

ASCENSION PARISH LEPC

Local Emergency Planning Committee



Emergency Notification Protocol:
Tier II Facilities

Version: February 2019



HAZMAT EMERGENCY NOTIFICATION PROTOCOL

Tier II Facilities

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PURPOSE

The purpose of this protocol is to ensure an integrated emergency management approach to HazMat incidents communication and notification. All procedures, processes and systems identified as integral to the application, activation and sustainment of the Ascension Parish LEPC HazMat Emergency Notifications are represented in this protocol for the purpose of integrated emergency management.

This protocol will be included in the ESF 10 HAZMAT Annex of the Ascension Parish Emergency Operations Plan (All Hazards) and will also be used as a standalone protocol between the Ascension Parish petro-chemical industry, the 911 center, and the Ascension Parish Office of Homeland Security and Emergency Preparedness.

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The Ascension Parish LEPC chemical release emergency notification procedures listed below consists of five primary components.

- I. **Emergency Classification Levels**
- II. **Facility Site Specific Plans & Maps**
- III. **Industrial Emergency Notification System**
- IV. **Protective Actions:**
 - A. CAER Emergency Notification Radio System
 - B. Roadblock Activation
 - C. CAER Siren Activation
 - D. Community Alert System Activation
 - E. Media Override Alerting Systems (*EAS: Cable Television/ Radio Station Override*)
- V. **Long Range Verification and Control**
- VI. **Attachments**
 - A. Attachment A: *UHMRF (Uniform Hazardous Materials Reporting Form)*
 - B. Attachment B: *Emergency Classification Reporting Script*
 - C. Attachment C: *Ascension OHSEP Emergency Notification & Communications Audit*
 - D. Attachment D: *Communications Plan*



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I. EMERGENCY CLASSIFICATION LEVELS

These levels, and the associated protective actions, are initiated in conjunction with the facility site specific maps. It is the facilities' responsibility to be familiar with these classification levels and protective actions. Likewise, each facility understands that when a classification level is reported to the 911 Center they are also ordering the protective actions to be initiated. The Emergency Classification levels were updated in 2016 and are reflected below. ***The Rule of thumb is: Notify first, calculate later, and when in doubt choose the next higher classification of emergency.***

- A. **CAER Alert:** This is an incident that is out of the ordinary but does not present a current threat to persons or property even in the immediate vicinity, but is an activity the facility wants to advise the 911 Dispatch Center and the adjacent facilities of. Examples would include: an unusual odor or noise that may be detected or heard outside the facility, smoke or fire from on-site fire training activities, or the sounding of a facility siren other than for regularly scheduled testing. This activity is not an emergency situation. No external protective actions will be implemented and no emergency response assistance is expected to be required.
1. Ambulance Only, Assistance Request
A CAER Alert, utilizing the CAER Channel, can be used to request Ambulance services. The facility must clearly state this is a request for Acadian Ambulance services only. If 911/Dispatch is contacted by telephone, all emergency response services will be sent, as per their protocols.
- B. **LEVEL 1 – UNUSUAL EVENT:** This incident may or may not exceed the reportable quantity. This is an incident that does not present a current threat to persons or property outside the facility and is not expected to have an adverse effect on public safety. The incident may have the potential to escalate to a more serious emergency, but is not expected to do so. The situation is unresolved and should be monitored closely. Some limited protective actions will be implemented and additional assistance may be requested from emergency response agencies.
- C. **LEVEL 2 - SITE AREA EMERGENCY:** ***The 911 Central Dispatch Center will establish pre-identified road blocks and warn adjacent chemical facilities by way of the CAER radio system to take protective actions based on their facility protocol.*** This is an incident or emergency which may affect the near-site population but is generally located within the boundaries of the facility. The on-site incident or emergency may have potential to escalate. This classification would be used in situations where a limited number of



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travelers or residents have been affected but the potential exists to affect a much larger portion of the population. Protective actions will be implemented and emergency response assistance would be necessary. A unified command would be established between the APSO Hazmat Team and other response agencies.

- D. **LEVEL 3 - GENERAL EMERGENCY:** *The 911 Central Dispatch Center will initiate all protective actions including a radio roll call notifying facilities by to Shelter In Place or Evacuate depending on incident.* This is an emergency that has affected or has the potential to affect large portions of the parish near site population. This is the most severe of the emergency classification levels and protective actions will be necessary. All emergency resources would be activated and assistance will be requested from emergency response agencies.

