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**WASHINGTON STATE DEPARTMENT OF AGRICULTURE  
RECORDS EMERGENCY ACTION PLAN**

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## Preface

*Washington State Department of Agriculture Records Action Plan* was written to cover the types of emergencies that the Department would most likely experience. Portions of this manual have been adapted from the National Archives & Records Administration, *Records Emergency Planning & Response* guidelines, the Office of the Secretary of State's *Essential Records Manual*, and *Records Emergency Planning & Response for the Alaska State Archives*.

The purpose of this plan is to direct the Department to adequately protect, recover, and salvage essential and valuable state records under its care. This plan assigns responsibilities in the event of an emergency or disaster. It also provides essential information and detailed instructions on recovery procedures to defend against loss and increase the odds of protecting threatened records.

The *Washington State Department of Agriculture Records Emergency Action Plan* focuses on the protection and recovery of essential and archival records; however, it is the duty of the Department under RCW 42.56.100 "to protect public records from damage or disorganization." Therefore, this plan covers all of the Department's records and the information in this plan should be used whenever there is an emergency event involving any type of public record.

In addition to documenting the steps necessary to recover damaged records, this plan is part of the Department's Continuity of Operations Plan (COOP) to ensure that Department staff can access and use both paper and electronic records in order to restore essential services and functions after an emergency event or disaster.

--Month, 2014

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## Policy Statement

The Washington State Department of Agriculture Records Emergency Action Plan (REAP) is the Department's official plan to assist employees and management in making quality decisions during an emergency event that involves the Department's records. The plan contains guidance to determine appropriate actions to take to prevent the loss of Department records and to ensure the survivability of various business activities of the Department.

The Washington State Department of Agriculture's Executive Leadership Team recognizes that during emergency events, including emergencies involving records, special procedures must be followed to control and mitigate the emergency. Therefore, the Executive Leadership Team grants authority to those responsible individuals and/or positions named or unnamed in these procedures to implement and carry out the Plan to the conclusion of emergency situations.

The Executive Leadership Team authorizes the resources needed to prepare and implement the REAP, and mandates that those individuals authorized to respond to records emergency events are properly trained in the procedures and emergency techniques contained in this Plan and other activities as determined by their duties and responsibilities. The Executive Leadership Team also mandates testing and updating the Plan at least yearly in accordance with federal and state emergency preparedness guidelines.

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Don R. Hover, Director  
Washington State Department of Agriculture

Date

## Introduction to Records Emergency Planning and Response

The underlying concept for records emergency planning and response is the awareness of the importance of records to the Department and the citizens of Washington State. The *WSDA Essential Records Plan* offers strategies to protect Department records from incidents caused by human actions, natural disasters, or other emergencies. The Essential Records Plan supports appropriate and effective response to a records emergency, and promotes increased appreciation of the importance of records management practices.

The *Records Emergency Action Plan (REAP)* includes procedures to minimize loss or damage to records, as well as actions to rehabilitate and restore records that have been damaged. The REAP contains lists of facts, resources, procedures, priorities and options, suppliers, personnel directories, resources, and checklists. It guides staff as they work to recover from records emergencies and includes instructions and procedures for various scenarios. Activating the REAP is the first and most critical action following a records emergency event.

**Essential records** are those records that:

- Are necessary for emergency response;
- Are necessary to resume or continue operations;
- Protect the health, safety, property, and rights of residents;
- Would require massive resources to reconstruct; and
- Document the history of communities and families.

An **Incident** is an occurrence caused by human or natural phenomena that requires a response to prevent or minimize damage to records. Fire, floods, earthquakes, and sabotage are examples.

An **emergency** is an unplanned incident that requires you to secure operations and protect assets. Emergencies require immediate response, but losses are usually less than compared to those of a disaster. Broken pipes, system crashes, and bomb threats are examples.

A **disaster** is an emergency incident that moves to conditions requiring resources beyond your means. Disasters result in significant financial and operational damage to an agency. Bombings, major floods, and terrorist incidents are examples.

**Response** is the action taken to prevent or limit damage when an emergency occurs. During the response, the impact of the emergency is assessed and the level of containment and control is determined. In regards to records, the primary response is to activate the *Records Emergency Action Plan*. Response includes calling in the Department's REAP Teams, organizing the

recovery project, procuring supplies and services for recovery, assessing the damage to records, and contacting recovery vendors.

**Recovery** involves the procedures and activities necessary to restore resources or resume operations following an emergency. During recovery, efforts are made to reconstruct damaged records in order to bring things back to normal and resume business. Examples of recovery operations include carpet and furniture replacement, building repairs, and temporarily moving operations to another area.

**Salvage** operations are included in the recovery phase, and may include packing and removing materials and records from the affected site, stabilizing them (usually by freezing them), and drying them (using a variety of processes).

**Rehabilitation** and **restoration** includes cleaning, fumigation, repair, reprocessing and copying salvaged documents and objects.

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## WSDA Records Emergency Action Plan

Every level of government has a responsibility to prepare for emergencies. Regardless of whether these emergencies are caused by nature, technical problems, or human actions, they could result in catastrophic consequences and enormous costs to the Washington State Department of Agriculture (WSDA). When it comes to records, an effective emergency action plan is the key to improving the probability of successful document recovery. The *WSDA Records Emergency Action Plan* (REAP) is the Department's plan to mitigate potential loss of records in the event of an incident or disaster.

The purpose of the REAP is to:

- Provide a vital organizational tool for responding to and recovering from a records emergency;
- Mitigate loss of records and information following a disaster;
- Successfully salvage damaged records;
- Prevent delays in restoring critical business functions; and
- Minimize time, effort, and cost of recovery.

Benefits of the REAP include:

- Fast, appropriate, and effective response to a records emergency;
- Proper notice to those in charge of the Department's records;
- Rapid resumption of operations; and
- Increased appreciation of the importance of good records management practices.

Although the REAP addresses all of the Department's records, in an emergency situation, essential and archival records would be the first to be recovered. **An inventory of essential records and their physical locations in the Olympia office is located in Appendix 5. The list of essential records for regional offices will be compiled and attached to this Plan no later than June, 2014.**

### REAP Guidelines

#### Training, Testing, and Updating

The Department will maintain the Records Emergency Action Plan by an ongoing process that includes:

- Distributing the REAP.
- Promoting the REAP.

- Training REAP Team members and Department staff.
- Testing and validating the REAP.
- Reviewing and updating the REAP.

The purpose of the five steps is to ensure that Department staff and REAP Team members know how to minimize loss and damage to records while protecting human health and safety and ensuring the continuity of operations.

### **Distributing the REAP**

After obtaining management approval, the REAP will be distributed first to REAP Team members who will receive the entire Plan. A redacted version that protects confidential information will be made available to Department staff.

The REAP is an essential record that is dynamic and changing. Copies will be kept in a variety of locations, including in the Washington State Department of Agriculture Emergency Management Binders and Continuity of Operations Plan so it can be retrieved quickly during an emergency.

### **Promoting the REAP**

Because all employees need to know what their roles will be in the event of an emergency, it is essential to promote the Plan to employees. Methods to promote records management principles and the protection of Department records may include:

- Adding a REAP section to an internal Department newsletter;
- Putting a link on the intranet;
- Sending periodic e-mails to employees;
- Getting on the agenda for staff meetings on a recurring basis; and
- Providing regular REAP training and records awareness activities.

### **Training REAP Team Members and Department Personnel**

All Department REAP Teams need training specific to their roles (as do Team alternates) so they will know exactly what to do when the time comes. In addition to the REAP Team, it is essential that other Department employees have an orientation to the REAP.

### **Testing and Validating the REAP**

Without testing, it's impossible to determine which aspects of the REAP will work and which will not during a records emergency event. Testing is also very effective for cementing a team into a functioning unit. Testing the REAP will:

- Reveal weaknesses in the REAP;

- Validate planning assumptions;
- Identify shortages of supplies and personnel;
- Improve coordination between people and divisions;
- Improve the knowledge and skills of team members;
- Help Department leaders understand and gain confidence in the Plan; and
- Help ensure that people know and understand what they are supposed to be doing during an emergency event.

Testing the WSDA Records Emergency Action Plan will occur annually in conjunction with the Department's Continuity of Operations Plan exercise using a model of testing that may include:

- Drill – A basic exercise that tests a simple function, such as a communications drill.
- Tabletop exercise – A simulation of a records emergency in which the exercise is conducted in narrative format around a table to discuss various scenarios and actions.
- Functional exercise – A simulation on a records emergency in which only portions of a REAP are tested.
- Full-scale exercise – A simulation of an emergency in which all functions and all elements of the REAP are tested.

Testing should include REAP Team members to evaluate the condition and readiness of the Plan and the team members. The tasks to be included in the testing will match those that would be performed during a records emergency, including:

- Verifying the availability of Team members;
- Briefing the Team on the incident and current conditions;
- Working with the Continuity of Operations Plan staff to coordinate business at an alternate site, if needed;
- Testing communications equipment to determine that they function within the affected building;
- Assessing the damage to records at the affected location;
- Gathering supplies and establishing records recovery worksites; and
- Coordinating salvage efforts.

## **Reviewing and Updating the REAP**

The Records Recovery and Response Coordinator or delegate will review annually the WSDA Records Emergency Action Plan. The annual review will occur in the month of May and will include:

- Updating all contact information (phone numbers, names, addresses, etc.);
- Updating contractor information; and

- Working with Divisions and regional offices on the composition of the REAP Teams.

The Records Recovery and Response Coordinator or delegate will distribute updates to the Plan immediately.

**The WSDA Records Emergency Action Plan is located in REAP Documents and Templates on SharePoint at:**

**<http://sharepoint.dis.wa.gov/wsa/AgDevAsst/AdministrativeRegulations/FormsRecordsMn gt/Records-Management/default.aspx>**

## **REAP Communication Plan**

The communications plan section identifies multiple communication strategies to be used during an emergency at both the primary and alternative site. This plan is for responders. It is not a plan regarding communication with the press.

