

**Contra Costa County CAER Group, Inc.**  
**Business Plan**

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## Organization History & Purpose

### ***Contra Costa County CAER Group, Inc.***

***The Contra Costa County CAER Group, Inc. is a non-profit, public benefit corporation comprised of public agencies, community groups, petrochemical and other heavy industries, and small businesses dealing with chemicals.***

***CAER, which stands for Community Awareness and Emergency Response, is a program introduced in the mid-1980's by the Chemical Manufacturer's Association (now the American Chemistry Council) in response to public concerns about chemical industry accidents such as the Union Carbide gas leak in Bhopal, India in 1984. This program was ground-breaking in that industry decided to take action on its own, without waiting to be forced by government regulations. From the original CAER, the program has broadened into a comprehensive Environmental, Health, and Safety Management System. Community Awareness and Emergency Response remains part of the program as the first of six Codes of Management Practices of Responsible Care®. (For more information visit [www.americanchemistry.com](http://www.americanchemistry.com).)***

Responsible Care® is the chemistry industry's initiative to communicate with neighbors, and protect the environment, employees and communities. To quote from the code:

***"The goal of the Community Awareness and Emergency Response (CAER) Code of Management Practices is to assure emergency preparedness and to foster community right-to-know. It demands a commitment to openness and community dialogue. The code has two major components: first, to assure that member facilities that manufacture, process, use, distribute or store hazardous materials initiate and maintain a community outreach program to openly communicate relevant, useful information responsive to the public's questions and concerns about safety, health, and the environment; and second, to help protect employees and communities by assuring that each facility has an emergency response program to respond rapidly and effectively to emergencies."***

Mutual Assistance is a key component of Responsible Care®. As such, it fosters cooperation between companies to achieve performance improvements by benchmarking and even helping each other to implement programs. Throughout the U.S. and Canada, various CAER groups help to achieve these objectives in their local communities.

In the early to mid-1990's, the Contra Costa County CAER Group began assisting Contra Costa County Health Services in implementing the Community Warning System (CWS), a multi-million dollar project. There also existed at that time an Industrial Safety Forum which was a group representing seven local refiners & chemical manufacturers. As the CWS project approached completion, members of both CAER and the Industrial Safety Forum decided to combine the two groups under the name of CAER. A reorganization committee was formed in 1998 to restructure the new organization. At the conclusion of this committee in early 2000, the new organization took form. Key recommendations were as follows:

- The mission of Contra Costa County CAER Group, Inc. was concentrated in two key areas, public outreach and community service. Another strong objective was to become “an entity” in the county, as a non-political safety resource. Several existing groups (PMAO, Safety Summit) were pulled into CAER and additional ones were formed in order to fulfill the new mission.
- The reorganization also resulted in the implementation of membership dues and a paid staff. Currently, this staff consists of a full-time administrative support person and a 50% time Executive Director. The basic purpose of the Executive Director is to “put a public face on CAER,” interfacing with refinery managers, government officials, and the public.
- The reorganizing committee also felt that the group needed to have an independent office, rather than rotating around to different refineries. This provides a public presence and more easily allows the public to access CAER services. It also provides a place for committee members to meet, facilitating the use of volunteers for much of the group's work. The current office is located at 1330 Arnold Drive, Martinez, California.
- Further information on the CAER organization, structure and activities can be located at <http://www.cococaer.org> or telephone at 925-313-9296.

### Services

Contra Costa CAER's mission contains three areas of focus. All are directed at serving residents by making the communities near chemical plants and refineries safer.

- **Community Education** - Educating residents and small businesses about the hazards in the industries near their homes and businesses so that they understand the hazards to which they may be exposed and know what to do in case of an emergency.
- **Emergency Response** - Developing relationships between industries and government organizations so that response efforts to emergencies will be coordinated and effective.
- **Industrial Information Sharing** - Creating a forum of information sharing between industrial companies so that their manufacturing locations become safer.

Within each focus area, there are several committees that are chartered with specific responsibilities for carrying out the mission of CAER.

