrina relief.

On Aug. 29, Hurricane Katrina's Category 4 winds of up to 150 mph caused massive damage in Louisiana, Mississippi and Alabama, including the subsequent breaching of levees in New Orleans, resulting in the evacuation of hundreds of thousands of Gulf Coast residents.

Executive office staff and leaders from various state agencies joined representatives of Emergency Management Division, the Michigan National Guard and American Red Cross in coordinating relief efforts and handling evacuee issues. The SEOC was operational from Aug. 31 until Sept. 19, being fully activated for about two weeks.

After listening to input from EMD officials and various departmental directors, the governor handed out assignments to various personnel, and activity at the SEOC picked up rapidly.

A few hours later, the governor held a news conference, outlining how Michigan agencies and the private sector were responding to Katrina, and encouraging Michigan residents to contribute money and resources to the relief effort.

SEOC personnel used E Team software to communicate with response personnel throughout Michigan as well as to track donations and resource deployment. SEOC staff worked under an Incident Command System and employed NIMS protocols when interacting with officials from other states.

"EMD personnel worked effectively as a team from the outset," said EMD Commander Capt. Kriste Etue. "Our training and exercises have really paid off."



Troopers go over their checklists prior to departing for Louisiana from the Secondary Complex.

A hurricane hotline was set up for Michigan residents and posted on state web pages. From Sept. 2 to Sept. 13, dozens of volunteers answered in excess of 16,000 calls from generous



The State Emergency Operations Center is a flurry of activity in the aftermath of Hurricane Katrina. Below, Capt. Kriste Etue confers with Gov. Jennifer Granholm; Karen Totzke and DNR Coordinator Lee Stanard review an incoming fax.



Michiganders. More than 7,000 of the calls resulted in Michigan citizens offering durable goods and/or volunteering to assist in relief efforts.

Michigan State Police sent 32 departmental members as well as vehicles and equipment to the Gulf States. They were among the 98-member Michigan Law Enforcement Contingent (including many county and municipal officers) who were deployed through the Emergency Management Assistance Compact (EMAC). All of the officers had returned by Sept. 16. F/Lt. Ralph Hobrat and Third District Coordinator Lt. Harry Partridge later deployed to Baton Rouge, La., returning after two weeks.

Nearly 500 Michigan National Guard soldiers were deployed to the Gulf States during the weeks following Katrina. Two C-130 transport aircraft and a water purification unit were dispatched, and other resources were ready for deployment, including state police K-9, SWAT and forensics teams.

To provide assistance to states involved in direct relief efforts for the evacuees, a Presidential Emergency Declaration (FEMA-3225-EM-MI) was declared on Sept. 7. The declaration covers all 83 Michigan counties for emergency protective measures (Category B) only, effective Aug. 29 until further notice. On Sept. 8, Capt. Etue authorized establishment of a Public Assistance Joint Field Office (JFO) to assist agencies providing direct assistance to evacuees.

FEMA appointed Janet Odeshoo as the Federal Coordinating Officer (FCO), with Capt. Etue serving as the Governor's Authorized Representative (GAR).

Capt. Etue named Joel Pepper as the State Coordinating Officer (SCO), putting him in charge of reviewing, approving, and coordinating all Public Assistance Grant Program reimbursement activities.

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In the Trenches with Capt. Kriste Etue

Even a disaster like Katrina can have a silver lining. It is the teamwork made necessary by the response that opens our eyes to the talents and knowledge of our colleagues throughout state government.

Many of us, especially those who recently joined EMD, may not have been aware of the wealth of talent and expertise in our midst. We may never have considered the range of responsibilities of agencies such as the Department of Human Services, Michigan Housing Authority or Department of Agriculture, and the vital roles they play in disaster response.

But after working side by side with officials from various state and local agencies and departments, we can't help but have a better understanding of how state government functions. On the flip side, our colleagues in other agencies of state government now have a better grasp of what the Emergency Management Division does.

The benefits of this enlightenment are many. First, it gives us a greater appreciation for the breadth of knowledge, experience and expertise possessed by state of Michigan employees. We meet people and learn about resources that can assist us in doing our jobs better.

Imagine doing a research paper in the library (pre-Internet days), and first you were restricted

to one row of books, but suddenly you've been granted access to the entire library.

Second, since many of us hold positions that require us to understand how our policies and actions affect other parties, we gain such insights through a team effort like the Katrina response.



