

2008 Revision

San Luis Obispo County Emergency Operations Plan

Part 3

Extended Response Operations

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Part 3

EXTENDED RESPONSE OPERATIONS

1. CONCEPT OF OPERATIONS

The purpose of this part of the Emergency Operations Plan is not to go into detail on extended operations by field first responders, such as law enforcement, fire, public works, emergency medical services, and other response agencies. Instead, the purpose of this part of the plan is to demonstrate how overall emergency management is coordinated, including overviews of various positions that may be staffed at the County and/or Operational Area Emergency Operations Center and related emergency management locations.

During a disaster or unusual emergency or other incidents requiring support beyond routine day-to-day response, a centralized coordination effort is used to support response operations. As needed, facilities such as the San Luis Obispo County Emergency Operations Center (EOC) are available to support field response operations in mitigating incidents. The EOC and related locations can act as emergency management central coordination points.

The primary emphasis will be saving lives, preventing or mitigating injuries, protecting property, and preserving the environment. The San Luis Obispo County EOC operates using the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) functions, principles, and components. As needed, the County's emergency management organizations will implement the action planning process to develop EOC action plans, identifying and implementing specific objectives for each operational period.

The San Luis Obispo County EOC also serves as the San Luis Obispo Operational Area EOC for coordination and communications between the San Luis Obispo Operational Area member jurisdiction's EOCs and outside State and other relevant agencies. The Operational Area EOC can be activated for simple coordination on minor incidents as needed or may be activated to coordinate information and resources as necessary. The Operational Area EOC should be activated and NIMS and SEMS used as described under the EOC activation guidelines shown on the following pages.

In addition to the EOC, smaller Department Operations Centers (DOC) may be used to coordinate discipline specific response efforts. For example, during winter months a public works agency may activate a centralized DOC to coordinate the response efforts of field crews during large storms.

2. EOC OPERATIONS PROCEDURES

Within San Luis Obispo County, normal day-to-day operations are conducted by the various government and related departments and agencies that are widely dispersed throughout San Luis Obispo County. The County EOC is a location from which centralized emergency management can be performed during a major emergency or disaster. The EOC facilitates a coordinated response by departments and agencies that are assigned emergency management responsibilities.

The level of EOC staffing will vary with the specific emergency situation.

The San Luis Obispo County EOC is designed to serve as a combined center for the Operational Area and the County of San Luis Obispo, enabling the efficient use of available County staff.

When activated, EOC staff may be doing multiple tasks while coordinating Operational Area and county government level functions.

2.1 Primary and Alternate EOC Locations

Although any location with appropriate resources can be used as an Emergency Operations Center, EOCs are generally established at a location with pre-established communications and other needed resources already in place. The primary San Luis Obispo County Emergency Operations Center (EOC) is located about five miles west of the city of San Luis Obispo.

Although unlikely, there could be a need to move County EOC operations to an alternate location. Such a need could arise from damage to the primary EOC, such as a fire or earthquake, or in the event of an evacuation. Another reason for working from an alternate EOC is that Operational Area support may be needed for an city EOC activation, yet the level of support could function effectively and/or more efficiently closer to the city's EOC.

There are specific facilities in the city of Paso Robles and/or the city of Atascadero which could be used as an alternate to the county EOC. Those cities could also use the county EOC as an alternate to their EOC.

There are a number of other locations that could be used as an alternate EOC within the Operational Area. This is especially true for the reasons noted below.

2.1.1 Other EOC Locations

Activation or use of an EOC does not necessarily mean actually using a formal pre-determined physical facility; an EOC is more than an actual physical building. Any location from which centralized emergency management can be performed may be used as an EOC. If centralized emergency management can be performed at a certain place, that location in essence functions as an EOC. For example, for a minor incident requiring OA response and coordination, if such response and coordination can be performed by county OES from their day-to-day offices or other location, there is no requirement and may not be a need to staff and use pre-determined select physical EOC facilities.

2.2 Department Operations Centers Coordination

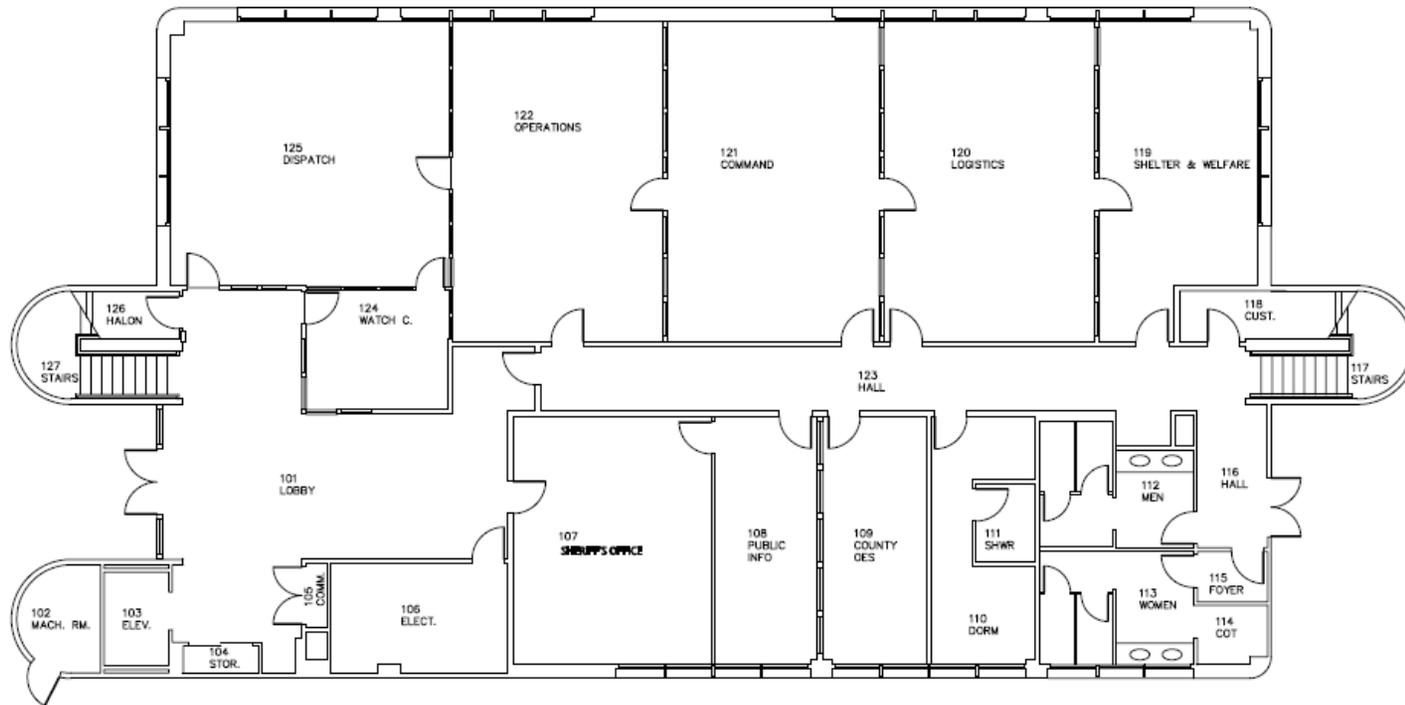
In order to coordinate more effectively between disciplines both throughout the Operational Area, including within various jurisdictions, smaller coordination centers called Department Operations Centers (DOC) are used to coordinate response actions of certain disciplines from locations outside of EOCs.