Note: Each TIER II facility located in Ascension Parish must become very familiar with the classification levels listed above. To ensure rapid initiation of protective actions only these levels will be initially reported to the 911 Central Dispatch Center. Administrative reporting through the UHMRF will be accomplished after protective actions are implemented.



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II. FACILITY SITE SPECIFIC PLANS & MAPS

- A. A site specific plan and map has been developed for each TIER II facility within Ascension Parish. This map contains the following key data:
1. Facility points of contact.
 2. Gate access locations.
 3. Shelter in place radius.
 4. Adjacent chemical facilities.
 5. Roadblock locations.
 6. Siren identification numbers.
 7. Community Alerting System Activation (Everbridge)
 8. A brief EHS list.



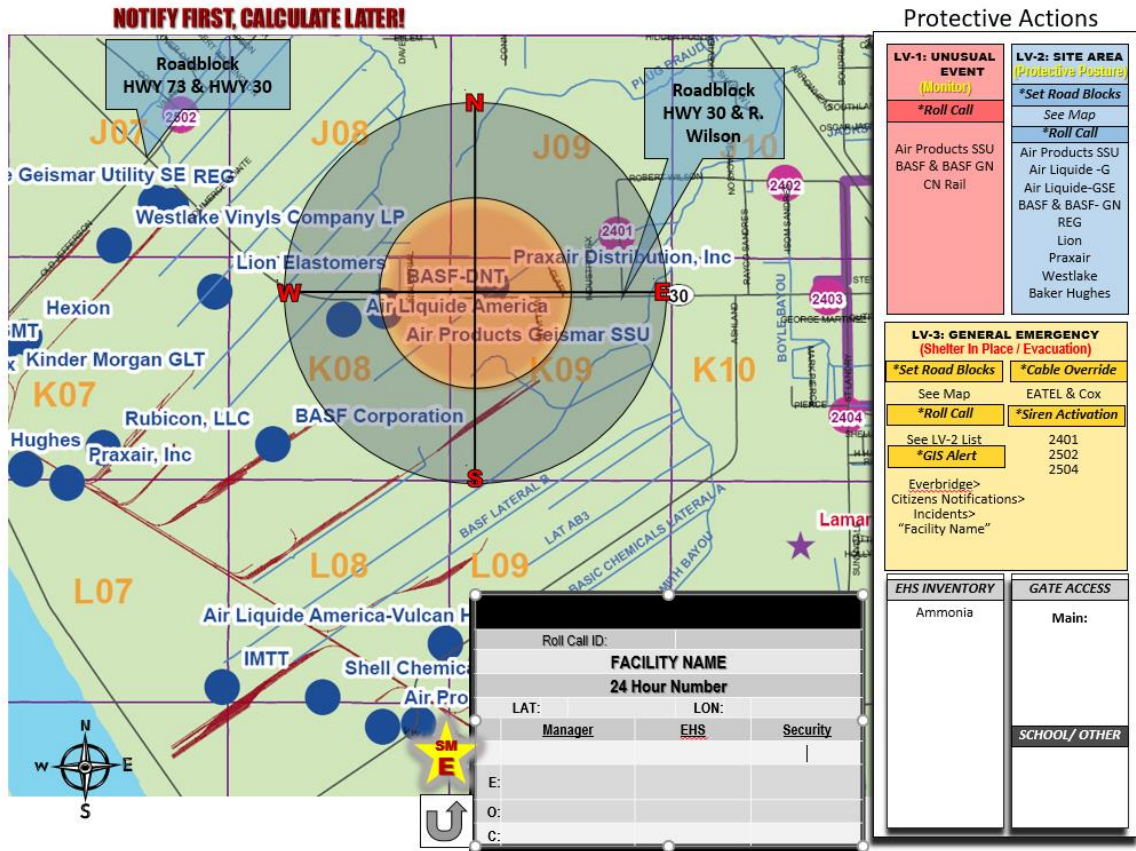
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This site map will be located near each industry radio in every TIER II facility, the 911 Central Dispatch Center, the Emergency Operations Center, and selected response vehicles. The objective of this map is to provide one common operating picture for all agencies involved in response.