Third, it's a given that teamwork is essential for success in most any field — especially e m e r g e n c y

“What one has not experienced, one will never understand in print.”

-- Isadora Duncan

management. Working in a vacuum, with no feedback, limited knowledge of how your work fits into the big picture, makes it easy to get

discouraged, be uninspired, and go through the motions.

But understanding what others do and why they do it, and savoring our roles in helping EMD fulfill its mission...these are essential if we are all to operate at optimum effectiveness.

Since being named Captain, I have made it clear I want to foster teamwork within EMD and with our partners — local, state, federal, and private sector.

Working alongside our colleagues in state and local government as we did this September, gives us more practice at teamwork. Getting to know our “teammates” enhances communication, builds trust and improves productivity.

Finally, working a disaster the scope of Katrina teaches us more about the consequences and repercussions of disasters — more than we could hope to learn in workshops or by reading books.

As author Isadora Duncan put it, “What one has not experienced, one will never understand in print.”

We gained valuable experience following Katrina. I am confident we will put that knowledge to good use for the benefit of all Michigan residents.

State Activates SEOC; Departments Team Up to Help Gulf States

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The EMD commander also appointed:

- Matt Opsommer as Special Assistant to the SCO and the Public Assistance Officer (PAO);
- Colleen Mohr as Deputy Public Assistance Officer and Public Relations Officer;
- Sandy Glazier as Financial Officer; and
- Dana Wolverton as Public Information Officer.



Col. Tad Sturdivant speaks to a TV reporter about MSP's response to Hurricane Katrina.

The JFO conducted public assistance briefings to provide guidance on application procedures, administrative requirements, funding and program eligibility criteria for the eligible state and local agencies as well as Native American tribes and tribal

organizations providing direct relief to evacuees.

Seven briefings were held across the state Sept. 15-25, and included all agencies involved in evacuee efforts. Kickoff meetings to discuss reimbursement procedures for eligible applicants will continue as applicants incur expenses for evacuee assistance.

EMAC FRAMEWORK

EMAC was originally developed following Hurricane Andrew, which devastated south Florida in 1992. Then Gov. Lawton Chiles, along with several other southern governors, wanted states to more effectively help each other in response to large scale major disasters. Since then, EMAC has been expanded into a national compact (approved by Congress in 1996), with nearly every state a member. Michigan joined the

compact in January 2002, following the events of 9/11.

Following an event, the National Emergency Management Association, which administers the compact, sends a team of trained individuals to the affected state to administer the various facets of the agreement.

F/Lt. Ralph Hobrat and Lt. Harry Partridge were members of an eight-person team that assisted Louisiana with EMAC administration. They were assigned to the Louisiana Emergency Operations Center in Baton Rouge and were responsible for initiating resource broadcast requests, completing requisition forms to initiate resource delivery, checking the status of requests, and keeping affected parishes and states apprised of the status of offered or requested resources. The operations center was usually open from 7 a.m. to 8 p.m., 7 days a week.

As a result of Hurricane Katrina, about 41,000 people were deployed to the state of

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Louisiana under the auspices of EMAC. Following Hurricane Rita, EMAC deployed an additional 7,600 people to Louisiana.

FOOD, FUEL & ANIMALS

Many agencies of Michigan government played integral roles in the Katrina response. The Michigan **Department of Agriculture** (MDA) is charged with monitoring the fuel supply, food safety, and animal health.

The Motor Fuels Quality/Weights program monitors the quality and quantity of Michigan's fuel supply, and also investigates consumer complaints.

In response to an EMAC request, MDA was prepared to send food safety sanitarians to the Gulf States to help with cleanup, address adverse impacts on the food supply and help food establishments reopen, but they were not deployed.

MDA's Animal Industry Division staff provided and coordinated animal health assistance to evacuees who arrived with their pets, as well as to animal rescue groups who brought lost or abandoned pets in to the state. (MDA employs about 20 veterinarians statewide.) Many diseases and parasites that affect pets also affect humans, and animals from other parts of the country could be carriers of maladies not found here.

MDA contacted all veterinarians, clinics, and registered shelters in Michigan to provide guidance on health requirements. Fourteen animals were examined at Ft. Custer, and an estimated 500 animals have been relocated through rescue group operations. The animal health response has led to identifying other needs and opportunities regarding animal response issues at the state and local levels, for both livestock and companion animals.

