

**OKANOGAN COUNTY  
Comprehensive Emergency Management Plan**

**EMERGENCY SUPPORT FUNCTION 15  
PUBLIC AFFAIRS**

**RESPONSIBILITY SUMMARY:**

**Primary Response**

Okanogan County Department of Emergency Management  
Okanogan County Public Information Officer

**Supporting**

Public Broadcasting  
KOMW (North Cascades Broadcasting)  
NOAA National Weather Service  
The American Red Cross  
Response Agencies  
Public Information Officer Cities/Towns/Response Agencies

**Plan Preparation & Maintenance**

Okanogan County Department of Emergency Management

**I. INTRODUCTION**

**A. Purpose**

The purpose of this ESF is to provide guidelines for an efficient and coordinated continuous flow of timely information and instruction to the public using all available communications media prior to, during, and immediately following an emergency or disaster.

**B. Scope**

Emergency public information actions before, during, and following any emergency will be determined by the severity of the emergency or potential emergency. A significant emergency public information response could involve personnel from all jurisdictions, organizations, and agencies within the county.

**II. POLICIES**

**A. Authorities – See Basic Plan**

**B. Assignment of Responsibilities**

1. A County Public Information Officer (PIO) and alternate will be the Sheriff and County Emergency Manager.
2. Each response agency should appoint and train a spokesperson who will act as the Incident Commander’s (IC) PIO at the scene.
3. Each of the cities/towns within Okanogan County are requested to

have persons designated and trained as primary and alternate PIOs who could work in the county EOC or Joint Information Center (JIC) during the time of a declared emergency. (Refer to Appendix A – Joint Information Operations )

- C. **Limited English Proficiency and Special Needs Populations**  
Limited English and Special Needs Populations Messaging activities will include outreach to limited English proficient populations, and to those with disabilities, functional and access needs within the affected areas.

**III. SITUATION**

- A. **Emergency/Disaster Conditions and Hazards**  
A natural or technological emergency or disaster could occur at anytime within the county.
- B. **Assumptions**
  1. An event has occurred, or has been forecast as imminent, which places people and property in danger.
  2. Technological caused events and some natural events, such as fires, may not provide any advance warning.
  3. Other natural disasters, such as winter storms and flooding, can generally be predicted, allowing some time for preparedness actions.
  4. The event requires response and/or actions by the public in order to eliminate or reduce their exposure to the danger of the event.

**IV. CONCEPT OF OPERATIONS**

- A. **General**
  1. The county and cities/towns are responsible for providing their citizens with information on impending or existing emergencies, to include immediate protective action they should take, such as sheltering or evacuation.
  2. A JIC may be activated, if the situation warrants. The JIC will likely be at an off-site location, such as the Okanogan County Public Health or the USDA Forest Service – Okanogan Valley Office. Agencies involved will staff telephones and coordinate media activities under the supervision of the County PIO.
  3. If a JIC is not activated, the PIO releases will coordinate though the Emergency Operations Center.
  4. All county agencies and jurisdictions are responsible for providing the county PIO with appropriate information about the incident, and actions needed to save lives and protect property.
- B. **Information Support Structure**
  1. The PIO will keep county EOC informed of the situation and of any

public affairs assistance that might be needed. County EOC will coordinate all requirements with WAEMD/EOC.

2. The WAEMD will coordinate with federal agencies to keep them informed of the situation, and of any assistance that might be needed.
3. IC may appoint a PIO and spokesperson at the incident scene. If no PIO is appointed, the IC will act as spokesperson. Close coordination between the PIO at the scene and the county PIO and EOC is necessary to ensure correct accurate and timely information is given to the public.
4. If an outside agency/organization, such as FEMA, the U.S. Forest Service, etc., sets up a PIO/JIC in Okanogan County because of an event, the county PIO will coordinate with that agency in order to avoid conflicts in information being released. Preferably, the county PIO, or representative, will become a member of the other agency public information JIC.