Department Operations Centers (DOC) are facilities or locations that coordinate the response of specific disciplines. When an EOC is activated, a DOC can also serve as the link between a certain discipline or other entity. For example, the County Public Health Department has the ability to operate a DOC from their administrative offices. The various functions within the Public Health Department can then be coordinated from the DOC, and the DOC in turn can coordinate with the EOC.

However, DOCs can also be used for a stand alone discipline response. As an example, County Public Works operates a DOC (which has been referred to as their storm center) to coordinate response of their resources during severe winter storms, when land slides and trees down on roads need to be responded to and the situations handled.

In addition to the Health Department and Public Works, other agencies which have DOCs - or the equivalent thereof - and interact with the County EOC include the American Red Cross San Luis Obispo Chapter, County Office of Education (which in turn coordinates with school districts), AT&T, Southern California Gas Company, and the County/Cal Fire Emergency Command Center.

Primary San Luis Obispo County EOC Diagram



EOC BUILDING—1st FLOOR PLAN

1/8"=1'-0"



PIC36
EOC
1526 KANAS AVE
SAN LUIS OBISPO
6.27.99
1/8"=1'-0"
6,794 SF

2.3 EOC Activation Criteria

The San Luis Obispo County EOC is activated as needed to support field response or other agencies, to coordinate response activities between agencies or jurisdictions, to monitor multi-agency or multi-jurisdiction response efforts, or for other reasons noted below.

Activation may involve partial or full staffing, depending on the support required. SEMS regulations list certain circumstances when an Operational Area EOC must be activated per those regulations. The SEMS circumstances include:

- A local government within the Operational Area has activated its EOC and requested activation of the Operational Area EOC to support its emergency operations;
- two or more cities within the Operational Area have declared a local emergency;
- the County and one or more cities have declared a local emergency;
- a city, city and county, or county has requested a Governor's Proclamation of a State of Emergency, as defined in the San Luis Obispo County Government Code §8558(b);
- a state of emergency is proclaimed by the Governor for the county or two or more cities within the Operational Area;
- the Operational Area is requesting resources from outside its boundaries, *except those resources used in normal day-to-day operations which are obtained through existing agreements such as fire or law enforcement mutual aid*; and
- the Operational Area has received resource requests from outside its boundaries, *except those resources used in normal day-to-day operations which are obtained through existing agreements such as fire or law enforcement mutual aid*.

Under SEMS, the circumstances listed above require activation of the San Luis Obispo Operational Area EOC. Other than these circumstances, the activation of the EOC is based on the circumstances of individual incidents. As with any emergency response, the level of staffing upon activation depends on the resources needed to handle a particular incident.

As noted earlier in this section, an EOC can be activated based on the ability of Op Area Coordinators to perform their functions at any physical facility. EOC activation does not mean the County EOC facility itself will be staffed. An EOC can be set up or activated using any location which can serve the current need of coordinating actions within the OA.

The decision to fully activate the County EOC rests with the County Emergency Services Director or his or her authorized representative. The County EOC may be partially staffed, without a need for full activation, for incidents requiring a lower level of coordination than a full blown disaster may require. This is the same concept used by NIMS and SEMS when filling Incident Command System positions.

2.4 EOC Activation and Staffing Levels

The extent of activation and staffing level of the County and Operational Area EOC depends on the resources and developed criteria that identify the events/situations that would require EOC activation. As with any emergency management system, such as the Incident Command System, staffing levels are filled as needed; not all positions need to be staffed by separate individuals.

Following this long established concept, San Luis Obispo County will staff the EOC as needed. For most incidents, this may involve only minimal staffing, perhaps with two to ten people, coordinating response to incidents within the OA.

However, as with ICS in general, the staffing levels can expand to fill the need including and up to full activation to staff many or all EOC functions. The staffing need for any specific incident will be based on the needs for that particular event.

2.5 EOC Incident Action Plans

Action plans are simply a plan of action, similar to a statement of goals, for a set period of time. For example, if an emergency requires EOC activation for more than a short period of time, an Incident Action Plan (IAP) should be developed. The IAP can cover issues such as 24 hour staffing for the EOC, what objectives are set for the next 12 hours or other time period, the priorities of those objectives, list specific goals, list specific problems, list assignments for EOC staff, and related information. For example, an objective may be to allow people back into an area that has been evacuated, with a goal of doing so for a certain area within 8 hours.

The use of an IAP in the San Luis Obispo County EOC provides a clear and measurable process for identifying objectives and priorities for a given event. Specifically, action planning is an important management tool for a given event that involves:

- A process for identifying priorities and objectives for emergency response or recovery efforts.
- Plans which document the priorities and objectives, and the tasks and personnel assignments associated with meeting the objectives.

The action planning process should involve the EOC command staff, section chiefs, and other EOC staff as needed, such as special districts and other agency representatives directly involved with or affected by the emergency situation.

The EOC Planning/Intelligence Section (as described in Part 2 of this Emergency Operations Plan) is responsible for facilitating the action planning meeting and completing and distributing the IAP. An IAP is generally developed for a specified operational period, which may range from a few hours to 24 hours, or more. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions.

The action plans need not be complex, but should be sufficiently detailed to guide EOC personnel in implementing the priority actions. Guidelines for developing action plans and an action plan format are contained in ICS reference and training material.

2.6 Response Information Management

2.6.1 Information Management within the County EOC

An important part of any emergency response action is effective and timely communications between the various responding parts of the organization.

Within the San Luis Obispo County EOC, both computerized and other electronic methods, as well as paper message forms, can be used to provide communications between the various positions or functions, including sections, branches and units. Each section, branch, and unit, and any other staff, can use paper forms or electronic data to order disaster/event related resources and to record information to be transmitted to other functions and staff.

The EOC message form or alternate communication method such as the use of computer software, will not replace face-to-face communications, but will help ensure documentation of critical verbal communication is maintained, if not recorded on the individual's or section's/branches'/units' EOC logs. This information can be important in documenting the actions taken by the County and other agencies during the response to a disaster.

While documentation is important, no immediate need resource and/or emergency response request should be delayed due to the need to document.

Immediate emergency needs should be accomplished and filled without delay, even if it means not immediately documenting the action in writing. The need to document actions should not take precedence over emergency needs and actions, however as soon as possible such actions do need to be documented and tracked.

The emergency management software system used by the County, WebEOC, has a function that allows documentation to be saved for future use without the ability to alter the contents once a final save or submission is made.

2.6.2 Operational Area Information Coordination

As noted earlier in this plan and as SEMS requires, for emergency management purposes an Operational Area (OA) consists of all local governments located within the geographical boundaries of a county. As such, the San Luis Obispo County Operational Area includes all seven incorporated cities in the county, the special districts within the county and county government.

A simply analogy to the Operational Area concept is a musical band with many players: within the band the many players play different instruments, making a variety of music. In order for the

music they each produce to come together as one piece, someone needs to coordinate the band members, which is the job of a conductor.

Similarly, within an Operational Area, the many cities, special districts, county government, schools, and other organizations must come together to work for the common good in a large emergency or disaster that affects multiple jurisdictions. In order to function effectively together, these entities need to work in a coordinated manner. In the case of Operational Area coordination, the equivalent of a band conductor are what are referred to as “Operational Area Coordinators”.

Within emergency management, the term “discipline” is used to reference the various type of entities - for example the law enforcement discipline includes police, sheriff, and related agencies, the fire service is a discipline, public health a discipline, and so forth.

Some disciplines have Operational Area Coordinators who coordinate emergency management and unusual mutual aid needs between various agencies. The Sheriff’s Department is the Operational Area Coordinator for law enforcement agencies in the county, County/Cal Fire for fire agencies (generally), the County Health Officer for public health, and the County Office of Emergency Services for general emergency coordination.