### **Alternative or Backup Means of Communication**

For in-building communication between floor levels, the Department will utilize emergency radios in the event phones are not operating. Other alternate means of communication are cell phones and e-mail.

For communication between Olympia headquarters and regional offices, if landline phones are not working, communication by mobile phone and e-mail will be attempted.

### **Call-in Voice Recording**

In the event the records emergency is part of a larger emergency situation, the Continuity of Operations Plan will be activated and the Department Emergency Management Team will record an emergency message for employees. The phone number for the call-in voice recording is 1-888-973-2362.

### **Conference Calls**

In the event a records emergency occurs in a WSDA regional office, or if a records emergency in the Olympia office affects records or functions in other WSDA offices, the Records Response and Recovery Coordinator may initiate a conference call with responders and affected staff to share information and discuss the response.

### **Emergency Contact Directory**

The Emergency Contact Directory, located in Appendix 3, is an essential part of the Records Emergency Action Plan. The information contained in the Emergency Contact Directory is also located in the condensed, office-specific, pocket response plans.

## **Financial and Accounting Information**

Funding for an emergency response will be determined by the Chief Financial Officer (CFO). Emergency purchases for supplies and equipment will be done in conformance with the Office of Financial Management and agency policy and approved by the CFO.

Agency staff may be required to track expenditures associated with an emergency. Accurate records of expenditures, including staff time is required if the Department should seek reimbursement from another state or federal agency. Financial personnel may establish the means to ensure proper accounting of all expenditures including staff time, contractors, equipment and supplies.

**The Chief Financial Officer is responsible for approving expenditures.**

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## Appendix 1 – Authorities and Responsibilities

### Delegation of Authority and Chain of Command

It is essential for everyone to know who has the authority to make decisions regarding the response to a records emergency and the recovery of the Department's records. **The following persons, in order and in consultation with the Director or Deputy Director, have the authority to activate the REAP.**

- Records Response and Recovery Coordinator (Jeff Larsen)
- Public Records Officer (Elizabeth McNagny)
- Administrative Regulations Analyst (Teresa Norman)
- Risk Manager (Scott Loerts)
- Assistant Directors
- Deputy Director (Jeff Canaan)
- Director (Don Hover)

### Roles and Responsibilities

#### Records Response and Recovery Coordinator

The Records Response and Recovery Coordinator understands records retention schedules, the importance of records to the Department and the state of Washington, and all phases and activities of the response and recovery effort.

The Records Response and Recovery Coordinator is responsible for:

- Notifying Department executives and others of the emergency.
- Managing and directing the recovery operation.
- Determining scope of damage and deciding upon the appropriate response.
- Appointing staff to carry out the recovery operations as per the Plan.
- Establishing a base of operations and announcing its location.
- Establishing salvage priorities.
- Providing guidance regarding disposition decisions and replacement options for unsalvageable records and materials.
- Overseeing document recovery and authorizing discard of unsalvageable records.
- Coordinating equipment and supply needs with building management, WSDA Risk Manager, and the Department Procurement Officer.

- Ensuring that response and recovery steps are carried out properly and in proper sequence.
- Continually re-evaluating emergency priorities.
- Providing regular reports to Department executives on recovery progress and problems.
- Declaring when the emergency is over and the response has concluded.

**Jeff Larsen, WSDA Records Officer, is the Department of Agriculture's Records Response and Recovery Coordinator.** Jeff heads the Action Team and is responsible for all response and recovery procedures. The Records Response and Recovery Coordinator has the authority during a records emergency event to make on-the-spot decisions to ensure that the response and recovery steps are carried out properly and in the proper sequence.

Alternate team leaders also must understand records retention schedules, the importance of records to the Department and the state of Washington, and all phases and activities of the response and recovery effort.

**Elizabeth McNagny**, Administrative Regulations Program Manager, provides backup to the Records Response and Recovery Coordinator and assumes the role of Records Response and Recovery Coordinator if the Records Officer is unavailable. **Teresa Norman**, Administrative Regulations Analyst, assumes the role of Records Response and Recovery Coordinator if the Records Officer and Administrative Regulations Program Manager are unavailable.

In the event the WSDA Records Officer, the Administrative Regulations Program Manager, and the Administrative Regulations Analyst are unavailable, **Jeff Canaan**, Deputy Director, will assign temporary authority to another team member to assume the role of Records Response and Recovery Coordinator.

This chain of authority applies to each of the regional offices. The WSDA Records Officer heads the Action Team, implements the Plan, and provides direction to Team members and other WSDA staff.

## **Response and Recovery Manager**

During a records emergency or disaster, some assistance may be needed from other agencies or mutual aid partners. In addition, emergency specialized services may be needed and materials and supplies purchased. The Response and Recovery Manager supports the Records Response and Recovery Coordinator by filling this role.

The Response and Recovery Manager is responsible for:

- Coordinating assistance from other agencies or mutual aid partners, at the direction of the Records Response and Recovery Coordinator.

- Serving as a major financial decision-making authority and authorizing emergency expenditures.
- Selecting a document recovery service provider or data recovery service provider and activating the associated contracts.
- Coordinating with the Communications Officer to issue a press release, if necessary.

**Elizabeth McNagny, Administrative Regulations Manager, is the Response and Recovery Manager.** In the event the Administrative Regulations Manager is unavailable, **Teresa Norman, Administrative Regulations Analyst,** assumes the role of Response and Recovery Manager.

## Team Leaders

Each WSDA office has an assigned Team Leader to facilitate clean-up and action at the direction of the Records Response and Recovery Coordinator. The Team Leader is responsible for:

- Communicating with the Records Response and Recovery Coordinator, the Response and Recovery Manager, and Assistant Directors.
- Taking direction from the Records Response and Recovery Coordinator.
- Managing work crews.
- Assigning personnel as necessary to ensure efficient work flow.
- Ensuring response and recovery steps are carried out properly and in proper sequence.
- Documenting damage to records, the type of response, results of document recovery, and disposition of documents deemed unrecoverable.
- Physically moving, cataloging, or otherwise handling damaged records.

In the regional offices, Team Leaders have the additional responsibility of assembling, maintaining, and inventorying the emergency supply stockpile.

## REAP Teams

Records Emergency Action Plan team members are comprised of employees who understand emergency response, records retention schedules, and the Department's records. The size of the Department's REAP teams depends on the office where the records emergency event occurs and by the scope of the emergency – its nature, severity, and extent. For example, minor water emergencies may be handled by a small team who will set up fans, dry materials, and document damage. In a significant event, the team may be expanded to include a supply and procurement officer as well as document recovery professionals. Ancillary staff support will come from division personnel.

**Legal Counsel:** Kristen Mitchell is Legal Counsel for the Department and is responsible for providing advice on legal issues associated with disaster and recovery response.

**In any type of records emergency, Jeff Larsen, Records Response and Recovery Coordinator, must be notified immediately that Department records have been damaged.** Jeff Larsen or his alternate will oversee the details of the recovery in consultation with affected Assistant Directors and others on the REAP teams.

## **Other Assignments**

### *Staff Communication during a Records Emergency Event*

**In the Olympia office, the employee** finding the emergency event immediately notifies the Records Response and Recovery Coordinator (Jeff Larsen) and affected divisions' Assistant Directors.

**In regional offices, the Team Leader** is responsible for immediately notifying the Records Response and Recovery Coordinator (Jeff Larsen) and affected divisions' Assistant Directors.

**The Assistant Director** is responsible for notifying the Director and Deputy Director of the emergency event and that Department records have been damaged and may require specialized recovery. In addition, the Assistant Director is responsible for notifying the Chief Information Officer if computer equipment or electronic records have been compromised or damaged.

**Division Coordinators** are responsible for notifying their Program Managers.

**Program Managers** are responsible for notifying staff who are familiar with the records that have been damaged, who understand their records retention schedules, and who may provide assistance.

### *News Media Contacts*

If the emergency event is sizable, persons from the news media may contact the Department. All calls from the news media are to be referred to Hector Castro, Communications Manager.

### *Offers of Assistance*

In a sizable emergency event, the Department may receive offers of assistance, including volunteer labor, supplies, etc. The Recovery and Response Manager (Elizabeth McNagny), in consultation with senior executives, is responsible for delegating a staff person to handle and coordinate offers of assistance.

**WSDA REAP Teams are found in Appendix A-2.** Each team leader (or alternate) immediately will notify the Records Response and Recovery Coordinator the event of a records emergency.

## Appendix 2 – WSDA REAP Teams

### Olympia Headquarters

<b>WSDA HEADQUARTERS REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Teresa Norman</b>	360-902-2043 360-951-0764 (cell) 360-459-7035 (home)	All responsibilities of Team Leader listed on page 14.
Member 1 <b>Scott Loerts</b>	360-902-2074 360-402-5212	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Jan Haran</b>	360-902-1998 360-556-4614	Responsible for identifying payroll and human resources records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 3 <b>Henri Gonzales</b>	360-902-2061 360-239-3622	Responsible for identifying Plant Services records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 4 <b>Division Coordinator</b>	360-902-1828 360-970-1176	Responsible for identifying Commodity Inspection records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise

		handle damaged records.
Member 5 <b>Jodi Jones</b>	360-902-1889 360-402-0397	Responsible for identifying Animal Services records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 6 <b>Shari Elliff</b>	360-902-1967 360-280-9793	Responsible for identifying Food Safety and Consumer Services records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 7 <b>Maryann Connell</b>	360-902-2012 360-507-4994	Responsible for identifying Pesticide Management's records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

**Cleveland Lab**

<b>CLEVELAND LAB REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNaghy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Vita Weaver</b>		All responsibilities of Team Leader listed on page 14.
Member 1 <b>Scott Loerts</b>	360-902-2074 360-402-5212	Responsible for communicating with building maintenance staff and securing a location for damaged

		records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Randy Taylor</b>	360-586-3644	Responsible for identifying program records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 3 <b>Claudette Needham</b>	360-586-8456	Responsible for identifying program records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

### Colfax Grain Office

<b>COLFAX GRAIN OFFICE REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNaghy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Don Potts</b>	509-533-2478 509-993-7827	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, identifying grain office records, and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Gary Bergley</b>	509-397-2434 509-397-2583	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.