C. **Whole Community and Non-Discrimination**

ESF 15 is committed to communicating with the whole community during emergency response and disaster recovery operations. The whole community includes populations with limited English proficiency (LEP), and individuals with disabilities and access and functional needs. An appendix to this narrative provides details on how ESF 15 will communicate with LEP populations. The plan meets guidance published by the U.S. Department of Homeland Security entitled *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, 76 Fed. Reg. 21755-21768, (April 18, 2011)

D. **Notification**

Appropriate county agencies will be notified when an emergency or disaster has occurred that requires a PIO response, and be asked to keep the EOC or JIC informed of the situation in their area of responsibility.

E. **Emergency Management Activities**

1. All agencies in all jurisdictions are responsible to:
  - a. Identify and train personnel to implement the public information responsibilities outlined in this ESF.
  - b. Prepare and coordinate public information resource material that might be needed by their agency during an emergency.
  - c. Participate in programs to educate the public about hazards caused by emergencies or disasters, and actions people may be asked to take to protect themselves, their property, and the environment.
  - d. Advise agencies and jurisdictions of emergency management PIO training that is available.

F. When the county EOC and/or the JIC are activated, the county PIO, or

their designee, coordinates the preparation and release of news regarding the emergency situation. All news releases and status reports will be coordinated with/through the county PIO to reduce release of conflicting information.

## V. RESPONSIBILITIES

### A. DEM/EOC

1. Recommend activation of the JIC, when deemed necessary.
2. Assist in providing the PIO with technical advice and assistance, and recommends training for that person.
3. Assist the PIO in selecting alternates to serve in the EOC.
4. Assist the PIO in creating checklists that may be used for all phases of the emergencies (Mitigation and Preparedness, Response, and Recovery) for which the county is vulnerable.
5. Maintain a media contact list, which includes addresses, phones, e-mail, and FAX numbers.

### B. The Public Information Officer (PIO)

1. The PIO is responsible for the preparation and release of news regarding the emergency situation. Pre-scripted information should be prepared for all types of hazards, which may occur in the county.
2. Distribute news releases to the local media using the pre-established contact list. This may be done by using faxes, phone, e-mail, scheduling and conducting briefings, or using messengers.
3. Plan, schedule, and coordinate briefings or news conferences for the media.
4. Provide EOC with copies of news releases issued for inclusion in the after action report.
5. If a Federal Disaster Recovery Assistance Center (DRAC) is established in the county, the PIO will continue to coordinate the release of news throughout the recovery phase.
6. Provide information concerning individual and public assistance when available.
7. If the activation of the Emergency Alert System (EAS) is deemed necessary, it will be accomplished in accordance with the Inland Northwest EAS Region Plan.

C. The American Red Cross will normally be the agency responsible for sheltering, clothing, feeding, and registering displaced persons. These agencies may also coordinate volunteers who wish to assist in the response and/or the recovery efforts. The PIO will maintain contact with these agencies and coordinate information to the public about the services they are providing or coordinating.

D. All county and city/town agencies and departments will notify the PIO of

any requests for information from any of the media, and of any material or reports they provide to the media.

- E. If an evacuation of part, or all, of the county becomes necessary due to an emergency, the PIO has the primary role in disseminating instructions to the public. Special situations dealing with evacuation are found in ESF 13 – Public Safety, Law Enforcement, and Security.

## **APPENDICES**

- A. Joint Information Center Operations
- B. Communicating with Limited English Proficiency Populations

## **Appendix A**

### **JOINT INFORMATION CENTER OPERATIONS**

#### **I. INTRODUCTION**

##### **A. Purpose**

The Joint Information Center (JIC) is a temporary organization established during emergency events that provides response agencies with a means to pool communication resources and ensure that consistent and accurate information is released as quickly as possible to the general public and news media. The agencies involved work cooperatively to accomplish these goals and the establishment of a JIC ensures that viewpoints from all response agencies are taken into account.

A Joint Information Center (JIC) may need to be activated to support a large-scale emergency that requires multi-agency and multi-jurisdictional response. Onsite as well as offsite staffing, and 24-hour operation, may be needed.