There are also other coordinators for discipline specific mutual aid and/or coordination, such as building inspectors mutual aid, mental health, and pre-hospital emergency medical services coordination. However, these systems interact with other Op Area Coordinators to ensure effective coordination.

This Operational Area Coordinator role augments, not replaces, any Op Area jurisdiction’s emergency operations.

The county of San Luis Obispo, as Operational Area Coordinator, also serves as a communications link between local agencies and regional or state coordination centers during incidents as needed. The County EOC provides a single point of contact for information on the emergency situation, as well as resource needs and priorities.

Critical information and resource requests from jurisdictions within the Operational Area are coordinated using commercial telephone and facsimile, dedicated phone lines, government radio systems, and computer links. A particular computer link being integrated into the OA is an emergency management software system which can allow for local agencies to be linked to each other for response, recovery, and other coordination purposes.

2.6.3 Operational Area Resource Coordination

Resource requests generally will be made through discipline specific mutual aid systems where such systems are in place. Requests for resources that are normally within the inventories of the mutual aid system will go from local coordinators within each jurisdiction (special district, city, county) to the appropriate Operational Area mutual aid coordinator to a regional mutual aid coordinator.

All other resource requests should be made through the logistics function at each SEMS level.

Resource requests from jurisdictions within the OA are coordinated to determine if the resource is available from other local governments or other sources within the OA. Mutual aid coordinators at each level keep track of the status of resource requests and allocations. Mutual aid coordinators at each level should communicate and coordinate with each other to maintain current status on resource requests and allocations within the disaster area.

Resource requests from local jurisdictions within the Operational Area may be submitted via normal radio communications, phone, in person, or through the OA wide emergency management software system. The OA may pass on requests to the State, as needed, through immediate needs requests via voice or other prompt communications, and as possible following up through RIMS or alternate systems. In addition to RIMS or alternate systems, other options available to make requests include ring down or related phone systems, commercial phone and facsimile, and radio communications.

Once requests are received, available resources will be allocated to the requesting local government, as appropriate. If requests for a specific resource exceed the supply, the available resources will be allocated consistent with the priorities established through the action planning process, or using available situations status information. The section chiefs of the County EOC and/or discipline specific mutual aid coordinators should ensure that priorities are followed.

2.6.4 Cal EMA Southern Region Resource Coordination

Resources that are not available within the Operational Area may generally be requested through the State, unless otherwise directed by statewide mutual aid coordinating agencies, or when using pre-established statewide or regional mutual aid systems. Resource requests should be coordinated internally at the Operational Area level before being forwarded to the regional level. The resource status unit leader in the logistics section, in coordination with various operations branches or functions, is generally responsible for tracking resource requests.

2.6.5 Response Information Management System (RIMS) – State

The purpose of the State's Response Information Management System (RIMS) is intended to improve local and state agency abilities to coordinate response to major disasters. The system – and/or other emergency management coordination systems - is intended to increase the level of service and efficiency by improving their ability to respond to, manage and coordinate requests for resources; and collect, process, and disseminate information during and after a disaster.

RIMS can be accessed and used by any authorized user from any personal computer with access to the Internet. The County Emergency Operations Center has computers with Internet access. The following reports or requests can be provided to the Governor's Office of Emergency Services via RIMS during and after the emergency or disaster:

Situation Status Reports;
Mutual Aid Requests;
Local Declarations, Gubernatorial, and Presidential Declaration requests; and
After Action Reports

2.6.6 Operational Area Information Management System

Within the county, local agencies use an emergency management computer management system for coordination and other emergency management uses. The system, called WebEOC, allows local agencies the ability to interact while using this software for emergency management and related issues within the Operational Area.

2.6.7 Cal EMA Region Information Coordination

Transmission of information to the State's Southern Region Emergency Operations Center can be accomplished electronically using RIMS. If the regular telephone lines servicing the County are not operable, a satellite system can be used to link to the State. This system, called the Operational Area Satellite Information System (OASIS), allows San Luis Obispo County to link with other counties/operational areas, Cal EMA, and other, related entities throughout California.

Critical information from the county of San Luis Obispo and the San Luis Obispo Operational Area will be submitted to the State's Southern Region EOC using a part of RIMS titled "SEMS Reports". SEMS reports include online forms to provide Event/Incident reports for an overview report of an emergency/disaster, as well as Situation reports to be used for regular updates on an incident.

2.6.8 Operational Area Satellite Information System

In order to help ensure statewide emergency management coordination in the event of communication disruptions, the State maintains a satellite based communications system that can be used by Operational Areas, Cal EMA, and related agencies. The Operational Area Satellite Information System (OASIS) has a low susceptibility to geologic hazards and is independent of the public telephone (OASIS) system. OASIS is intended to be a backup or alternate to the existing San Luis Obispo County communication resources, which include a countywide radio system, amateur radio systems, and digital packet radio for data communications.

The two major components of the system are the satellite communications systems and the high frequency radio backup. Cal EMA has deployed the satellite system components in the San Luis Obispo County EOC, including a high frequency radio system as the backup. A desktop computer unit provides access to the system. Cal EMA will operate the OASIS hub site during disasters.

Any OASIS user wishing to contact another site need only to pick up the receiver and dial the number, similar to common telephone systems. The State is responsible for maintenance of the system.

2.6.9 Coordination with Field Response Level

While the majority of emergency situations on a day-to-day basis are handled relatively “routinely” by agencies such as fire departments, law enforcement, public works, and others, large incidents or those involving multiple jurisdictions or incident command authorities may require coordination above the field response level.

The SEMS regulations state that communications and coordination shall be established between a local government EOC, when activated, and any state or local emergency response agency having jurisdiction at an incident occurring within that local government's boundaries.

Within the San Luis Obispo Operational Area, the coordination efforts involve a dual role for the County/Operational EOC. As the County EOC, communications and coordination with and between county and related agency resources in the field and other locations takes place.

As the Operational Area EOC, communications and coordination takes place with other jurisdictions and agencies, such as city EOCs, city Public Safety Answering Points (police/fire dispatch centers), County Office of Education, and other entities as needed.

Communications between agencies and jurisdictions includes direct radio contact, dedicated telephone lines, mobile radios, and a system provided by the Amateur Radio Emergency Service/Radio Amateurs Civil Emergency Services (ARES/RACES).

When no Departmental Operations Centers (DOCs) or other agency EOCs are activated, the incident commander(s) operating in the field may coordinate with operations section in the County EOC, via jurisdictional or agency specific central dispatchers, or through EOC radio operators or other communications methods, if established.

When County departments have activated their DOCs or similar coordination centers, each DOC generally coordinates with its field responders, and the DOC in turn coordinates with the EOC, as needed.

2.6.10 Coordination with State and Federal Field Response

When a state or federal agency is involved in field operations during an emergency, coordination can be established with appropriate local agencies within the Operational Area or specific jurisdiction where the incident has occurred.

Logistically, coordination with state and federal field responders generally occurs between local agencies within the same disciplines as the involved state and federal agencies. For example, the California Highway Patrol and local law enforcement have established channels of communication, as do local law enforcement and the FBI, local emergency management agencies have established channels of communications with state and federal agencies, as do public health and many other disciplines.

State agency field response may result from terrorism, a flood fight effort, oil spill, hazardous

materials accident or other hazard scenarios. Federal field response could result from the same scenarios or unique situations such as a military aircraft accident (where the federal military authorities have command authority).

Due to federal and state agencies having jurisdiction in some types of emergencies and related situations, some incidents may result in federal or state agencies having incident command authority, and in some cases possibly operating separately from local jurisdictions. However, generally there will be a need for interagency coordination between local, state, and federal agencies.