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- B. The Ascension Parish emergency classification level form should be referenced for proper determination of the level of emergency. The rule of thumb: When in doubt choose the next higher classification of emergency. Once an emergency classification level is reported to the 911 Center, a dispatcher will use the document above to initiate protective actions based upon a specific facility's location.
- C. Data on the Ascension Parish UHMRF (*Uniform Hazardous Materials Reporting Form*) will be gathered by Central dispatch once the protective actions are initiated. This form is issued by the 911/ Central Dispatch center. See **Attachment A** for sample.

III. Industrial Emergency Notification System

- A. CAER Emergency Notification Radio System
 - 1. The Ascension Parish Communications District and APSO have assigned the CAER Emergency Notification Radio System to industry as a replacement for the telephone ring down system that was installed in each plant control room, the 911 center and the EOC during the 1980's. It operates on an 800 MHZ trunking system and is owned and maintained by the Ascension Parish Communications District and the Ascension Parish Sheriff's Office. The sheriff's office maintains a twenty-four hour dispatch Center on duty to monitor and coordinate communications activities on the industry channels.
 - 2. There are three talk groups (channels) that make up the CAER Emergency Notification Radio System: CAER (Community Awareness & Emergency Response) Emergency Notification, IMAG (Industrial Mutual Aid Group) Tactical Response & Coordination, and HAZMAT.
 - 3. 911 Central Dispatch can be notified through the CAER channel, by dialing 911 or commercial telephone line by dialing (225) 621-8300 and pressing "1" once the automated answering service comes online.
 - 4. **It is strongly recommended** that the CAER radio channel be used for initial notification of an incident using the Emergency Classification Levels outlined in section 1.
- B. CAER Emergency Radio System Monitoring
 - 1. All CAER members are required to monitor the CAER channel (talk group) at all times.
 - 2. CAER Radio System members will participate in a radio check roll call twice a week. A 911 dispatcher will initiate the roll call and follow up with all negative responses by telephone.

Ascension Parish Office of Homeland Security & Emergency Preparedness

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3. A CAER channel radio roll call report will be generated each month and distributed to CAER members, and their respective plant managers, through the Office of Homeland Security and Emergency Preparedness to ensure proper orientation and participation.

C. Industry Radio Talk Groups Defined

1. The CAER Emergency Notification Radio System operates on 3 separate channels. They are designated as follows:
 - a) CAER:
 - (1) The Ascension Parish CAER organization has designated participation in the CAER Emergency Notification Radio System as a requirement for all members.
 - (2) This channel is designated for incident notification, situational awareness and alerting, monitoring and requests for mutual aid. See section 1 for specific emergency classifications
 - (3) ***The CAER channel can be used to request Ambulance services. The facility must clearly state this is a request for Acadian Ambulance services only. If 911/Dispatch is contacted by telephone, all emergency response services will be sent, as per their protocols.***
 - (4) The CAER channel is the preferred method of alerting the 911 Central Dispatch Center of an emergency.
 - b) IMAG:
 - (1) This channel is designated for mutual aid coordination, ground operations and tactical response during an incident.
 - (2) This channel will only be assigned to members of the CAER IMAG Subcommittee (Industry Mutual Aid Group).
 - c) HAZMAT:
 - (1) This channel is designated as the Ascension Parish HAZMAT Team's primary tactical response and coordination talk group during a response.
 - (2) Other essential responding agencies or personnel may be assigned to coordinate using this channel, as needed, by the Incident Commander (IC) or the HAZMAT Team Leader.