The benefits of a JIC are:

- Consistent messaging
- Central working facility
- Single, recognized source for official information
- Enhanced information sharing
- Pooled resource (staff and equipment)
- Coordinated delivery of the message

##### **B. Intent**

To provide procedures for the activation of the county JIC during emergency responses and other situations in which multiple organizations need to collaborate to gather updated information, verify accuracy of data, coordinate all public statements, and disseminate consistent messages. Providing timely, accurate and useful information to the public and other stakeholders.

#### **II. SITUATION AND ASSUMPTIONS**

##### **A. Situation**

1. Upon receipt of information of an impending local emergency or intensifying national crisis, a decision may be made to enhance activation of the EOC and/or establishing a JIC.
2. Centralized county/state coordination and dissemination of factual and/or official information helps assure a well-informed public, avoid or minimize the release of incorrect information, and deflate rumors.

3. Should the JIC be activated, it may operate out of the county EOC, unless the event requires additional manpower, in which case the JIC would move to a predetermined location.
4. In major emergency or disaster situations, there may be a large number of media representatives seeking information about the situation and about response actions. It is the intent of the DEM to cooperate fully with the media in all phases of emergency management.
5. A major emergency or disaster will attract regional and national media representatives thus necessitating the establishment of a JIC staffed by emergency public information personnel.

**B. Assumptions**

1. When activated, the JIC becomes the primary tool for facilitating the release of information to the media, as well as the citizens of the affected area. All responding agencies will direct questions, concerns, and media inquiries to the JIC.
2. During emergency situations and disasters, the general public and media will require information about the emergency situation and instruction on proper response actions.
3. The JIC may be declared operational once the necessary equipment and personnel are in place. The IC, county DEM/EOC, and County Communications Center should be notified of activation and provided with appropriate phone number(s).
4. The local media and radio will perform an essential role in providing emergency instructions and up-to-date information to the public.
5. Depending on the severity of the emergency, or the media's perception of the severity of the emergency, regional and national media will also cover the story and require information and comment from local officials.
6. Our capability to provide information will be overwhelmed if sufficient staff is not provided and if sufficient planning is not completed to accommodate media and public needs.
7. Upon activation, the JIC will organize to accommodate the work space needs of each responding agency. However, the facility may not be reasonably equipped to handle multiple agencies. Agency PIOs should be prepared to provide their own equipment, such as laptop computers and printers, as needed.
8. In order to provide an organizational framework in the JIC, a team approach to management, coordination and dissemination has been developed.
9. The JIC will be equipped with enough communications resources to ensure the timely and accurate gathering and dissemination of information.
10. All media will use the center to receive official news, information, instructions and procedures should a local incident or severe international crisis occur.

**CONCEPT OF OPERATIONS****A. Public Information Response Activities**

1. The overriding concept of the JIC is that each individual represent their own agency, and at the same time participate in a coordinated public information approach.
2. A JIC is a collocated group of representatives from organizations and agencies involved in an event that are designated to handle public information needs. The JIC structure is designed to work equally well for large or small situations and can expand or contract to meet the needs of the incident.
3. When public or private agencies and organizations come together to respond to an emergency event, efficient information flow is critical to effectively carrying out the PIO responsibilities and meeting expectations of the public. A JIC is a centralized location that serves to achieve that information flow.
4. Generally, a collocated group of PIOs representing the agencies involved, will follow establishment of a multi-agency coordinating (MAC) group.
5. Throughout the emergency, the JIC Manager will provide internal briefings, reconcile conflicts and provide a forum to discuss issues relating to the JIC process.
6. The JIC will operate 24-hours a day, seven days a week, if needed and as able, with scheduled hours of operation being determined by the JIC Manager in consultation with agency PIOs and JIC staff.
7. All response agencies unable to locate within the JIC will be encouraged to coordinate and disseminate copies of their news releases to and through the JIC. Other agency PIOs may fill support positions within the JIC.
8. Statements that include reporting on actions by other jurisdictions will normally be coordinated within the JIC with the appropriate organization(s) prior to release.
9. The JIC will make available to the media all information received from other organizations, as appropriate.
10. JIC staff will assist agencies in responding to inquiries. They will answer all news media inquiries for which there is releasable information available, and refer news media inquiries to the appropriate agency's PIO.
11. The JIC Manager will facilitate overall policy guidance and operations for the JIC, and will coordinate, as needed, with the lead agency in the JIC, if one is designated.
12. The emergency public information staff may be called upon to warn the public about evacuations and other significant emergency requirements. In this case, they will fully mobilize and disseminate emergency instructions and information to the public in the following order of priority:
  - a. Lifesaving/health preservation instructions