For example, while the FBI is the lead federal investigative agency for terrorism, overall management of the consequences of actual or threatened terrorist incidents is the responsibility of the affected local jurisdiction. In addition, initial response actions will most likely be led and overseen by local agencies. In the case of the terrorism example, the San Luis Obispo County Sheriff's Department or other law enforcement agency of jurisdiction are the lead agencies at the local level for law enforcement aspects of an incident.

In order to coordinate between local, state, and federal agencies, unified command can be established between those agencies. Simply put, unified command is just that - a situation over which incident command authority rests with multiple agencies, and thus command of the incident is shared or unified.

A unified command will most likely be needed between local law enforcement and other agencies along with federal and possibly state agency resources to address a possible or actual terrorist incident. As an example, this may function similar to the long existing practice of the California Highway Patrol having hazardous materials incident command authority on a roadway in their jurisdiction - while the CHP retains IC authority, haz mat, fire, and related personnel mitigate the situation in a cooperative effort.

Even without formal unified command, state or federal agencies operating in the field may be found in any ICS section, branch, or unit, depending on the type or scale of incident.

In some smaller threat situations or incidents that involve state or federal issues, it may be possible that local agencies will retain control of the entire process, with the state or federal entities providing only support and resources as needed.

As for overall emergency management coordination in general, the State, generally through coordination with Cal EMA near Sacramento and the Cal EMA Region Offices, may manage some or all state resources in response to the emergency needs of the other response levels as defined by SEMS (field, local government, operational area, regional), and coordinates certain mutual aid among the mutual aid regions and between the regional levels and Sacramento.

2.6.11 Coordination with San Luis Obispo County Departmental Operations Centers

The appropriate San Luis Obispo County EOC section/branch/unit or related activated function will coordinate with DOCs to obtain information for advance planning, logistical needs,

available personnel and equipment resources, and other information as required. The DOCs will assist the San Luis Obispo County EOC in supporting field operations, since they coordinate their discipline specific field operations.

It may be possible that DOCs are staffed when an EOC is not (for example, the county Public Works DOC may be opened during severe winter storms). In those situations, Operational Area jurisdictions coordinating or working with the particular DOC with directly communicate and coordinate with each other (such as the Sheriff's Department or County OES working with the Public Works DOC during a severe storm).

2.6.12 Coordination with San Luis Obispo Operational Area Member Jurisdictions

Direct communications and coordination will be established between San Luis Obispo County and any Operational Area member jurisdictions' activated EOC. Additionally, as time and resources permits, and as needed, communications will be established with other member jurisdictions which have not activated their EOCs. Initially, communications will be established by any means available and with whoever is available, regardless of his/her functional EOC position. Ideally, communications and coordination with the city EOCs will occur along functional lines.

An agency representative from each Operational Area and related jurisdiction which has activated its EOC should establish direct communication with the San Luis Obispo County EOC.

Local cities and possibly other local agency jurisdictions, and possibly Cal Poly, whenever feasible, should consider sending an agency representative to the San Luis Obispo County EOC.

2.6.12.1 Coordination with Special Districts

The emergency response role of special districts is generally focused on their normal services or functional area of responsibility. During disasters, some types of special districts will be more extensively involved in the emergency response by directly coordinating, communicating, and assisting local governments.

Special districts involved in the emergency response should have communications and/or other liaison representation with the County EOC or other appropriate Operational Area coordination center (such as fire districts coordinating through Cal/County Fire) as feasible. As with other jurisdictions, special districts involved in the emergency response should have a representative whose serves as the focal point of coordination and work with other local government representatives in the Operational Area. Special districts with first responder public safety and related emergency response and coordination roles have established day-to-day communications methods with appropriate Operational Area coordination agencies such as Cal/County Fire and/or the Sheriff's Department, generally through radio communications. As with other agencies, alternate communications such as ARES/RACES may be requested as needed during emergencies.

Agencies may also use the WebEOC emergency management software system for interaction

and coordination.

2.6.12.2 Coordination with Private and Volunteer Agencies

The American Red Cross is the primary and essential element of our area's efforts to not only meet the care and shelter needs of disaster victims but to also coordinator with various volunteer organizations.

As noted in Part 1, the San Luis Obispo County Operational Area is fortunate to have a good Voluntary Organizations Active in Disaster (VOAD) organization, which is – as of the date of adoption of this revised EOP - coordinated by the San Luis Obispo County Chapter of the American Red Cross (ARC).

VOAD is a consortium of non-profit and faith based organizations dedicated to fostering more effective service to people affected by disaster, with a commitment to cooperation, communication, coordination, and collaboration. While VOAD itself does not deliver response and recovery services, it provides support and facilitation of disaster services by its members.

As the lead VOAD coordinator – as of the date of this EOP revision - the ARC in turn coordinates and works closely with the public agency emergency organizations, including the County. As needed, the ARC provides staff to the County EOC during its activation.

In general, the Chapter is an important link between local volunteers such as those noted above and the overall Operational Area emergency management system.

The County EOC may establish coordination with private and volunteer agencies that have multi-jurisdictional or countywide response roles related to emergencies being addressed through this EOP.

2.6.13 Coordination with the Southern Region Emergency Operations Center

General emergency coordination and communications with the Southern Region Emergency Operations Center (REOC) are important since the REOC serves as the primary liaison or link with many state and federal agencies and resources. There is one primary method and one alternate method for the Operational Area to coordinate with the Southern EOC:

Primary Method - The REOC sends a field representative to the Operational Area.

Alternate Method - The Operational Area and the REOC coordinate through various telecommunications systems.

Coordination and communications between the County EOC and the Southern Regional EOC should, if possible, generally occur between the five SEMS functions. Direct coordination and communications will also be established between the Operational Area Mutual Aid Coordinators, who are located in the County EOC, and the Region's Mutual Aid Coordinator, who are located in the State's Southern Regional EOC. These coordinators may be functioning from their

respective Operational Area and regional EOC or from other locations depending on the situation and the mutual aid system.

2.6.14 Damage Assessment, Safety Assessment, and Situation Reporting

When a disaster occurs, it is necessary to collect and analyze information concerning the nature, severity, and extent of the situation, and to report the information through established channels. The information will be used to assess the extent of the disaster/event and determine the appropriate level of response for the County.

In addition to obtaining and using damage assessment information from throughout the Operational Area to coordinate and prioritize response and recovery efforts, such information will be consolidated and reported to the State's Southern Region Emergency Operations Center (REOC), and may be provided to the member jurisdictions of the Operational Area. An initial assessment, sometimes called a "windshield survey," will be conducted by field responders, giving a quick picture of the incident.

As significant damages become apparent, planning/intelligence section or County OES should prepare an Initial Damage Estimate (IDE) using the Response Information Management System (RIMS) or a similar format for such estimates.

The IDE when completed should be forwarded to the State's Southern REOC. The IDE includes the location and description of the damages and provides a rough estimate of the associated dollar loss. The IDE can be used to justify a State of Emergency and to request a Presidential Declaration of Emergency.

A detailed assessment of damage in public and private facilities, with more precise dollar loss estimates, will be formulated and forwarded to Cal EMA later, as recovery operations begin.

Information needed to determine the operational problems and immediate needs of the community is critical. The specific information on dollar amounts of the damage and the economic consequences of the disaster are also important, but must not be collected until the operational problems and immediate needs are collected and analyzed.

Detailed damage assessment information will be used to plan for both short and long range recovery, which will be given highest priority as the County emergency organization transitions from response to recovery operations.

