

Reclamation Manual

Directives and Standards

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| Subject: | Emergency Notification System |
| Purpose: | To establish procedures for incident notification throughout the Bureau of Reclamation which are aligned with the Department of the Interior's reporting criteria. The benefit of this Directive and Standard (D&S) is to ensure that all appropriate actions are taken when incidents occur at Reclamation facilities or on Reclamation lands and waterbodies. |
| Authority: | 5 U.S.C. 301, Departmental Regulations; Departmental Manual (DM), Section 112, Chapter 17, Office of Law Enforcement, Security, Safety, and Emergency Management; 900 DM 4 Emergency Management Program; 446 DM, Law Enforcement. |
| Approving Official: | Director, Security, Safety, and Law Enforcement (SSLE) |
| Contact: | Program and Emergency Management Office, 84-41000 |

1. Introduction.

- A. On April 21, 1993, the Secretary of the Interior sent a memorandum to the heads of all Department bureaus asking for support to ensure that the President receives up-to-date information on the status of domestic emergencies. Accordingly, the Department's Chief of Staff sent a memorandum to all heads of bureaus and offices directing them to establish a 24-hour Emergency Notification System (ENS).
- B. In support of the Department's incident reporting procedures, the Commissioner directed the establishment of an ENS.
- C. The Department identified the need for timely, coordinated notification of incidents that directly affect the Department's responsibilities; the primary goal being to ensure the safety and security of employees, facilities, and the public. Toward that goal, the Department established the Interior Operations Center (IOC) in Washington, D.C. The IOC is responsible for coordination of the flow of critical information and to serve as the single communication center for receiving, processing, reporting, and disseminating information regarding serious emergency incidents and alerts.
- D. The ENS is Reclamation's internal, formal process for immediate notification and dissemination of information pertaining to serious incidents or emergencies, unforeseen natural events, or criminal activities. The ENS ensures that Reclamation and the Department receive prompt and timely notification of incidents occurring at or on Reclamation facilities, lands, or waterbodies; or involving Reclamation employees, contractors, managing partners, and the public.

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- E. This D&S supersedes the Commissioner's, July 31, 2002, policy memorandum, Subject: Reporting of Serious, Continuity of Operations, Security, and Law Enforcement Incidents, and Unusual Events and Updates to the Emergency Notification System. The D&S also:
- (1) Establishes the use of a single dial-in telephone number for notification and reporting of incidents identified in Appendix A.
 - (2) Contains separate procedures for notification of suspicious activities. Notification procedures for suspicious activities are addressed in Paragraph 7 of this D&S.
 - (3) Contains separate procedures for notification of Information Technology (IT) incidents. Notification procedures for IT incidents are addressed in Paragraph 8 of this D&S.
2. **Applicability.** This D&S applies to all Reclamation facilities and to all Reclamation employees. It also applies to Reclamation contractors and managing partners to the extent allowed by their agreements. The incident notification procedures established by this D&S apply in addition to other Reclamation incident notification systems [see Paragraph 4.A.(6)].
3. **Definitions.** See Appendix B.
4. **Responsibilities.** The Director, SSLE has overall responsibility for oversight and internal controls related to this D&S.
- A. **Regional Responsibilities for Establishment of 24/7 Notification Capability.** The Regional directors will formally establish procedures through appropriate regional policy, documents, and/or plans to implement a 24/7 notification capability within their regions that provides clear instruction to all employees, contractors, and managing partners concerning the timely notification of incidents. These procedures and notification capability must be consistent with this D&S and must, at a minimum:
- (1) Establish a Regional 24/7 point of contact knowledgeable in Reclamation incident notification procedures and criteria;
 - (2) Provide procedures requiring immediate notification to the 24/7 point of contact;
 - (3) Provide clear policy instruction to all employees, contractors, and managing partners through appropriate regional documents, plans, meetings, and regular communications concerning the actions they must take if they observe or become aware of an incident;
 - (4) Integrate Regional Special Agents into the chain of notification, as appropriate;

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- (5) Reference and/or include notification requirements in Emergency Action Plans (EAP), Occupant Emergency Plans (OEP), Site Security Plans (SSP), Continuity of Operations (COOP), and other documents, as appropriate;
- (6) Acknowledge, be compatible with, and meet the incident notification requirements of other Reclamation programs including but not limited to Power (FAC 04-02, Critical Infrastructure Protection 001), Property (410 DM 114-60.801), Safety and Occupational Health (485 DM 1, 2, 7), Hazardous Material (910 DM 4), Law Enforcement (446 DM 17, 20), and Aircraft (352 DM 6). Adherence to the requirements set forth in this D&S does not necessarily satisfy the incident notification requirements of these or other Reclamation programs; and
- (7) Include notification of the Reclamation Duty Officer (RDO). The Regional 24/7 points of contact and other appropriate Reclamation personnel will be provided the RDO primary and backup notification contact numbers.