- b. Emergency status information
- c. Other useful information, originated by the government or in response to media inquires

## B. Organization

The JIC organizational structure is based on functions that generally must be performed whether a person is handling a routine emergency or managing communications for a major response to a disaster. For proper coordination in a major emergency or disaster it is essential that emergency public information be released from a single point to assure consistency and authenticity.

1. At emergency incidents, on-scene PIO will release information from a single location. It is desirable that the public information representatives from other involved agencies join the PIO in releasing information through a single coordination point on-scene. All information releases will be coordinated by the PIO with final approval given by the IC, MAC group or agency administrator, whichever is appropriate.
2. The PIO will coordinate information releases for the emergency from the county EOC or JIC and maintain contact with on-scene and other PIOs for details about the incident.
3. Goals of the JIC
  - a. Provide confirmed, accurate and consistent public information
  - b. Provide the public with one contact base for all departments, governments, medical facilities, and public utilities
  - c. Answer media calls and requests
  - d. Set up news conferences, prepare executives, and notify the media
  - e. Write news releases, advisories, statements, and speeches, as requested
  - f. Provide rumor and damage control

## Appendix B

### COMMUNICATING WITH LIMITED ENGLISH PROFICIENCY POPULATIONS

#### INTRODUCTION

##### A. Purpose

The purpose of this Appendix is to describe how Okanogan County Emergency Management will communicate with individuals that have Limited English Proficiency (LEP). This includes:

1. All-hazard emergency preparedness materials and information; and
2. Vital information and instructions during emergencies or disasters and the recovery phase of incidents impacting Okanogan County.

##### B. Scope

Emergency public information actions before, during and after any emergency will be determined by the severity of the emergency or potential emergency. Okanogan County Emergency Management will take reasonable steps to ensure access to vital information and services to LEP populations during emergencies and disasters. The appropriate mix of language services – translations and interpretations – will be decided on a case-by-case basis, based on LEP populations in the impacted areas and operational needs.

#### ASSUMPTIONS

Okanogan County Emergency Management will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. However, the criticality of information to be shared and the availability of certified translators or interpreters may impact when and how individuals certified will be used.

#### LEP COMMUNICATIONS

##### A. LEP populations in Okanogan County impacted by emergency or disaster.

1. The primary data sources to determine the number of limited English proficient populations in Okanogan County that may be impacted by emergencies and disasters is the U.S Census Bureau (USCB) data and the State Office of Financial Management (OFM) LEP data.
  - a. According to the 2016 Census data, the ethnic populations in Okanogan County include: White 65.5%, Hispanic or Latino 19.5%, American Indian

- 12.9%, African American 1%, Asian 1.2%, and other 3.3%.
- b. According to the WA State OFM, Spanish is the primary language of 12.67% of all students in Okanogan County
  - c. According to the Census data, as well as the WA Office of Financial Management, the Hispanic and Latino population in the Okanogan County has increased 1.9% from 2010 to 2016.
2. Local organizations, agencies and industry contacts were used to locate and provide emergency preparedness materials and information with LEP populations in the County.