When a disaster occurs, an immediate survey of the County will be conducted by emergency responders and related agencies, such as public works, to assess the nature, severity, and extent of the situation. Information may also be gathered from American Red Cross Damage Assessment Teams.

Field responders will accomplish the initial damage assessment by conducting ground surveys, which will require the observation and reporting of damage, casualties, and status of affected areas.

The ground survey should include the inspection of and reporting on facilities essential to public welfare and safety. Field responders will report their observations to their respective Department Operations Centers, or other department/agency coordination center. County OES or an assisting agency may, in turn, obtain the information from each of these centers in order to get an initial situation overview. It is important that ground surveys are collected and analyzed as quickly and as completely as possible so a determination can be made of whether or not to activate the County Emergency Operations Center (EOC) or other support or coordination locations.

Once activated, the public works branch's damage/safety assessment unit of the County EOC operations section can be tasked to begin safety assessments of the damaged infrastructure facilities and follow up, as necessary, with the field responders' initial damage assessment.

Qualified inspectors should do more detailed follow up inspections as soon as possible. Building inspections for safety assessment may need to be prioritized based on immediate needs.

If local inspectors need assistance, additional qualified inspectors can be obtained through the mutual aid system. These teams will include civil and structural engineers who may inspect both public and private property.

The planning/intelligence section is that function that should be tasked to complete and transmit the various situation reports to the State's Southern REOC. When no damage is observed, a report will be submitted indicating no observed damage.

As directed by the operations section chief, the various branches, such as the public works branch, fire and rescue, medical and health, and law branch, should provide their initial damage and initial safety assessment information to the planning/intelligence section, as needed.

Using consolidated damage and safety assessment information, the planning/intelligence section, or County OES or related function, can complete the Initial Damage Estimate (IDE), which includes the location and description of the damages and provides a rough estimate of the associated dollar loss.

Once completed on RIMS, the IDE will be sent to the State's Southern REOC. Reports will be submitted electronically when possible, via RIMS, in the appropriate report format and/or type. These may include situation reports, which define what areas are affected, identify status of transportation routes, the number of casualties and fatalities, damage to both private and public facilities, and the type and relative priority of assistance needed.

2.6.15 EOC Public Information

Emergency public information to both the general public and the media can be provided through the public information function within the County EOC, unless the EOC is not yet activated, in which case the incident commander may release information based on the facts of the incident.

Although, even with EOC activation, public information can still be released by individual

jurisdictions or incident commanders within the scope of their authorities and as resources allow.

Command staff within the EOC or an incident commander may elect to delegate this authority to a field level public information officer (PIO). Individuals working at either the field response level or the EOC may refer inquiries from the media or general public to their supervisors, designated PIOs, an established public information branch or related function, or the IC.

Additional information on public information can be found in the following pages.

2.7 EOC Transition into Recovery Operations

As the threat to life, property, and the environment dissipates, the Emergency Services Director or alternate position with authority should consider deactivating the EOC. The ESD or alternate may direct section chiefs to deactivate their sections, ensuring that each unit/branch/section provides its logs and files to the recovery unit. The recovery unit will organize these materials so they can be archived and/or utilized for the financial recovery process.

The recovery unit leader will coordinate the recovery effort, ensuring that all damaged public facilities and services are restored. In coordination with County OES, the recovery unit or alternate function will prepare an after-action report, submitting it to the State's Southern Region Office of Emergency Services within the time frames noted with NIMS and/or SEMS, as appropriate.

Additional information on recovery operations can be found in Part 4 of this Emergency Operations Plan.

3. OVERALL CONCEPT OF OPERATIONS FOR PUBLIC INFORMATION

For both public warning and public information functions it is important that all agencies and personnel involved in disseminating information provide it in a consistent, factual manner. It is for these reasons that upon activation and/or use of the public information function communications channels be established between the various agencies that will be releasing information on the same incidents.

If an agency that is not directly involved in the incident will be involved with public warning/information dissemination, that agency should contact the IC or the IC's designated PIO to ensure communications channels are established, or an alternate method is established to share information. These channels should remain open for the duration of the incident.

All public warning/instructions, including Emergency Alert System (EAS) information, should be cleared through the IC if at all possible. The only exception to this is if the health and safety of the public or emergency responders would be adversely affected.

In addition to actively distributing information to the public – whether it is immediate emergency information requiring protective actions on the part of the public or follow up general information and instructions – phone assistance centers may be established during large

emergencies to provide a place for people to call for assistance during emergencies. One such center is staffed by the County during large emergencies at a facility near the County EOC.

In addition, as of the date of adoption of this EOP, the County is anticipating to continue working to integrate 211 SLO Hotline into its communications links in order for 2-1-1 to be able to provide information to callers. Currently, basic information such as news releases are sent to 2-1-1 so they can at least be aware of what is happening during significant events.

In addition to providing public information via commercial news and radio outlets using standard electronic media distribution, for briefings provided in-person the needs of those with special challenges or special need to be a part of the overall concept of operations. For example, combining visual and audible alerts will reach a greater audience than either method would alone. For announcements by government officials on local television stations, providing qualified sign language interpreters and open captioning can help ensure that all people tuning in are able to access the information provided.

It may be necessary to bring people with special skills such as American Sign Language into facilities such as Joint Information Centers when providing media briefings. Also, consider using open captioning on local TV stations, and dispatching qualified sign language interpreters to assist in broadcasting emergency information provided to the public.

3.1 Public Warning

Depending on the level of the incident and the danger to the public, immediate notification of people in the affected area may be needed. This may be accomplished by methods such as using emergency vehicle public address systems, possibly door to door contacts and, if necessary, by activating the Emergency Alert System (EAS). EAS access use in the Operational Area can be accessed through the Sheriff's Department Watch Commander or County emergency services when the EOC is in use. EAS broadcasts can also be initiated by the California Highway Patrol San Luis Obispo Area, or the Cal EMA Warning Center near Sacramento.

Within the Diablo Canyon Power Plant Emergency Planning Zone, the Early Warning System sirens may be used to alert the public to tune to EAS. The sirens may be sounded individually or in groups, depending on the need. Any request for using the EWS sirens is to be made to or through the Sheriff's Department watch commander, unless otherwise directed communications with other agencies during EOC activation.

Emergency or related information and/or notifications may include evacuation orders or other protective actions, areas for the public to avoid, and road closure or traffic control issues.

If EAS is to be activated, the incident information officer should prepare accurate, clear and timely Emergency Alert System and messages and provide them to the County EOC for broadcast. All messages must be approved by the IC unless public safety and/or emergency worker safety dictate otherwise. To avoid confusion and conflicting information, all public warning information for all participating agencies should be coordinated and disseminated through one primary information officer.

One reason this is important is because of consistency – one of the most important things related to getting out warning information that will enhance the odds that people at risk will take actions to protect themselves is for that information be consistent, both within a single warning message as well as across different warnings.

A warning message must contain timely, accurate, and complete information. If people learn or suspect that they are not receiving the whole truth, credibility and believability is lost and it may never be regained. Accuracy is enhanced by being fully open and honest with the public regardless of the hazard.

It also must be recognized that a warning message is generally not intended to reassure or calm people. People need to be rallied into action. One way this mistaken urge to reassure has often materialized is in warnings that suggest that people who take the recommended protective action will escape risk and not experience harm. It is not appropriate to say things such as “Get under a heavy table or desk so nothing falls on you.” Instead say “getting under a solid desk as it will minimize the chance of being injured.” The truth is that there is no such thing as zero risk. Thus, warning messages need to be carefully thought out and appropriate for each incident or situation being addressed.

