DOUGLAS COUNTY SHERIFF'S OFFICE		Policy and Procedure
Specific Policies **EOC Operations**		**P&P-B-129**
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I. PURPOSE

This document describes the procedures required to open, operate, and staff the Douglas County Emergency Operations Center (EOC). It is important to note that the EOC can also be used for other purposes such as an Incident Command Post. This policy only addresses EOC operations when it is being used as an EOC.

II. ACTIVATION

- The Douglas County Office of Emergency Management (OEM) notifies the Sheriff, Board of County Commissioners, and/or their designees that the EOC is being activated.
- OEM ensures that the EOC is ready for the activation and that:
  - An assigned OEM staff member or their designee is designated as the EOC manager.
  - Necessary equipment is operational.
  - Office supplies are available.
  - Notification and Resource Directories are available.
  - Notifies appropriate personnel to fill necessary positions within the EOC.
- Levels of Activation:
  - Level 3 activation: This is the lowest level of activation. OEM staff will fill appropriate positions in anticipation of the possibility that an event will require EOC support but does not currently require it.
  - Level 2 activation: The incident has grown and requires EOC coordination and support; however, not all the Emergency Support Functions (ESFs) are required to manage the particular incident.
  - Level 1 activation: The incident has grown in complexity and requires support from a majority of ESFs.

III. EOC STAFFING

A. EOC Position Staffing.
The EOC manager will determine which positions will be staffed in the EOC.

B. Contacting Agencies.
The EOC manager will contact all pertinent agencies/individuals needed in the EOC.

C. Staffing Pattern.
Staffing patterns will be at the discretion of the EOC manager and will depend on the specifics of each incident. For prolonged incidents such as blizzards and wildfires,

staff assigned to the EOC should work in shifts to allow for adequate periods of rest. Outside staffing assistance may be requested to supplement local staffing resources for prolonged incidents.

D. Staff Support.
OEM will provide food and beverages for personnel working in the EOC. Food and beverages will be obtained from local grocery stores or restaurants at the direction of the EOC manager and/or Logistics.

IV. EOC CONCEPT OF OPERATIONS

Incident Command System (ICS) is the emergency management organizational system used in the county during emergency situations. ICS allows for the expansion or contraction of the ICS structure according to the demands of the incident. This management system can be used to manage incidents ranging in scope from a vehicle accident to a major wildfire.

Emergency situations in the field may involve the activation of the EOC. Generally, the Incident Command System is set up in the field at the location of the incident. This command post is organized around the normal command and general staff positions. In ICS, the Incident Commander has overall responsibility for the incident. Agencies involved in responding to the incident are organized into four sections: Operations, Logistics, Plans, and Finance. Each of these sections will have a section chief, who, in a major event, would coordinate the actions of the units within that section and serve as liaison with the incident commander. Section chiefs will be appointed at the discretion of the incident commander based upon the scope of the incident and their individual skills and knowledge.

The EOC works in support of the Incident Commander and ICS structure in the field. The EOC Manager should create an EOC incident organization within the EOC that is best suited to support Incident Command. Communication between the Incident Commander and EOC Manager is critical to successfully determining appropriate organizational structures for each incident.

The OEM Director or their designee will serve as the EOC Manager. OEM staff will fill critical section chief positions within the EOC. Additional OEM support personnel will be called upon if necessary. Each section within the ICS contains functional responsibilities that can be aligned with corresponding Emergency Support Functions (ESF) in the County Emergency Operations Plan (EOP). Depending on the scope of the disaster and staffing availability, one individual/agency may be responsible for several ESFs.

V. EOC / ESF ORGANIZATION

To maintain span of control and organize the flow of information, the positions within the EOC are organized as described below. Adjustments in the reporting structure will be determined by the EOC Manager in consultation with the IC as needed to ensure efficient operations of the EOC.