#### Community Education

- A. Community Outreach – Promotes Shelter-In-Place education and training in the community. Works with Emergency Preparedness committee to organize annual countywide All School Drill. Plans CAER's participation in community events to promote emergency preparedness. Sponsors Wally Wise Guy mascot. Produces educational materials.
- B. Emergency Notification – Assists with issues related to the Community Warning System

#### Emergency Response

- C. Emergency Preparedness – Offers grants to promote planning for emergencies. Offers “go-kit” emergency supply bags for nominal cost to the public. Sponsors mentor program using trained volunteers from companies and agencies to provide assistance in emergency planning. Conducts workshops.
- D. Petro-Chemical Mutual Aid (PMAO) – Implements best practices regarding fire protection and prevention and hazardous material spill/release prevention. Monthly emergency response equipment drills. Provides emergency response mutual aid to non-PMAO Action Teams.
- E. HazMat

#### Industrial Information Sharing

- F. Industrial Hygiene – Shares best practices related to compliance with existing regulations. Provide IH mutual aid to PMAO Action Teams during incidents. Work with CCHS to provide coordinated response during emergencies.

- G. Process Safety Management – Reviews process safety incidents/near misses and shares lessons. Shares best practices to managing process safety. Interfaces with CCHS in its role as Certified Unified Program Agency (CUPA) and administering agency for CalARP. Provides forum for sharing risk management and loss prevention principles.
- H. Facility Security – Formed in 2003, intention is to share information on security issues which have become more urgent since 9/11.
- I. Safety Summits
  - Conduct these safety sharing forums quarterly.
  - Good participation of refineries (typically  $\frac{3}{4}$  of participants)
  - Participation by others businesses and groups (about  $\frac{1}{4}$  of participants)
  - Invite elected officials – County Supervisors

## Community Outreach

**Chairperson: Michael Dossey, CCC HSD**

[mdossey@hsd.cccounty.us](mailto:mdossey@hsd.cccounty.us)

(925) 646-2917

*Meets monthly on the 3rd Wednesday at 9 a.m.*

The Community Outreach Team promotes Shelter-in-Place education in the community and publicizes the many resources provided by CAER. The team:

- Organizes the Countywide [All School Drill](#) on the first Wednesday of October.
- Plans CAER's participation in many community events to promote emergency preparedness and Shelter-in-Place education. CAER mascot [Wally Wise Guy](#) frequently makes appearances at these events.
- Produces [educational materials](#) about [Shelter-In-Place](#) and other emergency preparedness topics. These include magnets, brochures, newsletters, videos and materials designed for children. CAER's [Business Shelter-in-Place Kits](#) assist businesses in training employees in Shelter-in-Place procedures, and guide the development of a preparedness plan. These kits include thermostat labels, window decals, and training materials. All of CAER's materials are free and can be ordered online by [clicking here](#).

## Emergency Notification

**Chairperson: Randy Sawyer, CCHS**

[rsawyer@hsd.co.contra-costa.ca.us](mailto:rsawyer@hsd.co.contra-costa.ca.us)

(925) 925-646-2286

*Meets monthly on the last Tuesday at 11 a.m.*

The Mission of the CAER Emergency Notification Team is to improve emergency notification, including the [Community Warning System](#) and other mechanisms used to make timely and consistent notifications to agencies and the community, during an industrial incident. The Committee will identify problems associated with emergency notifications and establish/ recommend policy for hazardous material incidents.

Objectives:

- Work with Contra Costa County in refining the Notification Policy
- Review public notification after a Level 2 or 3 incident for learning – tools, messages, siren sounding
- Assist the facilities without CWS equipment in hazardous materials release notifications
- Monitor and improve the model-training program for the CWS
- New notification/ alert technology review
- Regular drills and exercises
- Facilitate and improve interface among emergency responders dealing with notification of hazardous material incidents
- Develop a process for reclassifying an incident
- Increase stakeholder participation

## **Emergency Preparedness**

**Chairperson: Scott Etzel, Dow**

[setzel@dow.com](mailto:setzel@dow.com)

(925) 432-5410

*Meets monthly on 4th Thursday, 11:30 a.m.*

The Emergency Preparedness Team actively promotes planning for all types of emergencies by providing a grant program for emergency drills, organizing a mentor program to provide hands on support, working with Community Outreach to sponsor the annual All School Drill, and providing training workshops.