3.1.1 New and Future Warning Technologies

In recent years, technology has changed – improved rapidly. In addition to technological shifts in the last decade, cultural/societal changes have altered our view of the public warning process and require a different approach to planning and issuing warnings. These changes include:

- new warning technologies (cell phones, internet, pagers, palm pilots)
- private warning subscription providers,
- nationalization of news coverage,
- increased availability of visual images and information, and
- increased use of GPS for alert and notification.
- In addition to technological changes, societal changes have impacted the warning process.
- The public does not rely on a single official source of warning information and has access to multiple sources of information, some of which may be unreliable or not supported by valid models or detection systems.

As of the date of this adoption of this plan, at the federal level FEMA is working on a system called the Integrated Public Alert and Warning System (IPAWS). IPAWS is the Nation's next generation public communications and warning capability.

The IPAWS improves the reliability, security and accessibility of public alerts and warnings by transforming today's national emergency alert system from an audio-only system into one that

can more reliably and effectively send alerts by voice, text or video to all Americans including those with disabilities or who cannot understand English. Through IPAWS, alerts will now flow through multiple devices, such as cell phones, pagers, satellite television/radio, landline phones, desktop computers, personal digital assistants, and road signs. These live or pre-recorded messages may be sent via audio, video or text in multiple languages, including American Sign Language and Braille. IPAWS will use multiple modern technologies to alert the public about an impending or ongoing disaster, enhancing the public's ability to make decisions that could save lives and property.

As IPAWS and other systems become available, it is the intent of the County to utilize these new tools as effectively as our resources allow.

At the State level, through State legislation, Cal EMA has been charged to examine policies, procedures and a framework for public-private partnerships with providers of mass communications systems that enhance public access to emergency alerts. The intent is to develop policies and procedures that will provide a framework for instituting a public-private partnership with providers of mass communications systems to enhance public access to emergency alerts. San Luis Obispo County OES has been a partner in this process and will continue to monitor and be involved in order to utilize any new resulting tools and procedures as resources allow.

3.2 Public Information

In addition to public warning or the need to provide public protective action information, there may be a need to provide the public with updated information on the general aspects of an emergency; essentially, this is the "news" part of the information function versus emergency instructions/information. Emergency situations arouse public attention, and attract the media. The media will respond to the area of a large incident, and will regularly call on the telephones for updated information.

Official warning information may need to, depending on the situation, more closely resemble an ongoing dialogue with the public who need to be warned. People need a lot of warning information, and they need to have it communicated to them often. Fifteen minute intervals are not too short a time for repeated warnings in fast paced events.

If the media cannot find an official spokesperson to talk to, they may talk to anybody near or affiliated with the incident. As a result, the public information function is important to any incident.

Public information officers (PIO) and his or her assistants will be responsible for developing current and accurate information, providing a central source of information, relieving the IC and others from media pressure, and monitoring for, and dispelling, rumors.

Incident PIOs should be as proactive as possible in disseminating incident information. This should include, as needed, notifying nearby institutions as soon as possible, such as schools, and developing a channel to routinely keep these institutions, and the media, regularly updated.

The lead PIO for an incident should be designated by the incident commander. The PIO should

work in liaison with other agencies that have jurisdiction over an incident or that receive public inquiries.

If the County EOC is activated, the IC should, if possible, establish a public information liaison with the EOC in order to provide EOC staff with accurate information and incident status, and to make requests and suggestions with EOC staff.

3.3 Supplemental Public Information Concepts

In addition to provide information through the methods noted in the previous sections, in some situations – such as long term power outages in a widespread area – it may be beneficial to provide information to the many areas throughout the county in non-traditional methods. One such concept may be to use facilities such as libraries throughout the county as information distribution points; that is a place where updated information on a situation may be provided for the area(s) served by a particular library. This could include ongoing information during a large, long lasting event or information on disaster recovery and assistance.

4. PROTECTIVE ACTIONS

Protective actions are defined as actions taken by the general public and emergency workers before, during, or after an emergency to prevent or reduce exposure to a hazardous material.

For example, when a hazardous material is, or it threatened to be, released into the atmosphere there are generally two primary alternatives available for protecting the public, as necessary.

Evacuation entails removing people from the plume's path, while in place protection (sheltering in place) uses existing buildings or other facilities such as shelters as a buffer while the plume passes over the area. The decision to use either of these methods, or other actions, is determined by the incident commander, in consultation with appropriate staff, and/or by the County Health Officer, and/or any other appropriate personnel including the County Emergency Services Director, depending on the situation.

The need to take some form of protective action is a decision that must be determined quickly and at times with a lack of definitive data to assist the decision makers. Some considerations for evacuation verses in-place protection, in addition to weather and distance variables, are described below.

In addition, challenges relating public protective actions vary based on the type of emergency situation requiring such action. A precautionary evacuation due to a potential hazardous materials or nuclear power plant incident can allow for more time, both for decision making and actual evacuation, than an incident such as a railcar accident with a released of a hazardous material. Issues related to wildfires have their own unique challenges, for there could be a need for either immediate evacuation or a precautionary evacuation.

4.1 Evacuation

Evacuation is the primary protective action utilized in disasters such as hurricanes, floods, landslides, tsunamis, volcanic eruptions, releases of hazardous or nuclear materials, and high-rise building fires and explosions. Although often precautionary, protecting human lives by withdrawing populations during times of threat remains a major emergency management strategy.

The purpose of evacuation is to move the population in an affected area away from the possible hazard. It is a protective action taken to avoid or reduce the public's exposure to hazardous materials or other threats. Within the San Luis Obispo County Operational Area, the field incident commander and/or the other appropriate IC staff, and/or the EOC Emergency Services Director, and/or the County Health Officer or designee, and/or other authorized and appropriate personnel, act upon appropriate advice and recommendation from appropriate health and hazardous material personnel and/or other specialists or related personnel to determine appropriate areas that may need evacuating.

Methods to provide information to the public include sources such as public address systems on vehicles, Emergency Alert System, emergency news information provided by public safety and emergency agencies to the public, and/or, if feasible, door-to-door for smaller or relatively isolated or other unusual incidents. As soon as possible, information should be provided to the media to pass on to the public.

4.2 In Place Protection/Sheltering

As an alternative to evacuation, people take protective shelter inside structures to prevent harm during severe weather that includes lightning, tornados, and hail, as well as for harmful substances in the air or to quarantine during an infectious outbreak.

In place protection (also known as sheltering-in-place) is used when evacuating the public may cause greater risk than staying indoors, or when an evacuation cannot be performed or performed in a timely manner. Research and accident investigations indicate that staying indoors is often safer than evacuating during a toxic cloud release. However, sustained and continuous release may eventually filter into a structure and endanger the occupants. In place protection is not a substitute for evacuation; it is another tool for use when evacuation may be unsafe, infeasible, or unwarranted. It can also be used in combination with evacuation to protect separate threatened areas or at different points during the emergency.

Within the San Luis Obispo County Operational Area, the field incident commander and/or the other appropriate IC staff, and/or the County Emergency Services Director, and/or the County Health Officer or designee, and/or other authorized and appropriate personnel, act upon appropriate advice and recommendation from appropriate health and hazardous material personnel to determine, as necessary, areas that may need to be sheltered.

4.3 Special Transportation Considerations

The vast majority of the population in the evacuation area will be able to leave on their own. However, there may be a number of people who are without vehicles or are unable to leave on their own. During relatively small evacuations, this may be handled at the incident level by fire and/or law enforcement units. However, during a major incident in which an evacuation is being considered or is ordered, plans should be made to accommodate people in the affected area that do not have transportation.