## **B. Emergency Information for the LEP Population**

1. Emergency information that should be translated or interpreted to LEP populations includes all vital information for emergency preparedness, emergency notifications and alerts, and critical information during emergencies, or recovery, that is related to the health, life safety or security of individuals in Okanogan County,
2. **The following list of information related to public health and safety is presented as a guide – not an exhaustive or complete list – of vital emergency information likely to be translated or interpreted for the LEP population.**
  - a. Notices on evacuation or in-place sheltering (identify impacted area, time the notice applies, specific action to be taken, etc.).
  - b. Notices on the location and hours of operations of facilities where evacuees and disaster survivors can obtain care or assistance (e.g., emergency medical care, overnight shelter for individuals; location and availability of food, water, showers; shelter, food and water for animals; etc.).
  - c. Information on potential impacts of secondary hazards (e.g., earthquake aftershocks, flooding caused by dam failures, landslides, hazardous materials spills, etc.).
  - d. Information to protect public health (e.g., air quality announcements; generator safety tips; how to avoid carbon monoxide poisoning; how to disinfect potentially contaminated wells; personal hygiene tips following a disaster; how to clean up safely after a disaster, and when and how to dispose of damaged household goods; where to go for health screening or prophylaxis to prevent spread of infections, diseases; how to handle human remains safely and with respect.
  - e. Emergency closure or detour notices for key transportation highways and roads (which routes, when, where, etc.).
  - f. Emergency restricted hours / closure notices for state facilities where important services are provided directly to the public.
  - g. Announcements of upcoming community meetings involving public safety and local officials.

- h. Other information related to the health, safety or security of individuals impacted by the ongoing emergency or disaster.
- i. All-hazard emergency preparedness materials.

**3. The Four-Factor Analysis is a starting point for the department to take reasonable steps to ensure meaningful access to programs and activities by LEP persons by looking at the following:**

- a. The number or proportion of LEP populations that would be served by Okanogan County LEP programs and activities.
- b. The frequency with which LEP persons come in contact with the programs and activities.
- c. The nature and importance of the program, activity, or service provided by the program to the health, safety, and security of the LEP population.
- d. The resources available to the LEP population and the cost of those programs, activities, or services.

The Four-Factor Analysis may show that different language assistance measures are sufficient for the different types of programs or activities provided by Okanogan County Emergency Management, and therefore, reasonable steps to ensure meaningful access to LEP persons may vary.

**C. Sources of LEP Translation and Interpretation Services**

**1. Oral (Interpreter) Language Services**

**a. Competency of Interpreters**

The Department recognizes the responsibility to ensure competency of the language service provider no matter the strategy being utilized. It will be ensured that interpreters:

- 1) Demonstrate proficiency in and ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation)
- 2) Have knowledge in both languages of any specialized terms or concepts peculiar to the entity's program or activity and of any particularized vocabulary and phraseology used by the LEP individual(s)
- 3) Understand and follow confidentiality and impartiality rules to the same extent that staff for whom they are interpreting and/or to the extent their position requires.
- 4) Understand and adhere to their role as interpreters without deviating into a role as counselor, legal advisor, or other roles (particularly in court, administrative hearings, or law enforcement contexts).

When no formal certification assessments currently exist for a language, other qualifications to consider are qualified by a state or federal court, level of experience and participation in professional trainings and activities, demonstrated knowledge of interpreter ethics, etc.

**b. Hiring Bilingual Staff and Staff Interpreters**

Having bilingual persons on staff offers one of the best, and often most economical, options. It is important to keep in mind that being bilingual does not automatically mean that a person has the ability to interpret. Also, there may be times when the role of the bilingual employee may conflict with the role of an interpreter.

**c. Hiring or Contracting Interpreters**

Where there is a frequent need for interpreting services it may be necessary and reasonable to provide on-site interpreters. Depending on the facts, this may be the most helpful to provide accurate and meaningful communication with LEP individuals. Contracting may be a more cost-effective approach when there is no regular need for a particular language skill. It can be cost-effective to contract with community-based organizations and mutual assistance associations that provide interpretation services to certain languages already.

**d. Telephone Interpreter Line**

When the mode of communicating with and LEP individual is over the phone, telephone interpreter service lines can offer speedy interpreting assistance in many different languages. Although useful in many situations, it is important to ensure the competency of the interpreter regarding technical or legal terms that may be important parts of the conversation.

**e. Community Volunteers**

Under appropriate circumstances, providing supplemental language assistance through coordinated community volunteers may be cost-effective. It is best to use volunteers trained in the information or services of the program that have been identified as competent in the skill of interpreting and are knowledgeable about applicable confidentiality and impartiality rules. Developing a formal arrangement with a community-based organization can help ensure services are more regularly available.