HEALTHCARE AT FORT CUSTER

The State Health Operations Center (SHOC), operated by the **Michigan Department of Community Health** (MDCH) played a unique role in the Hurricane Katrina response. Active over a 15-day period, the SHOC contributed more than 2,500 man-hours to response efforts, and hosted the state's donations hotline.

The District 5 Bio-Defense Network (consisting of personnel from nine



Gov. Jennifer Granholm's news conference includes Col. Sturdivant; Michigan Adjutant General Major Gen. Thomas Cutler; U.S. Sen. Debbie Stabenow; and Capt. Etue.

southwest Michigan counties) rapidly mobilized resources from law enforcement, EMS, the fire service, healthcare, public health and mental health for duty at Ft. Custer. This team effort followed several years of regional, multidisciplinary, multi-jurisdictional planning and preparedness meetings.

Ft. Custer's Unified Incident Command included shared responsibilities between police, fire, EMS/medical, public health and local and state emergency management.

Emergency personnel from Battle Creek and the counties of Calhoun and Kalamazoo worked with EMD officials in responding to

evacuees with a variety of medical needs. Ft. Custer operations included a Police Branch, Fire & Rescue Branch, and EMS/Medical Branch.

In all, more than 300 public health professionals worked with traditional response agencies to supply additional critical services through the EMS/Medical Branch. Triage, medical screening, referrals, wound management and mental health were among the services administered. Medical staff used EMSsystem, a web-based healthcare resource tracking system, to monitor hospital bed availability, and E Team was used for nonmedical resource tracking and general communications.

During the first night of operation, 11 evacuees required transport to area hospitals. About 150 prescriptions were filled during the first 24 hours, and more than 425 over the first week of operations.

A healthcare clinic was open for 12 hours each day, staffed by a nurse and physician. After the first week, most significant medical conditions had been addressed, and medical operations were transferred to the American Red Cross.

Triage, medical screening, wound management, mental health services and patient referrals were offered at Fort Custer.



Lt. Chris Kelenske and Tpr. Jim Leece coordinate EMAC requests in the State Emergency Operations Center.



TOSS Section Manager Dan Sibbald mans the phones in his role as Operations Chief in the State Emergency Operations Center.

To date, several thousand evacuees have relocated in Michigan, residing in more than 28 local public health jurisdictions.

LINENS & LAUNDRY

Over Labor Day weekend, the **Department of Corrections** (DOC) provided more than 2,000 sets of bedding (blankets, pillows, pillow cases, sheets, robes, towels, and washcloths) to Ft. Custer in preparation for evacuees. DOC also provided laundry service to Ft. Custer for all bedding.

DOC made available if needed emergency response teams, Incident Stress Management Teams, stand-alone computers, 6,500 additional sets of bedding for statewide distribution, and 1,000 unused prison beds.

RESOURCES AT THE READY

Although the **Department of Environmental Quality** (DEQ) was not called upon for assistance, the department was ready to offer an impressive array of resources, including facilities, equipment and employee expertise, should they be needed. DEQ's Emergency Management Planning Team identified the services it could provide both within Michigan and in the Gulf States.

Those resources include:

- Radiological assessments, decontaminations, radiological sampling and monitoring, field team coordination, and respirator fit testing;
- Toxicologist Services;



Michigan State Police personnel patrol the devastated streets of New Orleans. MSP officers spent seven days conducting search-and-rescue missions.



09/10/2005

- Analysts, laboratory testing services in Michigan and a mobile laboratory to provide volatile organic testing; and
- Engineers and other water quality specialists were also available to help restore wastewater treatment, repair drinking water systems, and evaluate water quality.

FOOD, HOUSING AND ASSISTANCE

A total of 3,500 hurricane evacuees presented themselves at the various **Department of Human Services (DHS)** facilities across the state. Over 1,200 new public assistance cases have been opened, representing more than 2,200 recipients.

Human Services staff members at Ft. Custer processed a total of 289 evacuees. Of that number, 129 were relocated out of state at their request. A total of 145 were placed in permanent housing here in Michigan. Fifteen evacuees were cared for at nursing homes and/or hospitals.

In response to an EMAC request, Human Services sent 25 food stamp workers to Alabama for one week. The employees worked 12-hour days. During the evacuee processing and acclimation process, Human Services partnered with local outreach groups at reception centers in Detroit, Pontiac, Grand Rapids, and Flint.