Member 2 <b>Wendy Macleit</b>	509-397-2434 509-397-2583	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
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**East Wenatchee Office**

<b>EAST WENATCHEE REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Ken Shank</b>	509-884-4253 509-665-4318	All responsibilities of Team Leader listed on page 14. Also responsible for notifying affected Assistant Directors and the Department Risk Manager, identifying office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Laurie McDaniel</b>	509-882-4253	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Brandy Thompson</b>	509-884-7242	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

Member 3 <b>Bruce Olson</b>	509-665-3395	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.
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### Kalama Grain Office

<b>KALAMA GRAIN REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Theodore Freeman</b>	360-577-2004 360-402-9151	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying grain office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Bob Adams</b>	360-673-2727	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Nancy Makela</b>	360-673-2727	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 3 <b>Steve Oakes</b>	360-673-3900	Recovery assistant. May be called upon to physically move, catalog, or

		otherwise handle damaged records.
Member 4 <b>Gery Carlson</b>	360-673-3900	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.

### Longview Grain Office

<b>LONGVIEW GRAIN REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Theodore Freeman</b>	360-577-2004 360-402-9151	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying grain office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Philip Garcia</b>	360-577-2004	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Laura Wetsch</b>	360-577-2004	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

Member 3 <b>Brad Hansen</b>	360-747-5000	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 4 <b>Randy Cooper</b>	360-747-5000 503-896-7536	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.

### Mount Vernon Office

<b>MOUNT VERNON REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Teresa Norman</b>	360-902-2043 360-951-0764	All responsibilities of Team Leader listed on page 14.
Member 1 <b>Wade Clark</b>	360-428-1060 360-840-1012	Responsible for identifying program records. Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.

### Pasco Grain Office

<b>PASCO GRAIN REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.

(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Don Potts</b>	509-533-2478 509-993-7827	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying grain office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Josh Wilde</b>	509-545-2249	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Craig Crider</b>	509-545-2249	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

**Seattle Grain Office**

<b>SEATTLE GRAIN REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.

<p>Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Keith Angerman</b></p>	<p>253-882-8044</p>	<p>All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying grain office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.</p>
<p>Member 1 <b>George Upham</b></p>	<p>206-298-4619</p>	<p>Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.</p>
<p>Member 2 <b>Susan Khaider</b></p>	<p>206-298-4619</p>	<p>Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.</p>

### Spokane Fancher Grain Office

<b>SPOKANE FANCHER REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
<p>Records Response and Recovery Coordinator <b>Jeff Larsen</b></p>	<p>360-902-1814 360-701-7695 (cell) 360-539-1765 (home)</p>	<p>All responsibilities of the Records Response and Recovery Coordinator.</p>
<p>(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b></p>	<p>360-902-1809 360-352-0492 (home)</p>	<p>All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.</p>
<p>Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Don Potts</b></p>	<p>509-533-2478 509-993-7827</p>	<p>All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying office records and</p>

		determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Mark Marshall</b>	509-533-2478	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Kathy Hagseth</b>	509-533-2478	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

### Spokane Havana Office

<b>SPOKANE HAVANA REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Scott Nielson</b>	509-533-2686 509-994-0936	All responsibilities of Team Leader listed on page 14. Also responsible for notifying affected Assistant Directors and the Department Risk Manager, and for identifying office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Tim Schultz</b>	509-533-2686 509-994-0936	Responsible for communicating with building maintenance staff and securing a location for damaged

		records. May be called upon to physically move, catalog, or otherwise handle damaged records.
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**Tacoma Grain Office**

<b>TACOMA GRAIN REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Keith Angerman</b>	253-882-8044	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Ray Dionne</b>	253-593-2064	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Pam Collins</b>	253-593-2064	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

## Vancouver Grain

VANCOUVER GRAIN REAP TEAM	CONTACT NUMBERS	RESPONSE & RECOVERY RESPONSIBILITY
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagy</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Theodore Freeman</b>	360-577-2004 360-402-9151	All responsibilities of Team Leader listed on page 14. Also responsible for notifying the Commodity Inspection Division Assistant Director and the Department Risk Manager, and for identifying grain office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Jeff Martin</b>	360-639-6711	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Bev Palmer</b>	360-639-6711	Responsible for helping to identify grain office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 3 <b>John Lindgren</b>	360-608-1491	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 4 <b>John Todd</b>	360-606-2380	Recovery assistant. May be called upon to physically move, catalog, or otherwise handle damaged records.

**Yakima Office**

<b>YAKIMA REAP TEAM</b>	<b>CONTACT NUMBERS</b>	<b>RESPONSE &amp; RECOVERY RESPONSIBILITY</b>
Records Response and Recovery Coordinator <b>Jeff Larsen</b>	360-902-1814 360-701-7695 (cell) 360-539-1765 (home)	All responsibilities of the Records Response and Recovery Coordinator.
(Records Response and Recovery Coordinator Alternate #1) Response and Recovery Manager <b>Elizabeth McNagny</b>	360-902-1809 360-352-0492 (home)	All responsibilities of the Records Response and Recovery Coordinator ; and/or All responsibilities of the Response and Recovery Manager.
Team Leader (Records Response and Recovery Coordinator Alternate #2) <b>Kurt Adams</b>	509-249-6965	All responsibilities of Team Leader listed on page 14. Also responsible for notifying affected Assistant Directors and the Department Risk Manager, and for identifying office records and determining the order of document recovery. If Alternate, includes all responsibilities of Team Leader listed above.
Member 1 <b>Chris Norvell</b>	360-725-5509	Responsible for communicating with building maintenance staff and securing a location for damaged records. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 2 <b>Addie Siebol</b>	509-249-6903	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 3 <b>Royal Schoen</b>	509-249-6944	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 4 <b>Tammy Best</b>	509-249-6945	Responsible for helping to identify office records and determining the order of document recovery. May be

		called upon to physically move, catalog, or otherwise handle damaged records.
Member 5 <b>Bill Castillo</b>	509-249-6991 509-728-3258	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.
Member 6 <b>Chris Sutherland</b>	509-249-6928 509-949-9373	Responsible for helping to identify office records and determining the order of document recovery. May be called upon to physically move, catalog, or otherwise handle damaged records.

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## Appendix 3 – First Responders and Executive Leadership Contact Directory

### First Responders Contact Directory

The names and contact information for first responders and disaster teams for regional offices are found in Appendix B-1. The following first responders and disaster team members are for the Washington State Department of Agriculture’s headquarters, which is located in Olympia, Washington.

FIRST RESPONDERS NAME	PHONE
Records Emergency Team Leader Jeff Larsen	360-902-1814 / 360-701-7695
Building Facilities Department of Enterprise Services Customer Service ( <b>Preferred Contact</b> ) Keith Radcliffe, NRB Building Manager	<b>360-725-0000</b> 360-725-0009
State Patrol	360-596-3800
Olympia Police Department	360-704-2740
Olympia Fire Department	360-753-8348
Risk Management Officer	Scott Loerts 360-902-2074 / 360-402-5212
Records Officer	Jeff Larsen 360-902-1814 / 360-701-7695
Kone Elevators	Tyler Quandt 877-276-8691
State Archivist	Steve Excell 360-586-1492
State Records Manager	Russell Wood 360-586-4900
State Chief Information Officer	Michael Cockrill 360-902-7325

### WSDA Executive Leadership

Director's Office	
<b>Bud Hover</b>	Director
Work Phone: <b>360-902-1887</b>	Work Email: dhover@agr.wa.gov
Home Phone:	Home Email:
Cell Phone: 360-790-0550	Distance from home to work
<b>Jeff Canaan</b>	Deputy Director
Work Phone: <b>360-902-1810</b>	Work Email: jcanaan@agr.wa.gov
Home Phone:	Home Email:
Cell Phone: 360-349-3404	Distance from home to work
<b>Mark Johnson</b>	Chief Financial Officer
Work Phone: <b>360-902-1986</b>	Work Email: mjohnson@agr.wa.gov
Home Phone: 360-459-7883	Home Email:
Cell Phone: 360-259-5258	Distance from home to work
<b>Carl Harris</b>	Chief Information Officer
Work Phone: <b>360-902-2004</b>	Work Email: charris @agr.wa.gov
Home Phone:	Home Email:
Cell Phone: 360-239-6217	Distance from home to work
<b>Rose Mattison</b>	Human Resources Manager
Work Phone: <b>360-902-1981</b>	Work Email: rmattison@agr.wa.gov
Home Phone: 253-241-2903	Home Email:
Cell Phone: 360-951-4102	Distance from home to work

Animal Services Division	
<b>Paul Kohrs</b>	Acting State Veterinarian
Work Phone: <b>360-902-1881</b>	Work Email: pkohrs@agr.wa.gov
Home Phone: 360-654-5872	Home Email:
Cell Phone: 360-507-3268	Distance from home to work
<b>Jodi Jones</b>	Division Coordinator
Work Phone: <b>360-902-1889</b>	Work Email: jjones@agr.wa.gov
Home Phone: 360-264-2003	Home Email:
Cell Phone: 360-402-0397	Distance from home to work

Commodity Inspection Division	
<b>Brad Avy</b>	Assistant Director
Work Phone: <b>360-902-1814</b>	Work Email: bavy@agr.wa.gov
Home Phone: 360-480-8126	Home Email:
Cell Phone: 360-402-5475	Distance from home to work
<b>Division Coordinator</b>	Division Coordinator

Work Phone: <b>360-902-1828</b>	Work Email: ldejong@agr.wa.gov
Home Phone:	Home Email:
Cell Phone:	Distance from home to work

