DOUGLAS COUNTY SHERIFF'S OFFICE		Policy and Procedure
Specific Policies		**P&P-B-129**
EOC Operations		
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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 Board of County Commissioners and the Sheriff that the EOC is being activated.
- OEM ensures that the EOC is ready for the activation and that:
  - o An assigned OEM staff member or their designee is designated as the EOC manager.
  - o Necessary equipment is operational.
  - o Office supplies are available.
  - o Notification and Resource Directories are available.
  - o Notifies appropriate personnel to fill necessary positions within the EOC.
- Levels of Activation:
  - o 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.
  - o 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.
  - o 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 will 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 wild fire.

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, Planning, 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.

Within the EOC the ICS positions are modified because the EOC exists to support field operations. In order to reflect this focus and minimize confusion with the responsibilities of the incident commander, the EOC is led by the EOC manager. The EOC manager will also have a command staff which may include a PIO and intelligence officer.

The director of OEM or their designee will serve as the EOC manager within the EOC. Additional OEM volunteer 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

In order to maintain span of control and to organize the flow of information, the positions within the EOC are organized as described below. Adjustments in the reporting structure will be made by the IC in conjunction with the EOC manager as needed to ensure efficient operations of the EOC.

- EOC Manager
  The director of OEM and/or designee has the primary responsibility for coordinating disaster response operations (including EOC management) in Douglas County and will fill the role of EOC Manager.
- 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 Branch
  This branch plays a major role within the EOC during the response phase of an emergency. The Operations Branch is responsible for the following ESFs:
  - Communications (ESF #2)
  - Public Works (ESF #3)
  - Firefighting (ESF # 4)
  - Mass Care (ESF #6)
  - Public Health (ESF # 8)
  - Search and Rescue (ESF # 9)
  - Hazardous Materials (ESF # 10)
  - Animal Protection (ESF # 11)
  - Public Service Restoration (ESF #12)
  - Law Enforcement (ESF # 13)
  - Recovery (ESF #14)
- Logistics Branch
  The Logistics Branch in the EOC 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 (ESF #7)
  - Transportation (ESF #1)
- Planning Branch
  The EOC Planning Branch 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 (ESF #5)
  - Recovery (ESF #4)
- Finance Branch

The Finance Branch 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.

VI. MESSAGE TRACKING

Incoming messages to the EOC will be forwarded to the appropriate branch director 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. REQUESTS FOR ASSISTANCE

All requests for mutual aid assistance coming from the ICP will go to the EOC Operations Branch Director or to the EOC Logistics Branch Director if the Operations Branch Director position is not staffed. Requests for assistance 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 position 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 briefing will be held to update agencies on the status of emergency operations. Additional briefings will be scheduled as necessary. The EOC manager will determine the timing of daily briefings.

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B. Situation Report

A situation report will 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 will open a unit log in the EOC situational awareness system or on a paper ICS 214, at the beginning of shift or whenever a new person assumes a position. This log serves as a chronicle of events, communications and transactions that occur during an incident.

D. WEBEOC

WEBEOC will be used to post pertinent information that needs to be shared with other counties, the State and the ICP. 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

At the termination of an incident the EOC manager will ensure that all related documentation is collected and placed into the incident file. Documentation from the ICP will also be collected and merged with the EOC documentation. 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