DNR LENDS A HAND

The **Michigan Department of Natural Resources (DNR)** provided invaluable assistance to the gulf region as a result of Hurricane Katrina.

On Sept. 2, the Louisiana Department of Wildlife and Fisheries requested through EMAC flat bottom boats to engage in search and rescue operations. Following an additional EMAC request, DNR's Law Enforcement Division began a mobilization of volunteer conservation officers from across the state. A contingent of 41 officers, 10 sergeants and three lieutenants left Michigan on Sept. 4 in 27 4-wheel-drive



vehicles. They were followed by 10 semi-trucks loaded with 25 flat bottom boats. Within three days, the DNR team arrived in Baton Rouge, La. On Sept. 5, Michigan officers assisted wildlife officers from Louisiana, Kentucky, and Missouri conducting search and rescue missions in the Ninth Ward of the City of New Orleans. The rescuers extracted many survivors from flooded residences. Law Enforcement Division Chief Alan Marble described the mission as being grim and involving "some of the most unpleasant tasks imaginable."

Due to an outpouring of assistance offers and support available in the gulf region, DNR's deployment was a short one and personnel

returned to Michigan on Sept. 9.

DNR was also ready to accept evacuees at the Ralph A. MacMullen Conference Center in Roscommon County, but the facility was not needed as more conveniently located shelters were found.

TRANSPORTATION ISSUES

Transportation is always a concern when people are displaced by a disaster and lodged in temporary housing. They still need to run errands, see the doctor or go to the pharmacy, but often have neither a vehicle nor access to public transportation.

With that in mind, the **Michigan Department of Transportation (MDOT)** developed and managed a temporary demand-response transit system to get evacuees to banks, stores, doctor



Gov. Jennifer Granholm meets and welcomes Hurricane Katrina evacuees at Ft. Custer in Battle Creek.

appointments, and the Battle Creek bus/train station. MDOT partnered with Kalamazoo County Transit, Barry County Transit, Jackson Transportation Authority and Dean Transportation to have dedicated buses and drivers to operate the temporary "Fort Custer Transit System."

The Passenger Transportation Division managed the coordination with Amtrak, Greyhound, and charter bus carriers to support the DHS as it relocated evacuees. MDOT had staff at Ft. Custer seven days a week to assist the evacuees with their transportation needs. When necessary, MDOT staff traveled to bus and train stations to arrange transportation for evacuees from Fort Custer to the homes of family members or friends around the nation, or to semi-permanent homes in Michigan.

Additionally, MDOT provided logistical support to the state police and DNR teams responding to Louisiana and Mississippi. The department contracted a fuel supplier to travel with the MSP convoy traveling to Louisiana. MDOT also contracted with a trucking company to transport DNR boats.

DNR conservation officers helped extract many survivors from flooded residences.

User Guides Available

Quick Guides for E Team reports have been developed and posted in E Team under "Reference Documents by Category, E Team User Guides," on the Operations and Training side of the system.

The guides are available for your use, and feedback is welcome. Please send comments to barcrofj@michigan.gov.

UPCOMING EMD TRAINING

For more information you may contact the Training and Exercise Section at 517-333-5034 or visit our website at www.michigan.gov/emd.

Course	Date	Location
WEM: Legal Issues in Emergency Management	December 1	Lansing
Introduction to Emergency Management	January 12-13, 2006	EMD Headquarters
SARA Title III Tier Two Workshop	January 17, 2006	Novi
SARA Title III Tier Two Workshop	January 19, 2006	Kalamazoo
SARA Title III Tier Two Workshop	January 26, 2006	Grand Rapids
SARA Title III Tier Two Workshop	January 31, 2006	Midland

Notes:

- **SARA Title III workshop** covers hazardous chemical reports submitted by EMs to Local Emergency Planning Committees, including the who, what, why and how of submitting reports, as well as electronic reporting opportunities.
- The **Emergency Planning Course** scheduled for Dec. 14-15 has been rescheduled for April 24-26, 2006.
- The **Exercise Design Course** slated for Jan. 25-27, 2006, has been moved to June 20-26, 2006.



For more information, contact the Michigan State Police, Hazardous Materials Training Center at (517) 322-1190 or www.michigan.gov/emd.