- EOC Director
  The position may be filled as determined by the OEM Director or their designee based upon the scope and scale of the incident being supported. The EOC Director has overall authority and responsibility for the EOC. This position provides a direct connection to and source of information for elected officials, executives, and the policy group.
- EOC Manager
  The OEM Director, Deputy Director, or their designee has the primary responsibility for coordinating disaster response operations (including EOC management) in Douglas County and will fill the role of EOC Manager. The EOC Manager oversees all sectional chiefs and positions within the EOC.
- PIO
  The PIO disseminates information to the public through media outlets (including social media). The PIO also works with Dispatch to provide Citizen Alert information through the CodeRED System.
- Intelligence Officer
  The intelligence officer provides critical intelligence/information to the EOC manager. This information is then shared with all appropriate staff as well as external agencies including the CIAC. The intelligence officer reports directly to the EOC Manager. This position may be moved under the Plans or Operations Section depending upon the situation at which point the intelligence officer will report to the assigned branch chief.
- Operations Section Chief
  The EOC Operations Chief is a key position supporting field operations within the EOC. The Operations Section Chief is responsible for the following ESFs:
  - Communications/Information Technology
  - Public Works
  - Firefighting
  - Mass Car
  - Public Health
  - Search and Rescue
  - Hazardous Materials
  - Companion Animals & Backyard Livestock
  - Utilities
  - Law Enforcement
  - Recovery
- Logistics Section Chief
  The EOC Logistics Chief is responsible for facilitating logistical support needs from the ICP for all lead and supporting agencies during all phases of disaster operations. This includes obtaining the equipment and personnel resources required to address local needs from public, private, and not for profit organizations. This branch is responsible for the following ESFs:
  - Logistics
  - Transportation
- Plans Section Chief

The EOC Plans Chief documents everything that has happened within the EOC, and projects and forecasts what will hopefully happen in the future, including the incident goals. The Plans Branch is responsible for the following ESFs:
  - Emergency Management
  - Recovery
- Finance Section Chief
  The EOC Finance Chief is responsible for providing accounting functions in support of the ICP. The Finance Branch maintains an audit trail, billing, invoice payments, and documentation of labor, materials, and services used during incident activities.
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VI. MESSAGE TRACKING

Incoming messages to the EOC will be forwarded to the appropriate position by either expanded dispatch or by the administration/check-in desk for action. Copies of both incoming and outgoing messages will be saved in the incident file.

VII. RESOURCE REQUESTS

Incident requests from the ICP will be recorded on an electronic 213RR form in the EOC Resource Request system or on a paper ICS Form – 213 *General Message* and delivered to the Logistics Chief in the EOC. If the request can be met with local resources, they will be filled with resources from the appropriate local agency. When all local and neighboring jurisdiction resources have been exhausted and additional resources are needed those requests will then be forwarded to the State EOC.

VIII. INFORMATION DISSEMINATION

A. EOC Briefing
   At a minimum, a daily EOC operational briefing will be held to provide incident situation and status updates. Additional briefings will be scheduled as necessary. The EOC Director, EOC Manager, and/or Plans Chief will determine the timing of EOC briefings.

B. Situation Report
   A situation report should be provided each day to the State EOC following the daily briefing. Additional situation reports will be provided as warranted.

C. Unit Log - ICS 214
   All positions within the EOC should document significant events, activities, decisions, and key pieces of information using a unit log or other platform as determined by the Plans Section Chief.

D. WEBEOC
   WEBEOC will be used to post pertinent information that needs to be shared with other counties and State DHSEM. WEBEOC may also be used to process resource

orders to the State EOC. The EOC manager will determine which positions will post information to the appropriate Boards within WEBEOC.

E. Public Information (Media)
Information will be disseminated to the public through available media outlets by the EOC PIO/ESF 15 in cooperation with the incident PIO. If a Joint Information Center (JIC) has been activated, the JIC will provide messaging for the EOC PIO to disseminate. This will include but not be limited to:

- CodeRED system.
- Media outlets.
- Broadcast sirens from law enforcement and fire department vehicles.

IX. DOCUMENTATION

Documenting incident and support activities is a critical component of all phases of emergency response. At the termination of an incident, the EOC manager will ensure that all related documentation is collected and stored according to current policy and practice. This documentation will be used to prepare and disseminate an Incident After Action Report.

X. DEACTIVATION

- The Douglas County Office of Emergency Management (OEM), in cooperation with the ICP, notifies the Board of County Commissioners and the Sheriff that the EOC is being deactivated.
- OEM will ensure that the EOC is ready for reactivation and that:
  - Necessary equipment is operational
  - Office supplies are replaced as needed
  - Notification and Resource Directories are available

By Order of the Sheriff