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IV. PROTECTIVE ACTIONS

- A. Adjacent Facility Radio Warning
The warning of adjacent chemical manufacturing facilities, by CAER Radio, begins at the "Level 1 - Unusual Event" emergency classification level and is linked to the site specific facility plan and map. The 911 Dispatch center will automatically accomplish this once a classification is ordered by the reporting facility.
- B. Road Block Establishment
Road block establishment begins at the "Level 2 - Site Area" emergency classification level and is linked to the site specific map. The 911 Dispatch Center will automatically accomplish this once a classification is ordered by the reporting facility.
- C. CAER Siren Activation
 - 1. The petro-chemical alerting and warning siren system is owned and maintained by the Ascension Parish CAER Committee.
 - 2. Activation of these sirens is linked to the "Level 3 - General Emergency" classification level. The responsibility for activation of the sirens rests with the TIER II facility through the reporting of a Level 3 - General Emergency classification.
 - 3. The 911 Central Dispatch Center is responsible for activating specific sirens based upon the data within the site specific map.
 - 4. Dispatchers will only activate sirens at the request of the facility or the unified command on scene through an emergency classification level.
- D. Community Alerting System Activation (*Everbridge*)
 - 1. *Everbridge* Reverse 911 System is part of the EAS (Emergency Alert System). The Outbound telephone alerting system is owned and maintained by the Ascension Parish Office of Homeland Security and Emergency Preparedness. Activation of this system is linked to the Level 3 - General Emergency classification level.
 - 2. The responsibility for activation of this system rests with the CAER Emergency Notification System member, through the reporting of the Level 3 - General Emergency classification level.
 - 3. The 911 Central Dispatch Center is responsible for alerting specific geographic sectors based upon the data within the site specific map. Dispatchers will only activate this system at the request of the facility or the on scene unified command.



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E. Media Override Alert System

- a) The Media Override Alert System includes two alert modes: a Cable Override (EATEL / COX) and a Radio Station Override (KKAY).
- b) The media override system is maintained by the 911 Central Dispatch Center and the Ascension Parish Office of Homeland Security and Emergency Preparedness. Activation of this system is linked to the Level 3 - General Emergency classification level, which is the most severe classification.
- c) The responsibility for activation of this system rests with the CAER Member, through the reporting of an emergency classification level. The 911 Central Dispatch Center is responsible for triggering media overrides based upon the data within the site specific map. Dispatchers will only activate this system at the request of the facility or the unified command on scene.
- d) Message content will be reviewed by the Incident Commander on Scene, the Ascension Parish OHSEP Director, the Ascension Parish Sheriff and/or Chief Deputy, for format and content.



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V. LONG RANGE VERIFICATION AND CONTROL

Emergency procedure notification standards will be maintained through scheduled annual audits of designated Tier II facilities, annual plan reviews, and incident after action debriefings and investigations, where appropriate.

A. Emergency Communication Audits

1. Each designated Tier II facility will participate in an annual Emergency Planning & Communication Audit. These audits are conducted by the Ascension Parish Office of Homeland Security & Emergency Preparedness **Attachment C**.
2. Four areas are addressed in the Audit:
 - a) Ascension Parish Emergency Notification Procedure knowledge, implementation and training;
 - b) Facility Emergency or Contingency Plan, TIER II Annual Inventory on file with LEPC (Ascension OHSEP), and mutual aid contingency planning;
 - c) CAER Channel Roll Call participation; and
 - d) Emergency Classification Communications Drill.

B. Annual Plan Submission to Ascension OHSEP (LEPC)

- a) All Tier II facilities are required by **EPCRA Section 302(c)** to annually submit their Emergency Response Plan(s) and chemical inventories to their Local Emergency Planning Committee (LEPC).
- b) These plans should address all response measures and capabilities, a facility diagram that includes internal staging, shelter, evacuation or rally points, and any other emergency response criteria that would be important in a response.
- c) Electronic copies of facility Emergency/Contingency Plans and Annual Inventory Report should be submitted to Ascension OHSEP no later than April 1st of each year, preferably in electronic form.

C. An After Action Debriefing will be completed post incident.



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ATTACHMENT A

Ascension Parish UHMRF

911 Center

(Uniform Hazardous Material Reporting Form)

**ASCENSION PARISH
UNIFORM HAZARDOUS MATERIALS REPORTING FORM**

() CAER Alert () Unusual Event () Site Area Emergency () General Emergency

Parish _____ LSP Incident # _____ AFSO Incident # _____
Date _____ / Time _____

Caller's Name _____ Notified _____
Occurred _____
Caller's Phone # () _____ Secured _____

Incident Location _____

Company _____ Address _____

Chemical Released _____ Quantity Released _____
Reportable Quantity _____

Hazard Classification _____ ID # _____ EHS () Solid _____ Liquid _____ Gas _____
(Transportation Only)

Did material go off-site? YES _____ NO _____ Released to: Land _____ Water _____ Air _____
Any off-site protective action? YES _____ NO _____ Shelter _____ Evacuation _____ Road Blocks _____

Wind Direction _____ Fire: YES _____ NO _____ # _____
Wind Speed _____ Injuries: YES _____ NO _____ # _____
Temperature _____ Fatalities: YES _____ NO _____ # _____
Precipitation: None _____ Rain _____ Hail _____
Sleet _____ Snow _____

Additional Details _____

REPORT MADE BY _____ DATE _____

(NOTE: This portion of form is reserved for local use.)