**f. Family Members/Friends as Interpreters**

An LEP individual may feel more comfortable when a family or friend acts as an interpreter although the Department does not plan to rely on informal interpreters to provide meaningful access to important programs and activities. Extra caution should always be used when the LEP individual chooses to use a minor, by ensuring that the choice is voluntary, since there may be sensitive information and the Department could provide a competent interpreter at no cost to the LEP person.

**2. Written (Translation) Language Services**

The Department recognizes that many LEP individuals may not be able to read their native language and that the availability of oral interpretation is always advantageous.

**a. Documents that should be translated**

The Department can apply the four-factor analysis to determine if the department has taken reasonable steps to ensure meaningful access to programs and activities by LEP persons and if particular programs or projects include the translation of vital or generic widely used written materials. Regular review can help determine whether certain critical outreach materials should be translated. Translation of materials can be more effective when done in tandem with other outreach methods such as ethnic media, schools, grassroots, faith-based and community organizations. If a document sent out to the general public includes both vital and non-vital information, providing guidance in the appropriate language where a LEP individual might obtain an interpretation or translation of the document is important.

**b. Languages to Translate Documents to**

Utilizing the four-factor analysis, the Department will determine on a case-by-case basis which documents will be translated by looking at the totality of the circumstances. Translation is a one-time expense that must be weighed against the estimated lifespan of the document. It is unrealistic to translate all written materials as such an undertaking would incur substantial costs and require substantial resources. Identifying languages that are frequently encountered and those less commonly encountered can help the Department determine which vital documents should be translated into which language.

**c. Safe Harbor**

Although safe harbor circumstances provide strong evidence of compliance with written translation obligations, the failure to provide written translations under safe harbor circumstances does not mean noncompliance. Rather, the circumstances provide a common starting point for recipients to consider the importance of the service, benefit or activity involved; the nature of the information sought; and whether the number or proportion of LEP individuals served call for written translations.

**d. Competence of Translators**

The skill of translating is very different from the skill of interpreting and the Department will ensure that translators of written documents are competent. Where certification or accreditation is not possible or necessary, a particular level of membership in a professional translation association can provide an indicator of professionalism. Translation can be checked by having a second independent translator check the work or have them back translate. Understanding the expected reading level of the audience while also having fundamental knowledge about vocabulary and phraseology is imperative because sometimes a translator will need to provide appropriate alternatives if there is not a direct translation. For vocabulary and phraseology that does not have a direct translation, the Department can work to develop a consistent and appropriate set of descriptions for future use. Consistency will help with the effectiveness and cost of translating terms of art, legal or other technical concepts. This can include partnering with agencies and organizations to ensure common vocabulary and phraseology. Written translations tend to be permanent and the Department recognizes the responsibility to ensure that the quality and accuracy permits meaningful access by LEP individuals.

**3. Local Interpretation and Translation Language Services**

The Department recognizes the responsibility to ensure competency of the language service provider. Qualified and competent local interpreters and certified translators, depending on the urgency of the emergency notification, instructions or documents, will be the primary resource for providing LEP services for Okanogan County Emergency Management.

#### 4. State and Other Interpretation and Translation Language Services

- a. Written translation services (using vendors that provide service under the WA State Category 6 of the master contract):  
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=04312>
- b. In-person interpretation services:  
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=03514>
- c. Telephone-based interpretations:  
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=05614>  
Note: Vendors on this contract are available on a 24-hour, 7-days- a-week basis.
- d. Sign-language interpretation:  
<https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=08114>
- e. Individuals identified in the Department of Social and Health Services list of Certified/Authorized Interpreters and Translators (fee involved).  
<https://fortress.wa.gov/dshs/dshsltc/MyReports/Search.aspx>
- f. Individuals identified in the Washington State Courts Interpreter Program list (fee involved).  
[http://www.courts.wa.gov/programs\\_orgs/pos\\_interpret/](http://www.courts.wa.gov/programs_orgs/pos_interpret/)
- g. Individuals identified in the Washington State Coalition for Language Access list: (fee involved). <http://www.wascla.org/directory/>
- h. Department of Labor and Industries Spanish Translation Pool.  
Note: Availability may be limited to normal business hours. Contact Lisa Heaton, (360) 902-5411, regarding availability and scheduling.  
[lisa.heaton@lni.wa.gov](mailto:lisa.heaton@lni.wa.gov)

