



WINDSOR
HEIGHTS
the heart of it all

Local Emergency Action Plan



Windsor Heights Police Department

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Windsor Heights, Iowa 50323

Created July, 2021

1. Hazard Mitigation

- a. **Hazard Mitigation** refers to any action taken, in advance, to eliminate or reduce the long-term risk to human life, property, and the environment posed by natural, technical, and civil emergencies. In 2001, the City of Windsor Heights joined in the adoption of the Polk County Hazard Mitigation Plan. Adoption of a Hazard Mitigation Plan is a requirement for the City of Windsor Heights to maintain eligibility for State and Federal reimbursement funding following a disaster.



The Polk County Hazard Mitigation Plan is a compilation of communities within Polk County, and the Des Moines Area Metropolitan Planning Organization (MPO), with input from communities, drafts the plan. Every five (5) years, the plan is reviewed and updated ensuring the plan meets the current requirements for our community. The most recent update to the plan, as of the publication of this *Local Emergency Plan*, took effect July 1, 2019. Based on the 2019 Hazard Mitigation Plan review, the Windsor Heights City Council approved Resolution 19-0516 on May 6, 2019 adopting the Polk County Hazard Mitigation Plan.

The full Hazard Mitigation Plan can be viewed on the Polk County Emergency Management website, located at <https://www.polkcountyiowa.gov/emergency-management/planning/multi-jurisdictional-hazard-mitigation-plan/>.

2. Comprehensive Emergency Plan

- a. The Polk County Comprehensive Emergency Plan (CEP) is the document that provides the foundation for all disaster and emergency preparedness, response, recovery, and mitigation operations conducted within Polk County, Iowa.

The Base Plan outlines the basic concepts, roles, responsibilities, processes, and coordinating structures for managing emergency incidents. It includes appendixes for a glossary of terms, list of acronyms, and continuity of operations/government.

The Polk County Comprehensive Emergency Plan (CEP) can be viewed, in full, on the Polk County Emergency Management website, located at <https://www.polkcountyiowa.gov/emergency-management/planning/comprehensive-emergency-plan/>

3. **Essential Service Functions**

- a. Emergency Support Functions (ESFs) are the grouping of governmental and certain private sector capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following domestic incidents.

Emergency Support Functions are a critical component of any hazard mitigation, emergency response, and recovery plan. The current structure for the Emergency Support Functions is listed below:

- ESF #1 – Transportation
- ESF #2 – Communications
- ESF #3 – Public Works and Engineering
- ESF #4 – Firefighting
- ESF #5 – Emergency Management
- ESF #6 – Mass Care and Human Services
- ESF #7 – Resource Support
- ESF #8 – Public Health and Medical Services
- ESF #9 – Search and Rescue
- ESF #10 – Hazardous Materials
- ESF #11 – Agriculture, Natural Resources & Pets
- ESF #12 – Energy
- ESF #13 – Public Information

Each of these Essential Service Functions can be viewed, in full, on the Polk County Emergency Management website, located at <https://www.polkcountyiowa.gov/emergency-management/planning/emergency-support-functions/>

4. **Storm Siren Activation**

- a. Outdoor warning siren activation for the City of Windsor Heights is facilitated through Westcom Emergency Communications. Outdoor warning siren activation results when a Tornado warning has been issued for Polk County by the National Weather Service, and/or when a severe thunderstorm warning is issued with expected winds of 70 mph or greater. Sirens will sound in a cycle of 3 to 5 minutes, followed by a 10-15 minute break for the duration of the warning period.

Additional information on Outdoor warning sirens can be found on the Polk County Emergency Management website, located at <https://www.polkcountyiowa.gov/emergency-management/be-informed/warning-sirens/>

5. **Crisis / Emergency Checklist**

a. Initial Warnings / Information

- i. Dependent upon the type of disaster or emergency, advanced warning and notifications may or may not be practical. For severe weather, stakeholders should rely on the National Weather Service in Des Moines. For other types of disasters/emergencies there may not be an opportunity to provide advanced warning to the community.

If advanced warnings are practical and able to be facilitated, the City of Windsor Heights will use the following as the primary means of warning notifications:

1. Social Media – Facebook

Additional notifications may be sent out by the City of Windsor Heights using the following platforms as time and personnel staffing allow:

1. Social Media – Twitter
2. Code Red / RAVE Alerts Automated Notification System*
3. Nixle Automated Notification System**
4. Social Media – Next Door
5. Local News Media Outlets

* Code Red / RAVE Alerts Automated Notification System automatically captures landline phones, however these products require the user to subscribe to the alerts for cellular/mobile phones and these alerts are sent out by Westcom Emergency Communications upon the request of local Public Safety officials. To sign-up or learn more, visit the <https://www.wdm.iowa.gov/government/westcom-emergency-communications/code-red-sign-up>.