SHERIFF/POLICE INFORMATION

Origin of Call? Telephone _____ E-9-1-1 _____ CAER Radio _____
Officer 1 _____ Dispatched at _____ Arrived at _____ Complete at _____

CAER RADIO

Activated? YES _____ NO _____ Requested by: _____
Times Activated: _____

CAER SIRENS

Activated? YES _____ NO _____ Requested by: _____
Group Activated: _____
or
If yes? ALL _____ GROUP _____ Specific Siren(s) Activated: _____

RADIO STATION KKAY FM 104.9

Activated? YES _____ NO _____ Requested by: _____
Times Activated: _____

CABLE TV ALERTING SYSTEM

Activated? YES _____ NO _____ Requested by: _____
Times Activated: _____

EVERBRIDGE MASS NOTIFICATION ALERTING SYSTEM

Activated? YES _____ NO _____ Requested by: _____
Times Activated: _____
Area(s) and Zip Codes Called: _____
Special Call List(s) Called: _____

Updated: 01/30/19



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ATTACHMENT B

Emergency Classification Reporting Script

SAMPLE

1. Contact the 911 Central Dispatch Center using the industry radio.

(Dial 911 directly in the event that the industry radio is out of service.)

State clearly and slowly.

2. "911, this is Facility Name stand by for an emergency notification.

(Repeat)

3. "911, this is Facility Name, stand by for an emergency notification, do you copy?

Dispatch will acknowledge: "This is 911, go ahead with your traffic."

3. "911, this is Facility Name we are declaring the following for this facility:

A. Emergency Classification is: _____,

B. Product is: _____,

C. Wind Speed is (to the/ from the) _____ @ _____,

D. This is Caller's Name,
do you copy?

Dispatch will acknowledge:

"Facility Name, I understand that you are declaring the following:

➤ *Emergency Classification of: _____,*

➤ *Chemical is: _____,*

➤ *Wind Speed: is (to the/ from the) _____ @ _____,*

➤ *Your name is Caller's Name,
is this correct?"*

4. "911, this is Facility Name that is correct."

Dispatch will acknowledge: "Stand by to initiate protective actions."

Protective Actions Quick Reference Chart

<u>Protective Action</u>	Monitor	Radio Roll Call	Road blocks	Protective Posture	Shelter	Sirens	Cable override	Reverse 911
<u>Classification</u>								
CAER Alert								
Level 1 – Unusual Event	Yes	Yes						
Level 2-Site Area	Yes	Yes	Yes	Yes				
Level 3-General Emergency	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Once all protective actions are initiated for the specific emergency classification dispatch will contact the facility by radio to inform them of such.

Dispatch will also instruct the company to contact them by telephone to complete the UHMRF.

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ATTACHMENT C

Emergency Notification & Communications Audit

Ascension OHSEP

		ITEM	REMARKS
SECTION ONE			
		Emergency Management	<i>Comprehensive contingency and emergency planning.</i>
YES	NO	➤ Does the current facility EOP/ ERP on file with AP OHSEP reflect the following:	
		• Shelter In Place and Evacuation	
		• Offsite Evacuation / Rally Points	
		• Onsite triage points, landing zones, and emergency medical planning	
		• Site Map with Key Storage and Process Points	
		• LEPC / Emergency Notification Procedures as part of plan	
		• Emergency points of contact	
		➤ Is the current annual TIER II Inventory on file with AP OHSEP?	
YES	NO	LEPC Notification Procedures	<i>Procedures outlining the notifications and alerts to 911 Dispatch.</i>
		➤ Are the items listed below located with each radio or emergency telephone location?	
		• Emergency Classifications	
		• Radio-Telephone Script	
		• Initial Emergency Staging Map	
		• Site Specific Response Map	
YES	NO	Alerting Tools	<i>Communication equipment designated to emergency response.</i>
		➤ CAER Radio location, condition and testing	
		• Is CAER Radio in working order?	
		• Was radio check successful?	
		• Is the radio in or near a control room and operated by personnel with process knowledge?	
		• Does the facility participate in the 911 center's radio roll call?	
		➤ Telephone	
		• Is phone located near the radio?	
		• Is the telephone operable?	
SECTION TWO			
YES	NO	HAZMAT Operations	<i>Release Impact, monitoring, consequences, mitigation efforts and triggers for alert.</i>
		Notification to 911/Dispatch: Facility staff that are trained and assigned to conduct emergency notifications.	
		• Are personnel identified?	
		• Have personnel been trained?	
		• Are they subject matter experts?	
		• Is position manned 24/7?	
		➤ Offsite Impact	