B. Washington and Denver Office Responsibilities for Establishment of 24/7 Notification Capability. SSLE will establish procedures and notification capabilities applicable to the Denver and Washington offices that meet the above requirements except for Paragraph 4.A.(1) and 4.A.(3).

5. **Reclamation Reportable Incident Criteria.** Appendix A establishes the criteria to be used by supervisors and managers in determining whether an incident should be reported. It is difficult to precisely describe many of the items and terms used in these criteria. Therefore, it is essential that the involved supervisors and managers exercise sound judgment in determining whether to continue the notification process for a specific incident. The impact or potential impact of a given incident on the public, Reclamation, the Department, other Government agencies, and the media must all be considered. As a general principle, when in doubt, notify.

6. Procedures for Notification of Incidents.

A. Employees, Supervisors or Managers, Contractors, and Managing Partners. Employees, supervisors or managers, contractors, and managing partners who observe or become aware of an incident will utilize the following procedures:

- (1) **Emergency Situation.** An employee, supervisor or manager, contractor, or managing partner who believes the incident involves imminent danger and requires immediate action will:
 - (a) call the local emergency response number (911 in most locations);
 - (b) inform any available Reclamation supervisor or manager;

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- (c) take additional actions, as set forth in their organizational procedures (i.e., EAP, OEP, SSP, COOP, etc.); and
 - (d) supervisors and managers will follow the instructions in Paragraph 6.B;
- (2) **Non-emergency Situation.** If the incident is not of immediate concern, an employee, supervisor or manager, contractor, or managing partner will not call local emergency responders, but will follow the steps below:
- (a) inform any available Reclamation supervisor or manager;
 - (b) take any additional actions as required by your organizational procedures (i.e., EAP, OEP, SSP, COOP, etc.); and
 - (c) supervisors and managers need to follow instructions in Paragraph 6.B.
- B. Additional Procedures for Supervisors or Managers.** Supervisors or managers will determine if an incident is reportable by applying the criteria found in Appendix A.
- (1) **Reportable Incidents.** Supervisors or managers who receive notification of reportable incidents will communicate the incident according to their office's 24/7 notification procedures. Also, the RDO must be notified immediately of reportable incidents as required in Paragraph 6.C.
- (2) **Non-reportable Incidents.**
- (a) Any supervisor or manager in the chain of notification may conclude, utilizing the guidance provided in Appendix A, that the incident does not meet reportable incident criteria. However, when in doubt, notify.
 - (b) For purposes of educational opportunities and continuous improvement, a record of decision that an incident does not meet reportable incident criteria will be created by the supervisor or manager who made the decision. Supervisors and managers are encouraged to follow up via e-mail to the Emergency Operations Center at BOR_EOC@usbr.gov using the Non-Reportable Incident Form (Appendix C).
- C. Regional 24/7 Point of Contact and the Reclamation Duty Officer.**
- (1) The Regional 24/7 point of contact must immediately notify the RDO of all incidents that meet the reportable incident criteria by calling the primary and/or backup incident notification telephone number or by the most expedient method practicable.

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- (2) The RDO will notify the ENS Manager to ensure additional notifications are made in a timely manner. The additional notifications by the ENS Manager will, as appropriate, include Reclamation Managers, Directors, Commissioner's Office, and Public Affairs Office, and the IOC, as agreed upon for various incidents and program areas.
7. **Suspicious Activity.** Any activity or presence of a person or item that causes the observer to question or suspect a possible security threat, or possible planning or intent to carry out criminal or terrorist acts, must be reported to the Reclamation Law Enforcement Office by telephone at 303-445-3965 or by email to Intel@usbr.gov.
8. **Information Technology Situation.** If the incident involves the possible theft, compromise, or improper use of Reclamation computer equipment or electronically stored information, contact the Reclamation Computer Security Incident Response Team and call the Reclamation Enterprise Service Center Help Desk at 303-445-3577 or 1-800-595-8344.