** Nixle Automated Notification System may be used by the City as time and staffing allow. This notification platform also requires users to subscribe to the platform. Users can sign up at <https://www.nixle.com/>.

b. Initial Response

- i. The initial response to any disaster / emergency will most likely require swift intervention on the part of the Windsor Heights Fire Department, the Windsor Heights Police Department and/or the Windsor Heights Public Works Department. Those assigned to these departments should coordinate, as practical, with their peers throughout the region to identify and secure the resources needed for the immediate, emergency level response.

Emergency communications for any disaster / emergency will be through either the Polk County Emergency Communications Center, or the Westcom Emergency Communications Center.

In the case of most disasters or emergency responses, the Public Safety Director will act as the Emergency Manager for the City of Windsor Heights. This role will collaborate and coordinate closely with the Public Works Director to stabilize the disaster/emergency and develop additional plans with additional City personnel. Once the incident stabilizes, efforts should be made to enact the notifications outlined in subsection (2) of (d.) Notifications below.

c. Resource Information and Repository

- i. Resource information can be critical during a disaster or emergency. The ability to contact responsible parties for local businesses, facilities, or properties could impact the overall operations. These contacts / resources should be identified and maintained as part of an ongoing effort to update records.

Sources of information and repositories for such information include, but are not limited to, the following:

1. Polk County Emergency Communications Center
2. Westcom Emergency Communications Center
3. Windsor Heights Police Department local records / databases
4. Windsor Heights Fire Department Inspection / Pre-Plan Records
5. Polk County Assessor's Website
6. Internet based searches

ii. Information Technology Security and Hazard Planning

The City of Windsor Heights utilizes a combination of in-house and managed information technology services. Information Technology management currently rests within the Support Services Division of the Police Department. Any emergency needs related to information technology should be relayed to the Public Safety Director and/or Police Captain. Furthermore, the City has established the following to mitigate and reduce risks related to information technology:

1. A master list of hardware and software assets utilized within the City will be maintained and updated annually.
 2. Data will be backed-up daily. Identified data backups will be duplicated with one copy stored offsite. Hardware will be supported by battery backup power sources and/or whole system generators.
 3. Records identified and selected will be maintained in an electronic format available for recovery, re-establishment or relocation.
 4. The City will maintain a vendor or source capable of providing replacement equipment and services upon request for failover, relocation and re-establishment.
 5. The City will maintain and implement password policies and network controls. These policies include: Alphanumeric, special characters, upper/lowercase letters, minimum character count, and change requirement.
 6. The City will guard against malicious inbound or outbound threats with layered defenses, including planned patching. The defense mechanisms include implementations such as: Unified Threat management which includes Intrusion Prevention System (IPS), Virtual Private Networks (VPN), Web Content Filtering, Application Control, Anti-virus with reporting.
 7. The City will provide end-user and security awareness training to protect the organizational assets and information.
- iii. Emergency access to commercial facilities within the City can also be facilitated by the Windsor Heights Fire Department through the use of KnoxBox Access.

d. Notifications of Emergency / Disaster

i. Initial Emergency / Disaster Notifications

1. The initial notifications for disasters / emergencies will follow the individual City department policies and protocols. The nature and severity of the emergency / disaster will dictate the notifications based on department policy/procedure.

ii. Stabilized Emergency / Disaster Notifications

1. As an emergency situation / disaster stabilizes, additional notifications should be considered, as appropriate, to the following:

- a. Department Heads / Directors
- b. City Administrator
- c. Mayor
- d. City Council
- e. City Staff
- f. Contractors / Outside Resources

2. Once the emergency / disaster moves into a recovery phase, City staff should ensure regular updates to the elected officials and the community. A schedule should be published early in the recovery phase setting the expectations for when these communications will occur. Scheduling of such updates may differ between elected officials and the community, so each schedule should be communicated to the stakeholders involved. The primary method of crisis communication outlined in section (5)(a)(i)(1) above will be used as at least one of the methods of communicating the update schedule and the updates.

e. Contact Information / Lists

- i. Following any disaster / emergency there will likely be many questions from staff, elected officials, and the community. The following should be used as a guide for such questions:
 1. Staff – Questions should be directed to their immediate supervisor.
 2. Elected Officials – Questions should be directed to City Administrator and/or Mayor
 3. Community – Questions should be directed to City Hall, initially, and then routed to the appropriate department.
 4. Media – Questions should be routed to the Communications/Recreation Coordinator at City Hall for general City inquiries. Any media questions related to Police/Fire/EMS incidents/responses should be directed to the Public Safety Director.