Plans for these people may include ordering sheltering in place when time is of the essence. As time allows, transportation assistance may be arranged by the agency with IC authority. If transportation needs are minimal, such as needing one van or similar vehicle, appropriate incident staff may make the arrangements for such transportation. If the incident staff cannot make the arrangements or there is a need for numerous transportation resources for those with special medical and other needs can and should be coordinated with the appropriate emergency management functions during large incidents, as indicated in various stand alone plans, such as the Dam and Levee Failure Evacuation Plan.

Instructions to these people may be given through the media, and/or possibly through the use of public address system of fire and police vehicles, or, for quick information, possibly through use of the Emergency Alert System. Instructions should include whether people should walk to a street corner or call a certain phone assistance number, if activated, that may be established for use during the emergency from their home or other locations. It may be necessary for those people who cannot leave their homes due to health or other reasons to call a phone assistance line or a local emergency agency. Established a phone assistance line would require activation and staffing of that function, which is a phone center set up to be used for large emergencies or disasters.

Transportation coordination functions are included in the San Luis Obispo County-Cities Nuclear Power Plant Emergency Response Plan for areas within the Diablo Canyon Emergency Planning Zone.

However, despite the above considerations, it should be recognized that in a large emergency, transportation resources - like other resources - could be in limited supply. As with other aspects of emergency preparedness, it is best to have personal and business emergency plans and not to simply rely on emergency assistance if at all possible.

4.4 Transient Considerations

San Luis Obispo County is a popular tourist location, and receives many visitors year around. In addition, there are a number of recreation activities that are outdoors and can attract large numbers of people, both visitors and local residents. Also, there may be people in an area affected by an emergency that do not have a home, either in the area or at all.

Due to these circumstances, should conditions allow in specific emergencies, an option may be

to take a precautionary protective action. This may involve closing off recreation areas such as parks and beaches, or alerting people in other areas with known transient populations to leave as a precaution, even if protective actions have not yet been taken for the general population. This would allow such areas to be vacated in case a situation worsened.

4.5 Animal Considerations

A disaster that affects humans will generally also affect animals. When evacuation is imminent many people will not evacuate their homes or other locations if this means leaving without their pets. For this reason alone the care of animals in disasters is important to the care of humans.

Other than service animals for individuals with disabilities, American Red Cross and most other disaster shelters for people cannot accept pets because of health and safety issues and regulations. In order to be prepared for disasters, the Red Cross recommends that families with pets contact family and friends, research “pet-friendly” hotels, motels and animal shelters along their evacuation routes and keep a contact list in their disaster supplies kit. Take your pets with you if you have to evacuate. If it is not safe for people to stay in an area, it is probably not safe for pets.

The sheltering and protection of domestic animals and livestock is the responsibility of the owners and/or guardians. Owners are encouraged to plan for and incorporate their animals into their personal disaster plan. As past disasters in other areas have shown, most people evacuating with their pets take them to friends or relatives, as is the case with humans alone, as well. As for larger animals such as horses and other livestock, it is also important for individuals to have personal disaster preparedness plans which include these animals. Many people consider pets as part of the family, thus it is imperative they be included in all family plans.

It is also recommended that animal facilities, such as humane societies, boarding kennels, veterinary offices and other entities that normally house animals create evacuation plans for the animals housed at their facilities.

4.5.1 Response and Support

As resources allow, consideration will be given to addressing as best as possible the issue of the care of pets and other animals during emergencies, especially those which involve evacuating an area.

While formal, organized written processes for responding to and supporting pet and other animal needs is, as of the date of this plan adoption, an issue which is beginning to be addressed in more detail, this county does have a good informal working relationship between the various organizations which care about and for animals. The area is fortunate to have many dedicated volunteers committed to the care of animals, ranging from non-profit equine and other larger animal evacuation support to volunteers with local non-profits caring for pets, as well as volunteers and permanent staff working with and for the County directly.

It is important that these various organizations interact and coordinate together during disasters which may need to support widespread pet and other animal care. As of the date of this plan, such efforts are underway, including the American Red Cross coordinating with and between entities such as the Voluntary Organizations Active in Disaster (VOAD), County Animal Services and other entities.

4.5.2 County Animal Coordinator for Emergency Response

The concept of an Animal Coordinator for emergency response coordination purposes is the same as the NIMS and SEMS concepts used for other disciplines (such as public works, fire agencies, American Red Cross, law enforcement, schools) involved with disaster response.

The purpose is to help ensure integration of animal support activities.

To put the below concept in perspective two examples using other disciplines – public works and the American Red Cross shelter function – are:

The Public Works representative(s) in the County EOC coordinates with other disciplines in the EOC to determine the “big picture” related to what is happening countywide with a disaster response. The EOC Public Works representative then coordinates with the Public Department Operations Center (DOC) located, in this case, in downtown San Luis Obispo. The Public Works DOC in turn coordinates with workers in the field, around the county. It works in reverse, too – the workers in the field report information to the DOC which in turn provides information to the EOC.

Similarly, the American Red Cross representative(s) in the EOC works with their local facility (DOC) on sheltering and related needs, and then shelters are established in areas as needed, with ARC Disaster Action Teams and other ARC and support staff around the county.

With the animal care concept, the County Animal Coordinator (CAC) is the individual(s) who will act as a point of contact on animal issues during a large disaster. As necessary, this person will staff the County EOC during a disaster. This individual should be trained in NIMS and SEMS and should be knowledgeable with local animal issues and the various animal entities, including government, non-profits and other volunteer organizations. The person should also be familiar with state and federal resources, including the California Animal Response in Emergency System (CARES).

Within the County EOC, the CAC serves as a liaison and communicates and coordinates with staff from other agencies in the EOC, particularly the Shelter and Welfare function (to, for example, learn where evacuation shelters are being set up and if animal support may be necessary).

In turn, the CAC or his assistant(s) communicate and coordinate with entities such as non-profit animal care service providers, as well as ensuring open communications remain in place with groups such as equine evacuation volunteers and other partners.

The CAC can also provide situation status to other County EOC functions, including the public information function. The Animal Care Committee liaison receives summary information from field disaster and evacuation sites and using these data can advise the EOC on community programs that have been established to provide care for animals.

The concept described above can be modified if necessary however it should always be consistent with NIMS and SEMS.

4.5.4 California Animal Response in Emergency System (CARES)

California Animal Response in Emergency System (CARES) organizes state resources, in support of local government responding to animal issues, during a state level emergency in accordance with SEMS. During a disaster, if local resources are insufficient to meet existing needs, local government may request state assistance. When this assistance is requested; the Governor's Office of Emergency Services (OES) will activate CARES, with CDFA as the lead agency. The ability to respond effectively at the state level largely depends upon planning accomplished within each OA prior to a disaster. Since the majority of volunteers, resources, and organization during a disaster originate in the local area, it is essential that counties and local agencies have animal response plans in place in order for CARES to function effectively. The CARES Plan is intended to facilitate mutual aid between counties.

5. EVACUATION AND RECEPTION AND CARE CENTERS

Although public shelters are opened as needed for evacuations, most people evacuate to relatives, friends, or hotels. However small the percentage of the population who need or use public or other agency sheltering after an evacuation there is a need to establish such locations when an evacuation is to last for more than a short period of time.

In addition to government authority – including the County of San Luis Obispo - for oversight of evacuation, shelter and welfare issues, under the authority and responsibility of agencies which include, and such as, the Departments of Social Services (DSS) and Behavioral Health, groups such as the American Red Cross are essential to serving the needs of disaster victims, providing support services such as shelter, service centers, and actual field response.