Food Safety and Consumer Services Division	
<b>Kirk Robinson</b>	Assistant Director
Work Phone: <b>360-902-1814</b>	Work Email: krobinson@agr.wa.gov
Home Phone: 360-446-0440	Home Email:
Cell Phone: 360-481-2800	Distance from home to work
<b>Shari Elliff</b>	Division Coordinator
Work Phone: <b>360-902-1967</b>	Work Email: selliff@agr.wa.gov
Home Phone: 360-701-9376	Home Email:
Cell Phone: 360-280-9793	Distance from home to work

Pesticide Management Division	
<b>Ted Maxwell</b>	Assistant Director
Work Phone: <b>360-902-2011</b>	Work Email: tmaxwell@agr.wa.gov
Home Phone: 360-249-6257	Home Email:
Cell Phone: 360-790-9838	Distance from home to work
<b>Maryann Connell</b>	Division Coordinator
Work Phone: <b>360-902-2012</b>	Work Email: mconnell@agr.wa.gov
Cell Phone: 360-507-4994	Distance from home to work

Plant Protection Division	
<b>Brad White</b>	Acting Assistant Director
Work Phone: <b>360-902-1907</b>	Work Email: bwhite@agr.wa.gov
Home Phone: 206-277-9649	Home Email:
Cell Phone: 360-951-4056	Distance from home to work: 1.5 hours
<b>Henri Gonzales</b>	Division Coordinator
Work Phone: <b>306-902-2061</b>	Work Email: hgonzales@agr.wa.gov
Home Phone: 360-412-8074	Home Email:
Cell Phone: 360-239-3622	Distance from home to work

## Appendix 4 – Building Facilities Managers or Contacts

BUILDING FACILITIES MANAGERS OR CONTACTS		
Building	Facilities Contact Name	Phone Number
Olympia NRB	DES Customer Service 24 hrs. (preferred) Keith Radcliffe	360-725-0000 360-725-0009
Yakima	Matthew Anderton, Trustee	509-469-6648
Wenatchee	Susan Pierson	406-670-2746
Spokane (Havana St)	Randy Walters	509-477-2048
Smaller Regional Offices		
Aberdeen	Mike Cenci	402-681-2660
Brewster	Richard Witt Wendy Witt	509-689-3436 509-733-1195
Chelan	Donald or Laura Cantor	509-682-5116
Colfax	Steve Warwick	509-397-3780 or 509-869-4482
Kalama	Steve Oakes	360-673-3900
Kent	Deborah Abel	206-587-1840
Longview	Jerry Gibson	360-747-5013 or 504-251-9907
Moses Lake	Allan Chambers	509-989-2655
Mt. Vernon	Kimberly Servoss	360-738-1022 X 106 360-939-5721 (after hours)
Othello	Greg Brault or Michele Jones	509-488-9621
Pasco (N. Oregon St)	Kurt or Camilla Lockard	509-531-0455
Pasco (W. Court St)	David or Sherry Berett	425-488-2019
Prosser	Jeff Lundin	509-948-0217
Quincy	Tom Overcast	509-787-4247
Seattle Grain	Gerry Meehl	206-284-4851
Spokane (Fancher Rd)	Pete Carstens	509-747-3947
Tacoma Grain	Terry Johnson	253-572-3511
Tumwater (29 <sup>th</sup> Ave. lab)	Jerome or Margaret Mylet	253-686-7874
Tumwater (Cleveland)	Scott Ritter	360-791-1589
Vancouver	John Lindgren	360-693-1218
Wapato	Ernie Sanchez	509-945-0843 or 509-307-4131

**Note: This list contains the names of building and facility managers, not Department of Agriculture employees.**

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## Appendix 5 – Locations of Essential Records and Forms

Although the *Records Emergency Action Plan* covers all the Department’s records, the first priority is the recovery and reclamation of essential records. The locations of the Department’s essential records are detailed below:

Note: this section is being worked on

### Priority One Records – Second Floor Natural Resources Building

DIRECTOR’S OFFICE / ADMINISTRATION		
Title	Location	Retention
Contracts and Purchasing Records	Enterprise Contracts Management System and WSDA Purchase Order System; File cabinets in Contracts Office between posts 2-6 and 2-7.	6 years after expiration - Archival
Fiscal and Accounting Records	Paper in Financial Services files. Electronic in Solomon and other state systems.	
Continuity of Operations Plan	<a href="http://agrapoly01/wda/agdev/riskman/hls/">http://agrapoly01/wda/agdev/riskman/hls/</a> Copy in grab and go case.	4 years after superseded - Archival
Records Emergency Action Plan	SharePoint. 2-drawer file in Teresa Norman’s cubicle. Copy in grab and go case.	4 years after superseded - Archival
Security Clearance Rosters		
Delegations of Authority	SharePoint: <a href="http://sharepoint.dis.wa.gov/wda/AgDevAsst/AdministrativeRegulations/default.aspx">http://sharepoint.dis.wa.gov/wda/AgDevAsst/AdministrativeRegulations/default.aspx</a> . Hard copy in Elizabeth McNagny’s office.	Archival
Emergency Phone Lists		
Passwords to Various Systems	In NCC safe by Sheri Hartman’s desk.	
Building and System Access Codes		
Directions to a Hot Site		
Essential Records Inventory List	SharePoint. Also part of the Essential Records Plan, which is in the COOP, and in the three-drawer file in Teresa Norman’s cubicle.	Retain until no longer needed then destroy.
Contact Info for Disaster Recovery Vendors	SharePoint. 2-drawer file in Teresa Norman’s cubicle. Copy in grab and go case.	Retain until no superseded then destroy.
ANIMAL SERVICES		
Title	Location	Retention

Certificates of Veterinary Inspection	R drive	6 years
Import Records	R drive	1 year
<b>COMMODITY INSPECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
<b>FOOD SAFETY AND CONSUMER SERVICES</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
<b>PESTICIDE MANAGEMENT</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Experimental Use Permits	File Cabinet under the pull box for registration services Row 2-13 Pesticides Electronic - Pesticide Management/Registration Services/Pesticide Registration Documents/WSEUP	6 years - Archival
<b>PLANT PROTECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Licenses, Permits Summary Records		6 years - Archival
Pest Control & Eradication Working Files	Electronic on the P drive. Survey and eradication data are at: <a href="http://wsdaiformbuilder.com">http://wsdaiformbuilder.com</a>	4 years
Pest Control & Eradication Final Results	Electronic on the P drive. Survey and eradication data are at: <a href="http://wsdaiformbuilder.com">http://wsdaiformbuilder.com</a>	6 years – Archival
Water Quality Permits		6 years - Archival

### Priority Two Records – Second Floor Natural Resources Building

<b>DIRECTOR'S OFFICE / ADMINISTRATION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Personnel Records	Located in four locked file cabinets outside CTO office and WSDA main entrance. Electronic records can be access by mobile laptop computer currently stationed with Amber Robertson.	10 – 60 years after employment
Time and Attendance Records	Paper: P-190 and P-177 and upstairs in filing cabinets in Jan Haran's group space. Electronic in HRMS.	6 years after end of fiscal year
Payroll Records	Paper: P-190 and P-177 and upstairs in filing cabinets in Jan Haran's group space.	7 – 60 years after employment

	Electronic in HRMS.	
Facility Records	Electronic on H drive and email. Hard copies in 3 drawer file cabinet at window aisle 2-10 labeled by location.	4 – 6 years
Asset Management Records	Electronic on H drive and email. Hard copies in 3 drawer file cabinet at window aisle 2-10 labeled by location.	6 years after disposition of asset
Information Services Records	Electronic on agency servers.	
Grant Records		
Forms Master List	Electronic in J drive. Paper in filing cabinets by Director’s coffee bar	Retain until form ceases
<b>ANIMAL SERVICES</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Quarantine and Hold Records	With Vet Until Sent to Olympia. In Olympia, in Kerrie’s file cabinet. Admin Regs keeps a copy for a short time. In case of emergency, quarantine forms are also stored at the Animal Services warehouse in Tumwater.	6 years
<b>FOOD SAFETY AND CONSUMER SERVICES</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Emergency Food Assistance records	Office/P190	6 years
Organic Food Files: Federal & State Certification	Office/P190	10 years
Inspection Records		6 years Perhaps essential depending upon emergency
Licenses, Permits Issued		6 years - Archival
Registration/Exemption from Registration Records		6 years
<b>PESTICIDE MANAGEMENT</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
DNMP Records	X:\Pesticide Management\DNMP\2_LivestockOperations_Dairy	6 years - Archival
Pesticide Registration / Exemption from Registration	<b>Fertilizer</b> - Paper copies next to Eddie Simon’s desk row 2-13 <b>Fertilizer electronic</b> – Pesticide Management/Registration Services/Fertilizer Registration Documents <b>Pesticides</b> - Paper copies 2nd row from	6 years

	<p>Eddie Simon’s desk row 2-13  <b>Pesticides Electronic</b> - Pesticide Management/Registration Services/Pesticide Registration Documents  <b>Emergency Section 18</b> Exemption paper copies next to Joe Hoffman’s desk Row 2-14  <b>Emergency Exemption Section 18</b> Electronic - Pesticide Management/Registration Services/Pesticide Registration Documents  <b>25B and Spray Adjuvants</b> – hard copy by Erik Johansen’s Desk                      Electronic - Pesticide Management/Registration Services/Pesticide Registration Documents</p>	
Pesticide Sensitive Individuals		6 years
Pesticide Treatment Records		6 years
Wetland Pesticide Treatment Records	Hard copies are in Kathi’s cabinet. Electronic versions are in the Kelly’s database system	6 years - Archival
<b>PLANT PROTECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Licenses, Permits Summary Records		6 years - Archival
Water Quality Permits	<p>Spartina on line.  <a href="http://agr.wa.gov/PlantsInsects/Weeds/Spartina/">http://agr.wa.gov/PlantsInsects/Weeds/Spartina/</a>                      Knotweed on line.  <a href="http://agr.wa.gov/PlantsInsects/Weeds/Knotweed/Knotweed.aspx">http://agr.wa.gov/PlantsInsects/Weeds/Knotweed/Knotweed.aspx</a></p> <p>Shared Spartina data.                      P:\Pest\Spartina_Weeds\Spartina_Issues</p> <p>Other weeds.                      P:\Pest\Noxious Weeds</p>	6 years - Archival