#### D. Methods and Activities to Disseminate Translated LEP Emergency Preparedness Materials and Information

##### 1. Building Community Partnerships

- a. Community Stakeholder Meetings
- b. Public Safety Organization Meetings
- c. School District Parent Advisory Committee (PAC) Meetings
- d. Media Broadcast Programs (English and Spanish)

**2. Simplified Translations of Spanish Emergency Preparedness Materials**

- a. All-hazard Emergency Preparedness Brochures
- b. All-hazard Emergency Preparedness Posters
- c. Alert Sense Notification System Information

**3. Spanish Preparedness Materials & Information Distribution Methods**

- a. School District Information Flyers Approved for Students – Take Home
- b. School Parent Advisory Committee (PAC) Meetings
- c. Agricultural Fruit Industry Contacts (Safety & Human Resources)
- d. Agricultural Industry Migrant Camp Contacts
- e. Spanish Speaking Faith Based Groups
- f. Okanogan County Health District
- g. Faith Based Groups
- h. Media (Facebook, messages, e-mail)

**4. Media Broadcasting (English and Spanish) Methods and Activities to Disseminate Translated LEP Emergency Alerts, Notifications, Instructions, and Information**

- a. Everbridge Alert System (text messages, e-mails, and voice)
- b. Social Media (Facebook, text messages, e-mail)
- c. Spanish Media Broadcasting
- d. House to House Notifications (verbal and/or flyers)

**DEPARTMENT TRAINING**

1. The Department shall provide training to its staff regarding the LEP Plan. All employees who are likely to have contact with LEP individuals shall be trained to assure that they understand and reinforce the importance of the LEP Plan and ensure its effectiveness.
2. LEP training shall be part of the orientation for all new employees who work with LEP individuals. The Department will document training and orientations on the LEP Plan for new employees with the level of detail appropriate to their assigned job responsibilities. On-going employees will receive a one-time orientation on the LEP Plan which will be documented.

**MONITORING COMPLIANCE, PERFORMANCE and REVISIONS**

The Department shall monitor implementation of the LEP plan on an ongoing basis, making revisions to policies and procedures as may be required periodically. At a minimum, the Department will review the overall effectiveness of its LEP Plan. Considerations of the following information as well as any other factors that may become appropriate may be included during a review:

1. Changes in demographics including new language groups and changes in the proportion of existing language groups, types of services and other needs.
2. Frequency of encounters with LEP individuals
3. Nature and importance of activities to LEP individuals
4. Availability of resources and costs imposed
5. Adequacy of current plan meeting needs of LEP individuals
6. Understanding by the staff of the LAP and how to implement it
7. Availability and viability of identified sources

## REFERENCES

1. Department of Homeland Security. (April 2011). Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons. Federal Register, pgs. 2175-2176.  
<https://www.gpo.gov/fdsys/pkg/FR-2011-04-18/pdf/2011-9336.pdf>
2. Executive Order 13166. (August 2000). Improving access to services for persons with limited English proficiency. U.S. Department of Justice.
3. U.S. Department of Homeland Security. (August 2015). Tips for effectively communicating with protected populations during preparedness, response, and recovery. Office for Civil Rights and Civil Liberties.
4. U.S. Department of Justice. (2016). Tips and tools for reaching limited English proficient communities in emergency preparedness, response, and recovery. Federal Coordination and Compliance Section, Civil Rights Division.
5. Washington State CEMP, Emergency Support Function: ESF #15 External Affairs - Appendix 1 (July 2016). Communicating with limited English proficient populations. Washington Military Department. <http://mil.wa.gov/uploads/pdf/PLANS/wa-esf-15-app-1-lep-comm-plan-7-27-16-final.pdf>