Course	Date	Cost
Prevention and Response to Suicide Bombing	Dec. 8 & Jan. 24, 2006	FREE
Air Monitoring	January 4-6, 2006	\$295
CAMEO Suite	January 9-12, 2006	\$345
8-hour HAZWOPER Refresher	January 13, 2006	\$95
CBRNE/WMD Awareness (AWR-160)	January 17, 2006 (1/2 day)	\$95
CBRNE/WMD Tech for Hazmat Techs	January 18-20, 2006	\$325
Chemistry I	January 25-27, 2006	\$345
Emergency Response to Planning	January 30-31 (1 1/2 days)	\$195

EMD Offers E Team Training

EMD's Technical and Operational Support Section (TOSS) provides user and "train the trainer" training on the E Team SIMS software. Regular classes are offered at the State Emergency Operations Center in Lansing, and in some cases at local emergency management agencies.

A schedule of training classes is posted on the EMD website (Click on "E Team and GIS" under "Inside EMD" heading). Classes are limited to approximately 10 to 15 people.

Emergency management coordinators seeking E Team training for their organization should contact Jaclyn Barcroft, (517) 324-2385 or barcroftj@michigan.gov; or Dan Sibod, (517) 333-5021, sibod@michigan.gov; to schedule a training session.

Warding Off Cold and Flu: Hand Washing, Flu Shots, Proper Diet and Aerobic Exercise All Important

The workplace is a common area to catch the flu or a cold. Health experts say some very simple measures can be taken to minimize your exposure to viruses or passing them on to others.

Plain soap and water is the best method for ridding hands of disease and viruses. Washing your hands with soap and water not only gets rid of the viruses that cause the common cold, but also viruses that cause hepatitis, acute gastroenteritis, and many other illnesses. Physical removal of viruses with soap and water is much more effective because some viruses are hardy and somewhat resistant to disinfectants. Another important fact is that waterless handwipes only remove roughly 50 percent of bacteria.

Hand hygiene agents have been shown to reduce the spread of germs that can cause a number of healthcare infections. Hand washing is an important part of a complete health program that includes a healthy diet, exercise, adequate sleep, and proper immunization. A number of hand hygiene agents are now available with different active ingredients and application methods. Anti-microbial hand washing agents are substantially more effective in reducing bacteria than the alcohol-based handrubs and waterless handwipes.

Hands should be washed frequently and for at least 15 seconds. To help estimate 15 seconds, the

suggestion given to children is to sing the kindergarten jingle "Now I Know My ABCs" during hand washing.

If you fit into one of the following categories, it is recommended that you receive a flu shot. (Please check first with your doctor.)

- Adults age 50 or older;
- Children 6 to 23 months;
- People of any age with chronic medical conditions (such as heart or lung disease, transplant recipients, or persons with AIDS);
- Women who will be pregnant during the influenza season;
- Residents of nursing homes and other chronic care facilities;
- Children aged 2-18 years on chronic aspirin therapy;
- Health care workers involved in direct patient care;
- Out-of-home caregivers and household contacts of persons in the above-listed high-risk groups.

More tips for getting through the cold and flu season:

- Avoid touching your face after public contact;
- Don't stop sneezes and coughs with your hands. Use a tissue, then throw it away;
- Drink plenty of fluids, especially water, to keep hydrated and flush out toxins;
- Get aerobic exercise. It enhances the immune system;
- Eat highly colored fruits and vegetables. They are full of disease-fighting phytochemicals;
- Eat yogurt – its beneficial bacteria boosts the immune system;
- Don't smoke. It hampers the immune system, dries out the nasal passages, and paralyzes the cilia that clean the respiratory system;
- Relax and do things you enjoy;
- Get fresh air. Indoor air can be dry and stale;
- Keep alcohol consumption to a minimum. It dehydrates you and hampers your liver, which is your primary filtering system.
- If you feel ill with a cough, runny nose, fever, headache, and/or achy joints: stay home until you are noncontagious.

Upcoming Events

**Michigan Hazard Mitigation Coordinating Council
Jan. 18, 2006**

Terrace Room, Collins Road, Lansing
Questions can be directed to Karen Totzke, 517-336-2622; email
TotskeK@michigan.gov

**16th Annual Northern Michigan Waterways Hazardous Material Spill Planning
Committee**

Jan. 24-25, 2006

Holiday Inn, Traverse City
Questions can be directed to Dick Catton, 231-271-3580.

**2006 Michigan Homeland Security Training Conference
May 2-4, 2006**

DeVos Place, Grand Rapids
Questions can be directed to Jackie Hampton, 517-333-5051; email
hamptonja@michigan.gov

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