	Each person's H drive.	
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### Priority Three Records – Second Floor Natural Resources Building

DIRECTOR'S OFFICE		
Title	Location	Retention
Agency Request Legislation	Electronic on L drive. Paper in files at Stacy Laney's desk.	2 years - Archival
Attorney General Opinions	Filing cabinet in Executive Assistant's office. (Room 211) Electronic in e-mail and vault.	6 years - Archival
Executive Correspondence	Filing cabinet in Executive Assistant's office. (Room 211) Electronic in e-mail and vault.	4 years - Archival
GMAP	Boxed in room 207. Electronic on Bob Bartusch H drive.	6 years – Archival
Groundwater Pollution Prevention	Natural Resource Assessment Section files- NRB	6 years – Archival
History Files	Paper files in Stacy Laney, Sharra Finley and Mary Beth's offices.	5 years – Archival
Interpretive & Policy Statements	Electronic on Admin Regs I drive and on Internet Laws and Rules page ( <a href="http://www.agr.wa.gov/LawsRules/">www.agr.wa.gov/LawsRules/</a> ). Paper in rules files at Teresa Norman's desk.	3 years – Archival
Legislative Bill Files	Paper in Stacy Laney's file cabinets. Electronic in LegTrack.	2 years – Archival
Minutes of Policy- Setting Meetings	Electronic files in L drive.	6 years – Archival
Natural Resources Assessment Section Files	Natural Resource Assessment Section files- NRB	6 years – Archival
Official Appointment Letters	Electronic in Sharra Finley's H drive.	6 years - Archival
Pesticide & Crop Summaries	Electronic on X drive.	6 years – Archival
Policies	Paper in 3-drawer file in front of Debbie Hacker's desk; Electronic in Z drive in Policies folder	6 years – Archival
Speeches & Writings	On Hector's H drive.	6 years – Archival
Fair Evaluations	File cabinet marked ARO-4 outside Debbie Hacker's office.	2 years – Archival
Photos and Graphics	Electronic in Z drive and J drive	Retain until purpose served – Archival
Publications	Electronic in J drive	
Transfer of Legal Custody	In filing cabinet next to Jeff's desk	Retain for life of agency
Rules and Regulations	In short filing cabinet in front of Kelly Frost's cube; electronic in SharePoint	6 years – Archival

<b>ANIMAL SERVICES</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Brand Files	Room 275	Archival
Horse ID	R drive; cabinet in Animal Services Div.	6 years
Impounds	R drive; cabinet in LID area	6 years
<b>COMMODITY INSPECTION</b>		
<i>Most of Commodity Inspection Division essential records and forms are located in regional offices.</i>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Marketing and Business Services records	Filing cabinet in Cyberia between 2-90 and 2-91. Some records located in program staff cubicles.	2 years - Archival
<b>FOOD SAFETY AND CONSUMER SERVICES</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Licensing Records		6 years - Archival
Registration/Exemption from Registration Records		6 years
<b>PESTICIDE MANAGEMENT</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Licenses and Permits	<a href="http://agrapoly01/is_apps/pmlic/webapps/pmlic/MainMenu.aspx">http://agrapoly01/is_apps/pmlic/webapps/pmlic/MainMenu.aspx</a>	6 years
Licenses and Permits Summary Records	<a href="http://agrapoly01/is_apps/pmlic/webapps/pmlic/MainMenu.aspx">http://agrapoly01/is_apps/pmlic/webapps/pmlic/MainMenu.aspx</a>	6 years - Archival
Pesticide Licensing Recertification Records	Licensing file cabinet for retention period, then to Records Center.	6 years
Waste Pesticide Collection	Electronic in new database. Paper in room 248.	6 years – Archival
<b>PLANT PROTECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Installed Equipment Ledger		3 years

### Priority One Records - Yakima

<b>COMMODITY INSPECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Certificate of Compliance		
Certificates – Submitted Sample Inspection		
Export Statistics		
Seed Arbitration Records	Paper in file cabinet in Seed Program office.	6 years

Gift Package Authorization		
Special Grade Authority		
Licenses and Permits	Seed Program: Original issued to company - Paper copy file cabinet Seed Program office. Electronic copy I:\DAILY WORK FOLDER\Seed Labeling	6 years
Grain Inspection Records		5 years
OECD Files	Paper copy in file cabinet in Seed Program office. Electronic copy kept by USDA.	6 years
Warehouse Records		
<b>PLANT PROTECTION</b>		
<b>Title</b>	<b>Location</b>	<b>Retention</b>
Hop Inspection Certificates		3 years

**Priority One Records - Wenatchee**

Title	Location	Retention	Format

## Appendix 6 – Records Salvage Priorities

It's important to prioritize records for recovery in an emergency, determining which require attention first and which can wait. Essential and archival records have priority over any other type of record.

Essential records are prioritized into three levels:

- Priority 1: Required in the first 12 hours following an emergency event. This includes essential records and forms that are necessary to respond to the emergency, records that are difficult or impossible to replace or replicate, and records and forms that are essential for resuming operations following an emergency.
- Priority 2: Required in the first 12 – 72 hours. This includes records that are difficult to replace, that have significant operational or research value, and records not duplicated elsewhere.
- Priority 3: Required after 72 hours. These records include materials that can be replaced, are duplicated elsewhere, or that can be considered expendable.

### Media Considerations

Some types of media are recovered more successfully if prompt action is taken. Media that require prompt action to ensure successful salvage include computers, flash drives, magnetic tapes, and photographs.

### Transitory Records

In a records emergency, some records deemed transitory may become essential. Therefore, all records destruction activity will cease and the Department will retain records that may not be primary copies until verification that the original records exist. The destruction of transitory records may resume after the emergency situation has concluded and the administrative purpose of the record has been served.

## Appendix 7 – Emergency Supply Stockpile

The Department maintains supplies that may be needed in the event of an emergency, including supplies needed to prevent further damage to records and to aid in packing out records for further recovery. These emergency supplies can make the difference between a quick and a costly response.

In Olympia, the supplies listed in Table 1 are in the 33-gallon plastic trash can located in the mail room in the basement of the Natural Resources Building (NRB). Supplies will be inventoried annually to determine that all materials are present and in good condition. Batteries and duct tape have a limited shelf life and may need to be replaced at regular intervals.

The supplies listed in Table 2 are readily available in Department office supply cabinets, and the supplies listed in Table 3 are part of the Department’s emergency response supplies, which are stored in the emergency supply closet on the second floor of the NRB. Salvage supplies in Table 4 are located throughout office locations. Equipment listed in Table 5 is available from building managers, who are usually responsible for site clean-up and rehabilitation.

Emergency supply stockpiles for regional offices will be assembled and locations determined no later than June, 2014.

**In the Olympia headquarters, the WSDA Risk Manager, Scott Loerts is responsible for assembling and inventorying the emergency supply kits,** noting the supplies on hand, those stored in locations outside the building, and those that would have to be purchased in case of a records emergency.

**In the regional offices, the Team Leaders are responsible for assembling and inventorying the emergency stockpiles.**

**Table 1: NRB In-House Stash of Supplies for Immediate Response**

NEEDED FOR IMMEDIATE RESPONSE	NEEDED FOR AIR DRYING	NEEDED FOR FREEZING FOR STABILIZATION	DISASTER RESPONSE SUPPLIES AND EQUIPMENT
X			33-gallon plastic trash can with wheels and lid (to store supplies)
X			1 roll 10' x 100' 2 mil plastic sheeting
X			1 roll masking/duct tape (to use with sheeting)
X			10 large plastic trash bags (to fit can)

X			1 large sponge
X			1 5-gallon bucket
X			1 box disposable gloves
X			2 rolls paper towels
X			2 pair scissors
X			1 dozen sharpened pencils
X			2 black permanent marking pens
X			3 boxes adhesive labels
X			Copies of Initial Damage Assessment Checklist, Rapid Collections Assessment, Response Plan Template, Pack-Out Tracking Log
X			Flashlight (self-standing, extra batteries)
X			10 dust masks
X			Small tool kit (multi-head screw driver, wrench, hammer)
X			Wet vacuum

**Table 2: Documentation**

NEEDED FOR IMMEDIATE RESPONSE	NEEDED FOR AIR DRYING	NEEDED FOR FREEZING FOR STABILIZATION	DISASTER RESPONSE SUPPLIES AND EQUIPMENT
X	X	X	Camera, memory cards (in case a digital camera is not available, keep a disposable camera in emergency supply stash)
X	X	X	Laptop computer (doesn't need to be kept in the stockpile)
X	X	X	Waterproof pens/markers
X	X	X	Pencils (mechanical or sharpened)
X	X	X	Clipboards
X	X	X	Paper pads

**Table 3: Personal Safety and Protection**

NEEDED FOR IMMEDIATE RESPONSE	NEEDED FOR AIR DRYING	NEEDED FOR FREEZING FOR STABILIZATION	DISASTER RESPONSE SUPPLIES AND EQUIPMENT
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X	X	X	First Aid kit
X	X	X	Gloves (disposable, work)
X	X	X	Masks and respirators (dust, mold)
X	X	X	Rubber boots (non-skid), many sizes
X	X	X	Safety goggles
X	X	X	Eyewash kits
X	X	X	Protective clothing (plastic aprons, Tyvek coveralls)
X	X	X	Antimicrobial soap/alcohol hand wash
X	X	X	Drinking water

**Table 4: Salvage Supplies**

NEEDED FOR IMMEDIATE RESPONSE	NEEDED FOR AIR DRYING	NEEDED FOR FREEZING FOR STABILIZATION	DISASTER RESPONSE SUPPLIES AND EQUIPMENT
X		X	Self-adhesive labels, color-coded adhesive dots
X		X	Hand trucks, dollies, book carts
X	X	X	Plastic bags (garbage, zipper lock, assorted sizes)
X		X	Corrugated cardboard boxes (line with plastic bags before wet records go in)
X		X	Tape (masking, packing, duct), tape dispensers
X		X	Scissors, utility knives (extra blades)
X		X	Pallets

**Table 5: Environmental Monitoring and Moisture Control**

NEEDED FOR IMMEDIATE RESPONSE	NEEDED FOR AIR DRYING	NEEDED FOR FREEZING FOR STABILIZATION	DISASTER RESPONSE SUPPLIES AND EQUIPMENT
X			Air conditioners (portable)
X	X		Dehumidifiers
X	X		Fans

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## Appendix 8 – Approved Vendors and Suppliers

### Non-Electronic Media

The state of Washington maintains two contracts for document recovery services and facility mitigation. The purpose of these contracts is to provide a range of mitigation, salvage, and recovery services in the event of a natural or man-made disaster or emergency on an as-needed basis. Services include, but are not limited to, pack out and removal of damaged materials, tracking of items removed, and any transportation from the disaster site. Recovery services will be provided for large wet, smoke damaged, or otherwise affected documents, books, photographs, etc., including mold removal, freezing, and drying.