f. Issuance of Emergency Declarations

- i. The declaration of a disaster / emergency may be necessary to ensure local or federal support through reimbursement programs and/or grants following such event.
- ii. An Emergency Proclamation should be issued and signed by the Mayor as soon as possible after the evaluation of the event as potentially severe enough to warrant such declaration. An example of such Proclamation is included in this document as “Appendix A.” A local declaration of emergency **does not** guarantee any type of assistance/reimbursement/support from other organizations, the County, the State of Iowa, or the Federal Government.
- iii. At the next Council Meeting following the event and Mayor’s declaration of a disaster / emergency, the City Council should consider a Resolution of Support for the Mayor’s declaration. An example of such Resolution is included in this document as “*Appendix B.*”
- iv. Regardless of the local declaration of a disaster / emergency, Polk County may make their own disaster / emergency declaration. Any such declaration by Polk County would include the City of Windsor Heights based on relationships and agreements in place between the City of Windsor Heights and the Polk County Emergency Management Agency.

- v. Once Polk County makes a disaster / emergency declaration, the County may ask the State of Iowa to declare a disaster / emergency. This action must be taken at the level of the Governor for the State of Iowa. A statewide declaration **may** lead to assistance/reimbursements/support from Polk County and/or the State of Iowa.
- vi. Finally, the Governor of the State of Iowa may request a Federal disaster / emergency declaration from the President of the United States. Approval of a declaration at the Federal level **may** lead to additional assistance/reimbursements/support from the Federal Emergency Management Agency (FEMA) or other Federal programs.

g. Cost Tracking / Disaster Reimbursement

- i. Cost tracking and documentation is critical for any potential reimbursement/grants through the State of Iowa or the United States Government following a disaster / emergency declaration. Detailed records must be kept in order to facilitate any assistance.
- ii. From the very beginning of a disaster or emergency, meticulous records must be kept with regards to employee time spent (specific to the disaster / emergency), volunteer hours spent (must be logged – consider sign-in sheet), expenses incurred, etc.
- iii. Recommended best practice based on previous experience has been to setup a folder on the City network for all documentation of the event. A simple spreadsheet can be created to track expenses and copies of invoices should be added to folder for reference later. Employee time should be documented and logged, but any reimbursements must have detailed records of employees time spent, what they were doing related to the declaration, pay rate and date of work. Volunteer hours should also be counted and best practice is to use a sign-in sheet similar to the template in “*Appendix C*” of this plan.
- iv. If the event is declared a disaster / emergency through FEMA, there will be additional information sent from FEMA on applying to reimbursements. It is important to understand, FEMA may approve “Public Assistance,” which leads to financial assistance for government and government infrastructure **but does not allow for any financial assistance to individuals**. In the alternative, if FEMA approves “Individual Assistance,” residents in the community may apply for assistance. The State of Iowa and/or Polk County may also setup funding for assistance and such information will be communicated by those organizations as applicable.

h. Community Resources

- i. For any major disaster / emergency, 2-1-1 should be a “go-to” resource for residents needing assistance outside the scope of public roadways / infrastructure. 2-1-1 is a United Way program serving many functions for information and resource requests. 2-1-1 can facilitate volunteers to help with debris management on private property, clean-up of private property and other such needs.
- ii. Additional resources for the public may be publicized following a disaster / emergency declaration. Any needs communicated to the City may be routed to the appropriate City department, or to 2-1-1. Needs which are outside of the scope of the City may also be communicated to the Polk County Emergency Management Operations Center (EOC), however those requests should be filtered through a single point within the City, typically the Public Safety Director or Public Works Director.

i. Debris Management (when applicable)

- i. Past storms have resulted in damage requiring the need of outside contractors. Below are some resources used in the past for such needs.
- ii. Any arrangements / agreements with any outside contractors **must** have proper documentation, invoicing and **cannot** be charged as “cost-plus-percentage” billing methods. Except in emergency cases, contractors should be identified and awarded based on competitive bidding in line with the City of Windsor Heights purchasing policy. In the initial phases of a disaster / emergency, FEMA will allow contractors to be identified without such processes, however costs will be examined to ensure they are reasonable and if FEMA determines the costs are not reasonable, the reimbursement’s may be denied. **Timely invoices must be secured** for any work / expenses and those expenses must be properly documented to be considered for reimbursement.

j. Recovery Planning

- i. Once the event has been stabilized, and the recovery phase has begun the long-term planning for recovery needs to begin promptly. Recovery planning will differ depending on the type of disaster / emergency, however the following points should be considered:

1. Safety and Security of the Community
2. Restoration of Transportation Routes through Community
3. Functionality of City Facilities
4. Restoration of Critical Infrastructure (Electricity, Phones, Internet)
5. Debris Management
6. Resident Assistance (Grants, Resources, Etc)
7. Business Assistance

k. After-Action Review

- i. Following completion of the disaster/emergency process, an after-action review should be completed. The after-action review will be a 360-evaluation of the disaster/emergency and is designed to identify strengths, weaknesses, opportunities, and threats for future planning. The City Administrator should appoint a member of City Staff to complete an After-Action Report which will be completed for historical documentation and record keeping purposes. This after-action report should also be posted to various City platforms so it is available to the community.