- The Emergency Preparedness Team offers [grants](#) of up to \$2,500 each year to groups and organizations planning emergency drills.
- One of the 2003 grant recipients was the Rodeo - Hercules Fire Protection District. Chief Gary Boyles submitted a post-drill critique that describes how their grant monies were used. [Read critique](#) (PDF).
- In 2006, grants were awarded to eight organizations:

- Alhambra High School, Martinez
- Bethel Island Improvement Committee, Bethel Island
- Head Start, Concord
- Lincoln Elementary, Richmond
- Moraga Police Department
- Old Firehouse School, Lafayette
- Railroad Junction School, Pittsburg
- Rodeo Hercules Fire District
- The Emergency Preparedness Team also offers [“go-kit” bags](#) at cost to the public for only \$5 each for either duffel or back-pack styles. These bags can be packed with personalized emergency supplies to be ready for a quick evacuation. Go kits are a good idea for each family member for home, school, office and in the car. These bags are ordered in bulk so we can offer them at this incredibly low price as a public service. [Order a "go-kit" now...](#)
- The CAER mentor program utilizes trained volunteers from companies and agencies and focuses on providing hands on assistance with emergency planning – primarily for Shelter-in-Place.

## **Process Safety Management**

**Chairperson: Cho Nai Cheung, CCCHSD**

[ccheung@hsd.cccounty.us](mailto:ccheung@hsd.cccounty.us)  
(925) 646-2906

*Meets 2nd Wednesday, odd months, 10:00 a.m.*

The Process Safety Management Team:

- Reviews process safety incidents/near misses and shares lessons learned
- Discusses new regulations and standards related to process safety to promote effective implementation and standardization
- Shares best practice approaches to managing process safety
- Provides interface with CCHS in its role as Certified Unified Program Agency (CUPA) and administering agency for Cal ARP

Provides forum for sharing risk management and loss prevention principles

## **Industrial Hygiene**

**Chairperson: Laura Cullom, ConocoPhillips**

[lauracullom@conocophillips.com](mailto:lauracullom@conocophillips.com)

*Meets 2nd Thursday, even months, 11:00 a.m.*

The Industrial Hygiene (IH) Team:

- Discusses new regulations and standards related to Industrial Hygiene to promote effective implementation and standardization as appropriate. Examples would include the respiratory protection standard and ergonomics standard.
- Shares best practices related to compliance with existing regulations
- Shares general technical information and expertise
- Works with Contra Costa Health Services to provide for coordinated IH response during emergencies
- Provides IH mutual aid to PMAO Action Teams during incidents using mutual aid agreements. Assists County during non-member incidents as requested
- Assists in the improvement of air monitoring efforts by community groups and industry
- Reviews incidents and shares lessons learned
- Develops functional unit ER plans and drills as appropriate
- Develops off-site chemical release monitoring plans

## **Petrochemical Mutual Aid**

**Chairperson: Greg Clayton, Tesoro**

[gclayton@tsocorp.com](mailto:gclayton@tsocorp.com)

*Meets monthly on 4th Wednesday, 11:30 a.m.*

New for PMAO Members, [Download the 2005 PMAO Manual](#)

*(note: user name and password are the same  
contact the chairperson listed above for the password)*

The Petrochemical Mutual Aid Organization (PMAO):

- Discusses ER/Safety incidents and near misses
- Studies and implements best practices re: fire protection and prevention, and hazardous material spill/release prevention
- Evaluates emergency response equipment and supplies

- Sponsors and conducts emergency response training as it relates to fire and hazardous material incidents, rescue and EMS
- Self-audits PMAO functions and monthly emergency response equipment drills to validate the minimum standards are met
- Develops standard implementation practices for new regulations as they relate to emergency response
- Reviews incidents and shares lessons learned
- Provides emergency response mutual aid to non-PMAO Action Teams

In 2002, the Petrochemical Mutual Aid Organization used funding provided through CAER to put an AlphaNumeric Paging System in service. With the new system activated, PMAO dispatch centers can now more rapidly notify member companies of requests for mutual aid assistance.

PMAO has established several specific Task Force packages to provide flammable liquid foam fire fighting support to requesting municipal agencies. Each geographically defined Task Force will include a foam aerial, a foam engine, and bulk foam tender for mutual aid support to requesting municipal agencies and non-member companies.

CAER has also funded new personnel accountability tags that were obtained by PMAO and distributed to municipal agencies. Industry and municipal agencies will now have a common, compatible accountability tagging system. Each PMAO-member company purchased the tags for its organization.