The scope of services of the two contractors includes drying of records in all formats that may include magnetic and computer media, but it DOES NOT include data recovery and restoration.

**The Response and Recovery Manager selects the supplier(s) and activates the contract(s).**

**WA/DES CONTRACT #01112 (State of GA RFP 99999-SPD0000040)**

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#### **DOCUMENT RECOVERY SERVICES & FACILITY MITIGATION**

**Yvette Winter – Polygon**

253.709.8677

800.422.6379

[Yvette.winter@polygongroup.com](mailto:Yvette.winter@polygongroup.com)

### Electronic Media

The state of Washington maintains a contract with Iron Mountain for electronic data recovery and restoration.

**WA/DES CONTRACT #T09-PCH-149**

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#### **OFF-SITE MEDIA STORAGE VAULT SERVICES**

**Carl Plenkovich – Iron Mountain Data Recovery Service**

253.518.6559

[carl.plenkovich@ironmountain.com](mailto:carl.plenkovich@ironmountain.com)

## Appendix 9 – Staging and Document Recovery Space

Staging areas may be necessary for the recovery of damaged records, especially if the decision is made to recover records on-site. The Natural Resources Building has several large conference rooms that may be used as staging space for a small records emergency, as long as those rooms are available. In addition, P-199 (the exercise room) may be used in the event of an emergency.

Staging areas must be securable and must remain secure at the appropriate level for the records being handled.

If the decision is made to send documents to a contractor for recovery, a staging area is necessary to box or re-box records, record them in a tracking system, and prepare them for shipment.

If the number of records is large, the Department Risk Manager, **Scott Loerts**, and Facilities Manager, **Tracie Lindeblom** will work together to locate a large space (such as the armory).

**Team Member #1 is responsible for communicating with the WSDA Facilities Manager and the building manager to secure a staging space in the event of an emergency.**

## Appendix 10 – Response and Recovery Procedures

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### Emergency Instructions – What to Do Immediately

#### Water

In some emergencies and earthquakes, water may spill or leak into areas where records are kept. If there is any risk that the water is contaminated by sewage or other substances, responders should wear protective clothing (waterproof boots, clothing, and gloves). If there is any risk of electrocution, **do not enter the area.**

1. If easily done, attempt to determine the cause or source of the water.
2. Attempt to shut off the water, if feasible. Contact the **building facilities manager** to shut off the water.
3. Immediately contact WSDA's Records Officers **Jeff Larsen** at 360-902-1814 or **Elizabeth McNaghy** at 360-902-1809.
4. If archival materials are threatened, immediately notify the State Archivist at 360-586-1492.
5. Protect the records while awaiting assistance. Choose (a), (b), or (c), depending on the circumstances:
  - a. If only a few items are in jeopardy and the water flow is minor, move any wet or vulnerable materials to a dry, secure location nearby.
  - b. If water is coming from above, place plastic sheeting over the affected areas.
  - c. If water is coming in on the floor, use hand trucks to remove materials from the affected area, beginning with those on the floor and in lower shelves and drawers, and move them to a safe location not subject to a flood threat.
6. Remove any standing water with a wet vacuum.
7. Take steps to reduce the temperature and humidity; increase air circulation by running fans continuously.

8. Initiate salvage procedures detailed in *Salvage Procedures for Specific Types of Damage* section of the Plan.

## Fire

1. If you see fire or smell smoke, pull the nearest manual fire alarm to activate the fire system.
2. If the fire has less than a 3-foot base and is not chemical, you may attempt to put it out using an ABC fire extinguisher located in various locations throughout the building.
3. If the fire has more than a 3-foot base, immediately evacuate the building. Do not jeopardize your safety to save documents, regardless of their essential or archival status.
4. Immediately contact WSDA's Records Officers **Jeff Larsen** at 360-902-1814 or **Elizabeth McNaghy** at 360-902-1809.
5. Follow the detailed instructions found on pages 40 - 43. A copy of the REAP is kept at the Receptionist's desk and in the Department Grab-and-Go cases.

## Civil Disturbance or Riot

1. If records have been damaged by vandalism, fire, water or other damage, contact WSDA's Records Officers **Jeff Larsen** at 360-902-1814 or **Elizabeth McNaghy** at 360-902-1809.
2. If archival materials were damaged, immediately notify the State Archivist at 360-586-1492.
3. Protect the records while awaiting assistance. Choose (a), (b), or (c), depending on the circumstances:
  - a. If only a few items are in jeopardy, move any wet or vulnerable materials to a dry, secure location nearby.
  - b. If water is coming from above, place plastic sheeting over the affected areas.
  - c. If water is coming in on the floor, use hand trucks to remove materials from the affected area, beginning with those on the floor and in lower shelves and drawers, and move them to a safe location not subject to a flood threat.

## Initial Damage Assessment

Before a response plan can be put in motion, an initial damage assessment needs to be completed immediately following the discovery of the emergency event. It is from this assessment that the type of response is determined.

The Records Response and Recovery Coordinator is responsible for completing the Initial Damage Assessment worksheets. If the initial assessment is delegated to another Team member that Team member will immediately send a copy of the assessment to the Records Response and Recovery Coordinator. The Initial Damage Assessment Checklist worksheets are located in Appendix 11. They are also available in REAP Documents and Templates in SharePoint at:

<http://sharepoint.dis.wa.gov/wsd/AgDevAsst/AdministrativeRegulations/FormsRecordsMngt/Records-Management/default.aspx>

## Response Plan

When planning the Department response to a records emergency event, it is important to document the decisions and plans made. The Records Response and Recovery Coordinator will utilize the Response Plan template located in **Appendix 12** to document how the Department has planned to handle individual records emergency events. The size of the response depends on the size and severity of the incident. A small incident may require a response by only a couple of people, while a larger incident may require the entire REAP Team. The completed Response Plan will be posted at the scene of the incident to inform all responders as to the decisions made.

## Pack-Out Guidelines

Pack-out is the phase of emergency response in which damaged records are identified, labeled, and moved out of the affected area to another area within the building or off-site either for immediate recovery operations or to frozen storage until recovery can begin.

Records are not to be moved until the staging area has been prepared. The Records Response and Recovery Coordinator will decide whether to attempt to recover some or all damaged records on-site or to call in a contractor for recovery.

Removal priorities are determined from the assessment of the emergency. Pack-out order is determined based on the degree of damage. Usually, the wettest or most damaged records are removed first, along with any records that are needed for immediate use and essential records that cannot be duplicated. However, if the response will be limited to air-drying using existing staff, it may be better to begin with those that are least damaged and therefore most easily salvaged.

Pack-out procedures also depend on whether records and materials are being transported to an area nearby for immediate recovery or if they will be transported off-site. The latter requires more careful packing and more thorough documentation. Materials should be sorted according to the degree of wetness (soaked, damp, or dry), packing like materials together.

If records are in structurally sound boxes, the fastest and most efficient way to remove them from the disaster area is to form a human chain.

If records are in large drawers, remove drawers to protect and transfer the materials using hand trucks, dollies, or carts to the staging or recovery area. Materials may be frozen right in the drawers.

If records are in containers that are not structurally sound and that could collapse when moving, they must be transferred to another receptacle before removal. Clean, dry cardboard boxes are available in the emergency supplies.

When records are documents are to be sent to a contractor, work crews will be established to pack up the damaged documents and materials. Depending on the nature of damage, each work crew in the pack-out operation will generally consist of:

- Crew leader: ensures smooth work flow and alleviates bottlenecks.
- Box assembler: sets up boxes or other containers and lines them with heavy-duty trash bags.
- Retriever: removes materials from impacted areas.
- Wrapper: cuts freezer/waxed paper and wraps items.
- Packer: takes wrapped items and boxes them.
- Sealer: working with the document recorder, seals and labels containers and prepares packing list.
- Transporter: moves containers from packing area to pallet, dolly, etc. for removal.

## **Documentation and Identification for Tracking**

For inventory control as well as insurance purposes, it is necessary to know the condition and disposition of records and materials. Which materials were destroyed during the event, which items must be replaced, which must be sent to a contractor for recovery, which were taken on-site (and where) to be recovered, etc. For tracking purposes, each box or drawer of records removed must be identified by a unique number or code. Make sure all containers are labeled on two sides using waterproof permanent markers.

A tracking system has been established in SharePoint for documentation and tracking. **The tracking system is located** on the Administrative Regulations site at:

<http://sharepoint.dis.wa.gov/wda/AgDevAsst/AdministrativeRegulations/FormsRecordsMngt/Records-Management/default.aspx> .

Alternatively, if using a paper tracking log is more convenient, a **Pack-Out Tracking Log template** is attached as **Appendix 13**.

## Salvage Procedures for Specific Types of Damage

Specific types of damage require special treatment.

### Contaminated Records

Sometimes records are flooded by water containing sewage, covered with asbestos from ceiling tiles, or are otherwise contaminated. If you suspect records are contaminated, all response staff members must wear protective equipment. A contractor who specializes in the treatment of contaminated materials should be selected to recover these types of damaged records.