6. **Appendices**

- a. Disaster / Emergency Checklist (Single Page)
- b. Emergency Proclamation Template
- c. Resolution Expressing Support for Declaration Template
- d. Volunteer Sign-In Log Template



**WINDSOR HEIGHTS – LOCAL EMERGENCY ACTION PLAN
DISASTER / EMERGENCY CHECKLIST (SINGLE PAGE) (Appendix “A”)**

This form should be used in the event of a major disaster or emergency in the City of Windsor Heights. This template will help document and facilitate the implementation of the City’s Local Emergency Action Plan.

Initial Response:

Action	Date / Time Completed
First Public Communication:	
City Administrator Notification:	
Mayor Notification:	
City Council Notification:	

Stabilized Event / Incident Checklist:

Action	Date / Time Completed
Proclamation by Mayor:	
Outside Contractors (List Below):	
Council Update Schedule:	
Public Message Schedule:	
City Council Resolution:	
FEMA Application for Assistance:	
FEMA Project Completion:	

CITY OF WINDSOR HEIGHTS – LOCAL EMERGENCY ACTION PLAN
APPENDIX “B” – EMERGENCY PROCLAMATION TEMPLATE

DERECHO STORM DISASTER EMERGENCY PROCLAMATION

AUGUST 14, 2020

WHEREAS, On August 10, 2020, a devastating Derecho storm caused significant damage in Windsor Heights; **AND**

WHEREAS, this storm caused extremely high winds, heavy rains and significant tree damage; **AND**

WHEREAS, the tree damage has resulted in a significant number of electrical power outages and other utility outages across the City; **AND**

WHEREAS, these conditions threaten the public peace and the health, safety and welfare of the citizens of Windsor Heights; **AND**

WHEREAS, Removal of this debris is a high priority for public safety and aesthetic purposes; **AND**

WHEREAS, Iowa Code §372.14(2) grants the Mayor powers to declare an emergency and govern through the proclamation to protect the health and safety of the citizens of Windsor Heights.

NOW, THEREFORE, IN CONSIDERATION OF THE FOREGOING AND OTHER VALID EMERGENCY CONCERNS, I, DAVID BURGESS, MAYOR OF THE CITY OF WINDSOR HEIGHTS, IOWA, PROCLAIM THE FOLLOWING:

Section 1. I declare that a state of emergency exists in the City of Windsor Heights requiring immediate action to remove tree debris and restore power and utilities.

Section 2. Said state of emergency shall be effective from August 11, 2020 and shall continue for 30 days or until otherwise rescinded, extended, or cancelled by subsequent Mayoral Proclamation.

Section 3. Effective immediately and until the emergency conditions have ended as determined by subsequent Mayoral proclamation, I hereby authorize City officials to take the actions necessary to facilitate tree debris removal and restoration of electrical power and other utilities to citizens and businesses in the City of Windsor Heights.

Dated this 14th day of August, 2020.

David J. Burgess

David Burgess

Mayor, City of Windsor Heights

CITY OF WINDSOR HEIGHTS – LOCAL EMERGENCY ACTION PLAN
APPENDIX “C” – RESOLUTION EXPRESSING SUPPORT FOR DECLARATION

RESOLUTION 2020-103

**EXPRESSING CITY COUNCIL SUPPORT
FOR DERECHO STORM DISASTER EMERGENCY PROCLAMATION**

WHEREAS, the August 10, 2020 Derecho windstorm caused unprecedented tree and overhead utility facility damage in Windsor Heights, **AND**,

WHEREAS, the City is taking the actions that it believes are necessary to further protect property, remove storm damaged trees, and facilitate restoration of electrical and other utility services, **AND**,

WHEREAS, Mayor Burgess has issued a Derecho Storm Disaster Emergency Proclamation in an effort to speed up any state or federal FEMA or similar reimbursement payments that may be forthcoming

NOW THEREFORE BE IT RESOLVED by the City of Windsor Heights City Council in session this 17th day of August, 2020, that it hereby expresses its full support for the Derecho Storm Disaster Emergency Proclamation issued by Mayor Burgess and further expresses its support for other actions which may be necessary to expedite removal of storm debris and restoration of normal utility service in the City of Windsor Heights.

