

# CHAPTER 13

## COMMUNITY SERVICES

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### **Police Protection**

The CBJ Police Department provides full police protection for the CBJ. State Troopers are responsible for search and rescue operations and for response to complaints or offenses that occur at the Lemon Creek Correctional Institute. Violations and complaints related to State of Alaska or federal fish and game statutes are the responsibility of the Alaska Department of Public Safety.

#### **POLICY 13.1. TO PROVIDE ADEQUATE AND EFFICIENT POLICE PROTECTION FOR THE COMMUNITY.**

##### **Standard Operating Procedures**

- 13.1 - SOP1 Encourage and support coordination of services between state, federal, and local police.
- 13.1 - SOP2 Maintain strategic locations of police and fire facilities to reduce emergency response times to incident locations.
- 13.1 - SOP3 Maintain centralized dispatch of all emergency and essential services.
- 13.1 - SOP4 Improve computerized integration of JPD and CDD and other CBJ departments.

### **Fire Protection and Emergency Services**

Fire protection is a fundamental and basic community service that is one of the first services usually provided in a community and has often been the seed from which other community services have grown. The communities that form the CBJ have a long history of volunteerism in providing fire suppression, rescue services and emergency medical care for its residents; this tradition continues to modern times.

The CBJ Capital City Fire/Rescue (CCFR) department is responsible for the prevention and extinguishment of fire, the protection of life and property against fire, the removal of fire hazards, and the provision of field emergency medical services.

CCFR has five fire stations that have all been constructed since 1979. Each station has different amounts and types of fire apparatus based upon its responsibilities. The Glacier District has the additional responsibility of airport rescue and fire-fighting. CCFR is also charged with enforcement of the Fire Code and does so in a review of building permit applications and inspection of construction coordinated with the Community Development Department. The CBJ contracts with the U.S. Forest Service to suppress grass fires. The Insurance Services Office granted the CBJ Fire Department a protection rating of 5 with an overall Fire Department and combined dispatch capabilities rating of Class 4 for the CBJ.

CCFR provides emergency medical services at the advance life support level. Medical units are stationed at the Juneau and Glacier stations. Paid staff are trained at the paramedic advanced cardiac life support level; volunteer Emergency Medical Technicians (EMTs) are also utilized as an important part of the emergency medical system. Rescue squads are staffed by career and volunteer members. CBJ staff from various departments are trained to form a CBJ Crisis Management Team (CMT). The role of the CMT is to manage a major incident that exceeds the capabilities of the Fire Department and coordinate command and control. The team functions within the scope of the Incident Command System.

**POLICY 13.2. TO PROVIDE ADEQUATE AND EFFICIENT FIRE PROTECTION AND FIELD EMERGENCY MEDICAL CARE FOR ALL. IT IS FURTHER THE POLICY OF THE CBJ TO MAINTAIN AN INCIDENT RESPONSE ORGANIZATION TO EFFECTIVELY RESPOND TO LARGE-SCALE EVENTS AND DISASTERS.**

**Standard Operating Procedures**

- 13.2 - SOP1 Provide standardized training, procedures, equipment and response to all fire stations. Enhance training and provide equipment for volunteer teams.
- 13.2 - SOP2 Determine adequate and efficient fire protection by conducting fire hazard analyses, fire flow requirement analyses, and resource requirements.
- 13.2 - SOP3 Review and, when appropriate, recommend changes in the Fire Code to reduce fire hazards and to properly store and dispose of hazardous materials to reduce life and property loss.
- 13.2 - SOP4 Improve and implement a hazardous materials safe storage and disposal, mitigation and response plan.
- 13.2 - SOP5 Coordinate with the CBJ Emergency Services Manager to plan for prevention of and, when necessary, adequate response to disasters and major incidents.

**Implementing Actions**

- 13.2 - IA1 Develop a plan through the appointed steering committee for the Southeast Regional Fire Training Center to provide extended training programs for Juneau and the southeast region.
- 13.2 - IA2 Complete preparation of a plan, staff a Level A response team and equipment acquisition for emergency response to a hazardous materials incident, per the federal Community Right to Know Act.
- 13.2 - IA3 Develop a plan to sprinkle critical government or public buildings.

**Medical and Social Services**

Juneau is a caring community and through skilled professionals and volunteers provides high-quality medical and social services to local and regional residents and visitors. The municipally-owned Bartlett Regional Hospital provides critical care, specialty-medical care, and mental health and chemical dependency treatment centers. Bartlett Regional Hospital, although municipally-owned, is operated by an independent management firm. The Hospital's "Project 2005" capital improvement program as enhanced its capabilities in serving the medical needs of northern Southeast Alaska; by late 2012, this capital improvement program was almost entirely complete.

The CBJ government also provides funding for an array of non-profit social service agencies. These programs target youth in crisis, adults in crisis, the elderly, and other persons needing special care. The CBJ Assembly has appointed a Social Services Advisory Board (SSAB) as a way to maintain existing social services through the expertise of a network of non-profit agencies and programs. The SSAB provides funding to agency providers for various priority care activities. Continued provision of quality services is an important community goal.

Twenty agencies entered into a Memorandum of Agreement in 2008 to work towards ending homelessness. Additionally, the CBJ and the Alaska Housing Finance Committee are working on a 10-year plan to end homelessness. "Project Homeless Connect" has had two successful years of providing needed items to the homeless including; clothing and personal items while gathering data. [see also Chapter 4 (Housing Element), and Chapter 5 (Economic Development)]

**POLICY 13.3. TO PROMOTE QUALITY MEDICAL AND SOCIAL SERVICES IN THE CBJ TO ENSURE THE SAFETY, HEALTH, WELL-BEING AND SELF-SUFFICIENCY OF ITS RESIDENTS.**

**Standard Operating Procedures**

- 13.3 - SOP1 Provide public funds for programs for the indigent and for high risk groups such as youth, the elderly, disabled persons, and homeless persons and families.
- 13.3 - SOP2 Support voluntary Commissions such as the Americans with Disabilities Act (ADA) Committee, the Juneau Commission on Aging, the Juneau Human Rights Commission, the Social Services Advisory Board, the Youth Activities Board and the Juneau Coalition for Youth. Encourage these groups to communicate, coordinate and cooperate among themselves and to provide a common and united voice in administrative, legislative, judicial, and general matters that may affect the professional practices of health care and social service providers and the services received by their constituents.

**Implementing Actions**

- 13.3 - IA1 Designate adequate CBJ-owned land adjacent to Bartlett Regional Hospital and outside the Salmon Creek Dam hazardous inundation area to accommodate expansion of hospital/support medical facilities.
- 13.3 - IA2 Establish and maintain an integrated near-homeless and homeless client assessment and referral system linking all housing, medical and social service providers, to develop greater efficiencies, client tracking and program funding and evaluation tools.
- 13.3 - IA3 Provide transportation assistance to homeless clients, including high school students, to support transport for job search efforts, to shelter, and for medical and social service care.
- 13.3 - IA4 Establish and maintain a coordinated substance abuse prevention program, and comprehensive treatment, rehabilitation, and recovery programs for Juneau residents.
- 13.3 - IA5 Support organizations that coordinate volunteer funding of many social service providers, such as the United Way and the Juneau Coordinated Transportation Coalition.