### Fire-Damaged Records

If records have been damaged in a fire, they may be both wet and brittle. They may be charred, may have smoke or soot deposits, and will likely have an odor. Put pieces of paper toweling or clean newsprint under charred materials before they are moved. A contractor who specializes in the treatment of fire-damaged materials will be selected to recover these types of damaged records.

### Muddy Records

Recovering muddy records usually requires a large amount of clean running water, cleaning facilities, and lots of time. Attempting to remove mud from wet paper records may force dirt farther into the paper, so if only a small number of records are damaged with mud, the decision may be made to let the records dry before attempting restoration. The salvage of a large number of records involving mud will be left to a contractor.

### Records that Should Be Kept Wet and Recovered by a Contractor

Some materials should be kept wet until they can be recovered by a specialized contractor. These include microfilm and computer hard drives.

### Steps for Handling Mold and Other Contaminants

Molds, bacteria, and other water-borne contaminants can have an adverse effect on people, particularly individuals with allergies, asthma, or other respiratory problems. People with respiratory impairments and sensitivities should stay away from contaminated areas.

When the temperature reaches 70° Fahrenheit and relative humidity is near 70%, conditions are optimal for growth and reproduction of most types of mold, which is the most common

category of contaminant in water-based emergencies. Black mold is a neurotoxin that attacks the central nervous system.

When working with moldy records, Team members must wear a fitted respirator with a HEPA filter, disposable rubber or plastic gloves, protective clothing, and eye protection. Ordinary dust masks are not sensitive enough to filter mold spores.

Recovery techniques for mold cause weakening and discoloration of the records beyond the water and mold damage itself. Moldy records must be quarantined from unaffected records. If moldy records must sit before the recovery process begins, they should be stored in an isolated location. Because recovering moldy records is labor-intensive and specialized, the salvage of moldy records will be left to a contractor who specializes in mold remediation.

**Action to take during a mold outbreak:**

1. If mold is on just a few items:
  - a. Place items in appropriate-sized zip-locking freezer bags.
  - b. Place plastic freezer bags in a freezer.
  - c. The Records Response and Recovery Coordinator will determine whether the affected records must be retained. If not, the records will be discarded. If the records must be retained they will be sent to a contractor who specializes in mold remediation.
2. If mold is discovered on a large number of items:
  - a. Immediately notify the Facilities Manager and building manager of the mold outbreak to determine if the temperature and humidity must be adjusted or if the integrity of the building has been compromised.
  - b. Wear protective clothing and equipment and obtain appropriate supplies from the emergency supply kit.
  - c. Seal materials in garbage bags.
  - d. Keep air movement to a minimum since air currents spread mold spores to other areas.
    - i. Do not use fans.
    - ii. Minimize the opening and closing of doors.
    - iii. If feasible, block off air vents so spores are not spread into the air-handling system.
  - e. Transfer all infected materials to an isolation room in such a manner that other areas will not be affected.
  - f. Ensure that the facilities personnel immediately and thoroughly sterilize the affected areas, including the climate control system where possible.

- g. The Records Response and Recovery Coordinator will determine whether the affected records must be retained. If not, the records will be discarded. If the records must be retained they will be sent to a contractor who specializes in mold remediation.

## **Records Requiring Special Handling**

Damaged records that require special handling include large or oversized paper, coated paper, and loose paper or paper held together with fasteners.

### ***Large or Oversized Paper***

Damaged large or oversized paper records may require two people to handle and transport safely and may require secondary support (large drawer, tray, polyester sheeting). If the record is rolled or folded, make sure there is enough space on a recovery table to accommodate the record when it is unrolled or unfolded.

### ***Coated Paper***

Coated paper, such as magazines or journals, stick together and must be dried immediately to prevent damage. Coated paper surfaces must not be allowed to be in contact with one another during drying.

If pages are stuck together, an attempt can be made to recover them by placing the record in a freezer and vacuum freeze drying.

### ***Loose Paper or Paper Held Together with Fasteners***

When handling loose paper or paper held together with fasteners, follow these steps:

- Remove outer paper or folders. If they contain valuable information, place the folders near their contents to dry.
- If possible, remove fasteners to hasten drying and prevent corrosive rust from forming on the records.
- To prevent tearing when moving old and fragile paper, use supports such as sheets of polyester film. Modern printer papers contain fillers that give the paper strength even when wet. It is important to recognize the difference between more modern and older papers, and to act according to the paper's need for support.
- Arrange paper records individually or in stacks of 1 – 5 records each. Turn records over frequently to increase exposure to air.
- Do not re-box records until they are completely dry.

### ***Bound Volumes***

It is preferable to freeze and vacuum freeze dry bound volumes quickly to help minimize the danger of paper distortion and the warping of bindings.

Bound volumes can also be air dried successfully, but will require attention to ensure that the spine of the book is completely dry before returning the book to a location without air circulation. Book spines and covers are highly susceptible to mold.

Small bound volumes with rigid covers that are only partially wet can be dried by standing them upright and spreading the pages to allow for air circulation. Rotate books upside-down to right-side-up while drying.

## **Handling Special Media Records**

### *CDs and DVDs*

All types of disks are composed of several layers. The metal reflective layer is probably the most important and most vulnerable to physical damage, but it is usually unaffected by water unless it has been soaking for a week or longer.

Immediate response can save information on the disks:

- Risk the disk in clean, room-temperature tap water and then in distilled water.
- If any residue remains, using distilled water, gently wipe the disk surface with a wet, soft cotton tissue. Do not use paper towels, which are too abrasive.
- Wipe in a radial direction from the center out, not a circular direction, to remove the water. Follow this wiping with another rinse in clean, distilled water.
- After rinsing, gently blot up any excess water with a soft, lint-free tissue to prevent water spots during drying.

The best chance of avoiding damage is to limit the time a disk is wet, so try to recover damaged disks immediately. If immediate recovery is not possible, rinse the disks in distilled water and store them in cases in cool, clean water until they can be recovered. If you need to transport the disks, they can be sealed in zip-lock bags immersed in cool or cold water in a portable cooler.

### *Computer Hard Drives*

Computer hard drives and other electronic media require immediate attention to ensure recovery.

- Remove hard drives from computers.
- Keep hard drives wet, sealed in plastic, and do not let them dry out.
- Send hard drives to a contractor as soon as possible for data recovery.

### **Magnetic Tapes**

Both the magnetic tape and the binder layer may be susceptible to degradation when exposed to water. Recovery of magnetic tapes should be a high priority if the tapes are valuable to the Department, and will be sent to Iron Mountain for recovery.

### **Oversight of Contractor On-site**

If the Records Recovery and Response Coordinator makes the determination that a contractor is needed for the recovery of damaged records, someone on the REAP Team must remain on-site to make sure that the work is carried out properly and to make decisions. The team member selected to remain on-site must ensure the following:

- Records are removed in the proper order.
- Records are properly handled and housed.
- Records are systematically tracked.
- Records are correctly labeled.
- Appropriate supplies and equipment are used.
- Records are properly prepared for shipment and are physically secure.
- Transportation equipment used to ship records is clean, in proper working order, and holds only records from the Department.
- All other conditions of the contract are met.

### **Oversight of Contractor Off-site**

Maintaining good lines of communication with the recovery contractor is critical. The Records Recovery and Response Coordinator or delegate should visit the contractor's facility early in the process of recovery to ensure that procedures have been communicated properly and that any issues that have arisen during the recovery steps are resolved.

Oversight of the contractor continues throughout records recovery to ensure that:

- Department records are not comingled with those of another agency.
- Records continue to be properly labeled and tracked.
- Appropriate recovery methods and equipment are used.
- Records are maintained in order.
- Records are secure.

### **After-Action and Post-Event Reports**

After an emergency event has been fully resolved, the Records Recovery Response Coordinator will complete after-action and post-event reports to capture the details of the incident and the Department's response.

The after-action report helps assess the Department's response and the adequacy of the REAP.

The post-event report summarizes and documents the incident, the response, and the recovery of the damaged records.

The After-Action Report and Post-Event Report templates are included as Appendix 14. They are also located in REAP Documents and Templates on SharePoint at:

<http://sharepoint.dis.wa.gov/wsa/AgDevAsst/AdministrativeRegulations/FormsRecordsMngt/Records-Management/default.aspx>

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## Appendix 11 - Initial Damage Assessment Checklist

Date		Time	
Assessor's Name Phone	Title Email	Other Participants	
Assessment Location		External Building Contact	
Office / Building	Floor Room	Phone	Email
Street Address	City		
<b>Initial Situation Survey</b>			
Type of Records Emergency	Is it still happening? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Nature of damage: <input type="checkbox"/> water <input type="checkbox"/> fire <input type="checkbox"/> dirt or debris <input type="checkbox"/> mold /contamination <input type="checkbox"/> broken windows <input type="checkbox"/> roof damage <input type="checkbox"/> structural <input type="checkbox"/> other			
Extent of damage: <input type="checkbox"/> small isolated area <input type="checkbox"/> one room <input type="checkbox"/> part of floor <input type="checkbox"/> entire floor <input type="checkbox"/> multiple floors <input type="checkbox"/> entire building			
Can staff handle to situation initially? <input type="checkbox"/> Yes <input type="checkbox"/> No Who is in charge?			
Is it safe to enter? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, what needs to be done to make it safe?			
Who discovered/reported the damage?	How long have records been damaged?		
What has been done so far?			
What is the security status?			
Does anything need to be done to clean and/or secure the area before attending to records?			
Other notes			

**Rapid Collections Assessment**

Photocopy this form before using.