## **HazMat (Hazardous Materials)**

**Chairperson: Maria Duazo, CCC HSD**

[mduazo@hsd.cccounty.us](mailto:mduazo@hsd.cccounty.us)

(925) 646-2286

*Meets monthly on the second Tuesday, 10 a.m.*

The purpose of the Coastal Region Hazardous Materials Organization (CRHMRO) is to minimize the risk and impact of hazardous materials emergencies by integrating regional response training within the sixteen counties of the California Office of Emergency Services Region II. This also includes training needs for EMS, law enforcement, fire, hazmat response teams personnel, industry employees, and other resources within the Region. In addition to the identification of training needs, the CRHMRO provides necessary training and identifies resources to improve response capabilities. Through the efforts of the organization, there has been an increase in knowledge of policies, procedures and response capabilities of each agency as well as the most current and updated concerns. The organization has compiled a hazardous Materials Resource Manual identifying hazmat response teams and how to access their services. The CRHMRO authored the first HAZMAT mutual Assistance Agreement in California to provide and receive assistance from public and business entity members. The CRHMRO has conducted multi-agency drills and sponsored training classes throughout the Region. Since 1999, every two years CRHMRO has sponsored a transportation safety conference providing training and classes on the transport of hazardous materials with trucks and trains.

## **Facility Security**

Chairperson Laura Gantt, Rhodia  
[lgantt@scm-safety.com](mailto:lgantt@scm-safety.com)  
(925) 362-2265

*Meets monthly on the 3rd Wednesday, 1:30 p.m.*

The goal of the team is to identify and disseminate information regarding facility security vulnerability issues and activities.

### Objectives:

- Work with Law Enforcement, Regulatory Agencies, and Industry to share security related information/alerts/occurrences.
- Provide a forum to share best practices related to security drills, occurrences, and technology advances.
- Facilitate and improve interface amongst Law Enforcement, Regulatory Agencies, and Industry.
- Discuss and develop methods to educate security response personnel in appropriate protocol required for Industrial sites.



***Monetary***

When the group was reorganized and opened a public office with paid staff, seed funding was provided by several of the large companies. Some additional funds were also obtained from money left from the Community Warning System project. These funds (approximately \$200,000) are intended to provide a 1 –2 year reserve. The intent is that current year funds will cover current year operating expenses. However, annual spending exceeds revenues by approximately \$50K. The sole funding source is Membership Dues. Approximately 24 industrial companies and 12 other groups paid dues in 2002.

Dues structure - 2006	Dues	#	\$ from category	%
Refineries and Chemical plants – 501+ employees	\$30,000	3.5	\$105,000	54
Refineries and Chemical plants – 101-500 employees	\$22,500	2	45,000	23
Refineries and Chemical plants – 51-100 employees	\$7,500	1	7,500	4
Refineries and Chemical plants – 0-50 employees	\$3,000	10	30,000	15
Emergency services, agencies, community groups	\$ 500 -1,000	13	7,000	4

***Volunteer Hours***

The work of the functional groups is performed by volunteers (not paid by CAER). Much of the work, however, occurs during business hours and is therefore often “funded” by the member companies and agencies. The value of these hours is estimated to be \$95 - 100K/year<sup>1</sup> or the equivalent of about 1/3 of the combined value of monetary and voluntary resources. The functional groups are staffed approximately 50/50 between industry and government /other organizations. Within the industry group, about half is from large companies and half from small.

### ***Board of Directors***

The By-laws provide for between nine and fifteen Board members composed of representatives from industry, local government and the general public. The reorganization plan suggested up to 3 refinery members, up to 3 chemical industry members, up to 3 agency members, up to 3 community members, and up to 2 at-large members. Board members are not paid by the organization.

In the reorganization plan, the following expectations were set out for Board members:

“All board members are expected to actively serve on one of the Board committees. In addition, they are expected to attend at least half of all yearly meetings, commit people to staff the functional groups, and be actively involved in both fundraising/membership efforts and the continuing promotion of CAER outside of Board meetings.”

Board committees and responsibilities include

- Finance – budgets, tax returns, audits, expenditure approval above the authority of the Executive Director
- Executive – personnel issues, Board make-up
- Leadership – annual objectives, budget framework, priorities

### ***Paid Staff***

Paid staff consists of a part-time Executive Director and full-time assistant.

Paid staff responsibilities include

- Member services – contact person to provide assistance to members
- Contact person for the public – spokesperson for CAER
- Internal administration & communication – develop structure for information sharing between Board members, functional groups, etc., edit newsletter, develop strong membership recruitment program, maintain and guide the legal non-profit status, etc.
- CAER to CAER networking and liaison
- Accounting and Budgeting – develop and control the budget, manage accounts payable and receivable