Ascension Parish Local Emergency Planning Committee (LEPC)



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		How is offsite impact determined?	
		> Air Monitoring	
		• How is air monitoring conducted?	
		• How are results reported internally?	
		• How are results reported externally to first responders?	
		Incident Command and Unified Command	
		• Are you aware that a technical representative from your facility will be required to perform as a member of the unified command should an incident occur at your facility?	
		• Has any of your staff completed Incident Command System (ICS) Training?	
		Would you like to schedule a meeting with a member of the APSO HAZMAT Team?	
SECTION THREE			
YES	NO	Industrial Fire Response	<i>Fire Response Capabilities - Industrial Mutual Aid – Commercial Fire Services Contracting – Municipal Fire Department Use</i>
		Is your company likely to request industrial mutual aid from the Ascension CAER / IMAG during an incident?	
		• If yes, has your company conducted a meeting with the CAER/ IMAG committee? Date:	
		• If no see below.	
		Does your company have a contract in place with a commercial fire service provider?	
		• If yes, what commercial fire service company?	
		• If no see below	
		Is your company dependent upon the local municipal fire departments for fire suppression?	
		• If yes, does your company have a mutual aid agreement in place with the local fire department? (Obtain Copy)	
		• If yes, has the local fire department been briefed and familiarized with your facility?	
		• If yes, has the local fire department conducted training at your facility and are familiar with your products?	
		• If yes, have you provided training or special equipment to the local fire department for operations at your facility?	
		Would you like to request a meeting with the local fire department, or with a CAER - IMAG representative?	
SECTION FOUR			
YES	NO	911 Communications Drill	<i>Performance oriented and observed communications drill.</i>
		Review and Understanding of Emergency Classifications and Protective Actions	
		CLASSIFICATION	REASON TO INITIATE
		CAER Notification	<i>Excessive venting or flaring noticeable by the public.</i>
		LEVEL 1: Unusual Event	<i>Release with possible impact to adjacent facilities.</i>
		LEVEL 2: Site Area Emergency	<i>Release with off-site impact to roadways.</i>
		LEVEL 3: General Emergency	<i>Catastrophic incident with potential impact to near site population and potential mass casualties.</i>
			<i>All protective actions including SIP, Code Red, sirens and cable TV override.</i>
		> Communications Drill Performance	
		>	<i>List product, wind speed, classification and performance standards.</i>
		Start Time:	
		End Time:	
			Product:
			Level:
			Comments:
		Would you like to schedule additional training on notification and radio procedures with Ascension OHSEP?	

Auditor		Representative	
Signature		Signature	
Print Name		Print Name	
Organization	Ascension OHSEP	Organization	

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ATTACHMENT D

Response Communications Plan

Ascension OHSEP

This communications plan is organized using the establish Emergency Classifications; as each graduate in complexity so do the anticipated incident communications needs. This is a tool for use by Unified Command during an incident.

Incident Communications Plan (Telephone, Radio, Computer Software)					
Agency/Function	Talk Group	Alternate Frequency	# Radios Required	Type of Radio Required	Date & Time Required
CAER ALERT					
FACILITY	CAER TELEPHONE				
911 DISPATCH	CAER TELEPHONE				
LEVEL 1 – UNUSUAL EVENT					
FACILITY	CAER				
911 DISPATCH	TELEPHONE				
LEVEL 2 – SITE AREA					
	CAER				
	IMAG				
	TELEPHONE				
	APSO DISPATCH				
	HAZMAT				
LEVEL 3 –GENERAL EMERGENCY					
	CAER				
	IMAG				
	HAZMAT				
	EVENT 1				
	FIREGROUND				
	REG 2/INOP				
	AP DPW				
	WEBEOC				
	OHSEP				
	TELEPHONE				