Record Type	DAN	# Items Damaged	Nature/Severity (Use key below)	Treatment Needed (circle)	Priority (circle)	Privacy / Security? (circle)	Notes
<i>Example Essential Records</i>	GS 03031	5 boxes	A1, B2, D2	Yes No <u>Urgent</u>	<u>1</u> 2 3	<u>Yes</u> No	Need to be frozen
Essential records				Yes No Urgent	1 2 3	Yes No No	
Unbound records				Yes No Urgent	1 2 3	Yes No No	
Maps, plans oversize				Yes No Urgent	1 2 3	Yes No No	
Photos, negatives				Yes No Urgent	1 2 3	Yes No No	
Audio/video media				Yes No Urgent	1 2 3	Yes No No	
Magnetic/electronic				Yes No Urgent	1 2 3	Yes No No	
CDS/DVDs				Yes No Urgent	1 2 3	Yes No No	
Bound volumes				Yes No Urgent	1 2 3	Yes No No	
Books				Yes No Urgent	1 2 3	Yes No No	
Other				Yes No Urgent	1 2 3	Yes No No	
KEY	Nature of Damage:			D) Running Inks	H) Other		Severity of Damage:
	A) Water Damage			E) Fire Damage			1) Severe
	B) Mold			F) Tears			2) Moderate
	C) Structural Damage			G) Loose Pieces			3) Minor
Are records in jeopardy of further damage? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what needs to be done to prevent further damage?							

## Appendix 12 – Response Plan Template

### Records Emergency Event Incident Information

<b>DESCRIPTION OF INCIDENT</b>		
<b>LOCATION OF INCIDENT</b>		
Building:	Floor:	Room:
<b>CAN INCIDENT BE HANDLED IN-HOUSE?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No (See Staff and Contractor Information section below.)

### Records Information

RECORDS AFFECTED (List all affected records. Add rows as necessary.)	RECORD FORMAT/MEDIA	RECOVERY TECHNIQUE FOR EACH RECORD	IS THE RECORD CONFIDENTIAL?
<b>PRIORITIES FOR RESPONSE</b> (List in order, from first priority to last. Add rows as necessary.)	1. 2. 3. 4. 5.		
<b>INSTRUCTIONS FOR HANDLING CONFIDENTIAL RECORDS</b>			

**Record Tracking**

<b>PROCEDURE FOR TRACKING RECORDS</b>

**Staff and Contractor Information**

<b>REQUIRED RESPONSE/RECOVERY STAFF</b> (Add rows as necessary.)			
Name		Contact Information	
<b>STAFF ROLES AND RESPONSIBILITIES</b> (Add rows as necessary.)			
Staff Name	Role		Responsibility
<b>REQUIRED CONTRACTORS/VENDORS</b> (Add rows as necessary.)			
Name	Contact Information	Service(s) Required	Contract in Place?

**Supply and Equipment Information**

<b>REQUIRED SUPPLIES/EQUIPMENT</b> (Add rows as necessary.)			
Item:	Current location:	On hand or needs to be purchased?	Needed where? (For example, emergency operations center, staging area, recovery area, etc.)

**Emergency Operations Center and Staging and Recovery Areas**

<b>EMERGENCY OPERATIONS CENTER</b>	
Location:	
Necessary equipment/supplies (Add rows as necessary.)	

<b>STAGING AREA</b>	
Location:	
Necessary equipment/supplies (Add rows as necessary.)	

<b>RECOVERY AREA</b>	
Location:	
Necessary equipment/supplies (Add rows as necessary.)	

## Appendix 13 – Pack-Out Tracking Template

*See next page for Pack-Out Tracking Template.*

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## Appendix 14 – After-Action Report

### Types of Incidents to Be Assessed

The After-Action Report documents any incident in which the WSDA Records Emergency Action Plan is activated. Other incidents that do not result in the use of the Plan offer an opportunity to examine safety hazards, risks to records, security vulnerabilities, etc. Therefore, use of the After-Action Report is encouraged to facilitate training and information sharing.

### System of Emergency Assessment

1. The REAP Team should undertake a records emergency response assessment as soon as feasible after the situation is brought under control, but no more than 30 days after the event. The Action Team may solicit assessments from other involved parties.
2. The attached checklist of questions (see next page) is to be used as a guide or reminder in preparing the assessment; respond to the questions that are relevant to the event and your involvement in it.
3. The assessment may be done by individuals or collectively for an amalgamated report at the discretion of the Records Response and Recovery Coordinator.
4. The Records Response and Recovery Coordinator and REAP Team Leader reviews assessments submitted by each program or division, and prepares a final report on the emergency response and lessons learned within 30 days of receipt of the assessments.
5. The Records Response and Recovery Coordinator creates a permanent file of all documents relating to the recovery, including the assessments.

The After-Action Report Template is located in REAP Documents and Templates on SharePoint at:

<http://sharepoint.dis.wa.gov/wda/AgDevAsst/AdministrativeRegulations/FormsRecordsMngt/Records-Management/default.aspx>

<b>AFTER-ACTION REPORT</b>	
Facility:	
Date of Incident:	Response Dates:
Quantity of Records Affected:	Cubic Feet:
Assessment Completed by:	Date:
<b>1. Cause</b>	
What were the major contributing factors?	
Additional comments:	
<b>2. Notification</b>	
Were you given timely notice of the emergency?	
Of your assigned role?	
Was the Records Emergency Action Team system activated?	
How were you notified and by whom?	
Were you given accurate and adequate information?	
How can notification procedures be improved?	
Additional comments:	

<b>3. Communication</b>
What methods of communication were used: telephones, runners, radios, beepers, other?
If a manager or supervisor, did you receive a radio or other communication device?
Did you use it?
Were the communications effective?
Additional comments:
<b>4. Records Recovery performed by (respond to all that apply)</b> In-house Staff (complete section 4) Contractor Services (complete sections 4 and 5)
Did the damage mitigation procedures and salvage operations reduce or prevent water damage, fire damage, etc.?
How could these operations be improved?
Were conservation efforts well-coordinated and prioritized?
Were adequate personnel available?
Were agency and contractor personnel effectively deployed?
Were movement of records and temporary storage arrangements well-planned and well-handled?

What kinds of specialized preservation tools and supplies were needed that were not available?
Were they obtained subsequently?
Did the delay play a significant role in the outcome of the incident?
Were damage to records and movement of records documented in a timely manner?
Were photos taken?
Was the incident videotaped?
Additional comments:
<b>5. Contractor Performance</b>
Name of contractor (if more than one contractor was hired, duplicate this table as needed):
Performance overall: Excellent ___ Satisfactory ___ Unsatisfactory ___
Timeliness of contractor response: Excellent ___ Satisfactory ___ Unsatisfactory ___
Actions performed by contractor:
Would recommend using this service again: Yes ___ No ___ Perhaps ___
Additional comments:

6. Security
Were operations effective?
Were communications clear and concise?
Were communications timely?
Were events documented?
Were appropriate security personnel assigned to assist?
How can procedures be improved?
Were the security and safety of staff and other visitors properly considered at the outset of the event?
Were an adequate number of security personnel available?
Were security personnel effectively deployed?
Did security personnel use safe methods and equipment?
Was security of records, buildings, and grounds maintained?
Additional comments:

7. Facilities
Was the appropriate pool of equipment and supplies established?
Were adequate facilities personnel available and did they have requisite knowledge of facility systems (electrical, gas and water cut-offs, HVAC system capabilities, emergency back-up systems, etc.)?
Were facilities personnel well-deployed?
Did facilities personnel use safe methods and equipment?
What kinds of equipment or supplies were needed that were not available? Were they obtained? Did the delay play a significant role in the outcome of the incident?
Did all equipment operate properly?
Additional comments:

8. Media Relations
Were the media contacted?
Did the media contact the agency?
Did the staff in contact with the media give only the appropriate information?
How can contact with the media be improved?
Additional comments:

9. Action Checklists
Did you use an action checklist?

Which list(s) did you use?
Were they useful?
How can they be improved?
Additional comments:

<b>10. Unexpected Contingencies</b>
Were records emergency procurement procedures efficient and responsive?
Were there any special circumstances or serious unexpected problems?
Were they handled appropriately?
What other problems could have arisen?
How could they have been handled?
Additional comments:

<b>11. Overall Effectiveness of Records Emergency Action Plan</b>
Was a records emergency declared and did someone take charge?
Was a chain of command established, clearly understood, and followed?
Were duties delegated to the appropriate people and the necessary adjustments made?
Were major decisions and activities documented?

Additional comments:

**12. Recommendations and Conclusions**

How could the incident have been avoided?

Damage lessened?

What policies and procedures need reevaluation?

What specific lessons were learned?

Additional comments:

**13. Recommendations for Future Actions**

## Appendix 15 – Post-Event Report

After an emergency event has been fully resolved (records recovered or destroyed, facilities rehabilitated, etc.), it’s important to complete a Post-Event Report to capture the details of the incident and the Department’s response. The After-Action Report and the Post-Event Report not only provide a documented history of the event, they also provide data that can be used to assess the REAP, develop lessons learned and best practices, and develop and implement mitigation steps to avoid a similar event.

The Post-Event Report template is located in REAP Documents and Templates on SharePoint at: <http://sharepoint.dis.wa.gov/wda/AgDevAsst/AdministrativeRegulations/FormsRecordsMngt/Records-Management/default.aspx>

<b>POST-EVENT REPORT</b>	
Date and location of incident	Date: _____ Location: Bldg: _ Floor: _ Room: _
Type of incident	Water—clean Water—gray Water—black Fire Mold Pest infestation Contamination Other: _
Source of problem	
Areas affected	
Types of materials affected and amount	Quantity (include units, e.g., boxes, cubic feet, linear feet, items)
	Bound volumes _____
	Unbound paper _____
	Maps, plans, oversized records _____
	Photos/film/electronic media _____
	Magnetic tapes, CDs _____
	Artifacts _____
	Microforms _____
	Other—please specify: _____

Recovery methods		Material Treated & Volume	Reason
	Air drying in-house	_____	_____
	Air drying contractor	_____	_____
	Freezing in-house	_____	_____
	Freezing contractor	_____	_____
	Vacuum freeze drying	_____	_____
		Material Treated & Volume	Reason

	Replacement	_____	_____
	Discarded	_____	_____
	Other in-house	_____	_____
	Other contractor	_____	_____

Agency staff involved	Name & Unit	Role	Dates
Contractor(s)	Name	Work Performed	Dates
Notes/comments			