While government has overall authority for evacuations and related issues, generally though the County in our case, evacuation and/or reception and care centers for a small number of people may be opened and staffed by the American Red Cross and/or related and assisting agencies.

Examples of designation criteria that may be used in the selection of reception and care centers may include, among other things, the location being in an area determined to be a safe distance beyond the hazardous area, suitable space for sleeping, infirmary and stores, as appropriate, drinking water supplies, and provisions for feeding, adequate heating, lighting and sanitation facilities, and being able to accommodate members of the population with special needs.

Populations will be informed of the location of selected centers through the media, including possibly with emergency broadcasts at the time of an emergency (with the exception of

Congregate Care Centers for use in the event of a nuclear power plant emergency). The American Red Cross has a list of facilities that may be used and they will play a prominent role in opening and maintaining these facilities. This list of facilities is a result of the American Red Cross maintaining agreements with owners and operators of various facilities within and throughout the San Luis Obispo County Operational Area that could be used for evacuation, care and shelter. Such facilities include those can be accessed by evacuees with disabilities.

6. REENTRY INTO EVACUATED AREAS

Since most evacuations are relatively small as is the area affected, thus allowing people to return once the danger has past is often not an issue that needs a lot of attention.

However, if an evacuation is widespread and has lasted for a long enough period to potentially affect human needs in the area (food, water, health/medical, infrastructure (transportation, communications, and utility systems), and other essential services, reentry may be delayed.

In this case, an immediate needs assessment to determine potential reentry restrictions. This assessment will determine if the locality is safe to permit re-entry of residents, property/business owners.

Access - Following a major event an aerial survey of the impacted areas should be conducted immediately to identify and prioritize the most seriously damaged areas of the locality. This can determine the level of damage to major routes into the area and help to determine the time needed for debris clearance from those routes.

Essential Emergency Services – Emergency Services agencies that have been moved to a safe haven shelter prior to an evacuation need to return back to their service areas; Public Health - Water and sewer services are operating; Subsistence - Food is available or made available in the affected area; Utilities - Electricity, potable water, sewer services, telephone, and natural gas services are operating or when they are made available in the effected area; Existing services can support the people already in the impacted area as well as an additional influx of people

If the impacted areas cannot support the return of evacuated residents, temporary housing may be established in non-impacted areas near the disaster area. State and County authorities in accordance with the State Disaster Recovery Plan will make decisions on the location and operation of temporary housing facilities.

Residential and nursing homes are **NOT** to bring residents back to the community until all services have been restored to normal. To include power, water, sewer, communications and local suppliers of commodities used by the facilities.

In the event of a major disaster declaration, a Joint Field Office (JFO) will be established in or near the affected area. Federal and state officials will work from this facility to support disaster response and recovery operations

A reentry plan for a specific incident or event can be developed by using the San Luis Obispo County "Planning Guidance for Return to an Evacuated Area" document.

7. EMERGENCY DECLARATIONS

Proclamations (or declarations) of emergency provides certain legal authorities and immunities for emergency actions taken by response personnel and various agencies as a result of, or due to, emergency situations. They also allow for certain needed actions to be allowed to occur without the need to follow regular day-to-day guidelines and requirements. For example, an emergency repair of a broken levee may not require the usual bid process to be followed, since the work would need to be done immediately.

7.1 Proclamation of Local Emergency

If conditions of extreme peril to persons and property exist, the San Luis Obispo County Board of Supervisors may pass a resolution proclaiming that a local emergency exists for San Luis Obispo County. Generally, the declaration needs to be made within 10 days of the event if the County and the other members of the San Luis Obispo Operational Area are to qualify for financial assistance under the State's Disaster Assistance Act, as well as possibly other sources of assistance.

In addition, the San Luis Obispo County Board of Supervisors must review, at least every 14 days, the continuing existence of the emergency situation. They must also terminate the emergency declaration at the earliest possible date that conditions warrant.

A local emergency may be proclaimed for the County of San Luis Obispo by the San Luis Obispo Board of Supervisors or by the Emergency Services Director. A local proclamation made by the County Administrator or Emergency Service Director is subject to ratification by the Board of Supervisors within seven days.

A local emergency proclamation enables the County to request state assistance under the State Disaster Assistance Act. It also allows the County Chief Administrative Officer and/or Emergency Services Director to establish curfews, take measures necessary to protect and preserve the public health and safety, and exercise all authority granted by local ordinance.

7.2 Request to the Governor's Office of Emergency Services for Concurrence

Following the Proclamation of a Local Emergency for San Luis Obispo County, the County Board of Supervisors may request that the Director of the Governor's Office of Emergency Services concur with the local proclamation and to provide assistance under the State's Natural Disaster Assistance Act. This Act provides financial assistance for the permanent restoration of public real property other than facilities used solely for recreational purposes when it is damaged or destroyed by a natural disaster.

To qualify for State concurrence in a local emergency, a declaration must be made within 10 days of the occurrence. A copy of the declaration, along with the information compiled in the damage assessment process, must accompany the request for State concurrence.

7.3 Requesting Governor's Proclamation of a State of Emergency

After the Proclamation of a Local Emergency for the County of San Luis Obispo the County Board of Supervisors may request that the Governor proclaim a State of Emergency. The request will be forwarded to the Director, Governor's Office of Emergency Services, with a copy of the local emergency declaration and the damage assessment summary.

7.4 Request for the Governor to Request a Presidential State of Emergency

A request for a federal declaration of emergency by the President for a local jurisdiction is passed through the governor of each state. As such, in order for the County or other jurisdictions to request a Presidential declaration, the County requests the Governor to request a Presidential declaration. A Presidential declaration can make available a number of federal disaster programs, which are touched upon in Part 4 of this Emergency Operations Plan. It may be possible for the President to declare a federal emergency without the County requesting such, although that would generally be in the case of a regional or extremely significant disaster.

8. OVERVIEW OF SEMS EOC FUNCTIONS

The remaining pages of Part 3 provide an overview of the various functions and positions which may be staffed in the County/Operational Area EOC. In addition to providing overview information, the information for each position on the following pages may be used as guidelines or checklists if alternate/other procedures are not available in other documents.

The remaining pages of Part 3 are broken up into five sections with information specific to each of the five NIMS and SEMS functions as used in the County EOC. The following five sections are:

- Part 3-A, Management;
- Part 3-B, Operations;
- Part 3-C, Planning/Intelligence;
- Part 3-D, Logistics;
- Part 3-E, Finance/Administration.

These functions are the basis for structuring the San Luis Obispo County EOC Organization for most types of emergency incidents, although due to the nature of certain threats, the functions may vary somewhat, particularly as related to response to nuclear power plant incidents.

The Management function is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.

The Operations function is responsible for coordinating support for emergency response, coordinating inter-jurisdictional responses, and coordinating countywide activities through implementation of appropriate incident related action plans.

The Planning/Intelligence function is responsible for collecting, evaluating, and disseminating incident information to other functions, developing appropriate incident related actions plans in coordination with other functions, and maintaining documentation.

The Logistics function is responsible for providing facilities, services, personnel, equipment, and materials to support the emergency response.

The Finance/Administration function is responsible for financial and other administrative activities.

The overview/guidelines on the following pages are based on three phases: activation, operational, and deactivation. A generic checklist, which applies to each EOC position for both the activation and deactivation phases, is also provided. Some positions and/or functions may have unique actions to take under these two phases, which will be noted on their specific checklists or other guidance documents.

The overview/guidelines on the following pages are not intended to take the place of more specific Standard Operating Guidelines or Standard Operation Procedures or other more detailed response guidance.

While a San Luis Obispo County EOC Organization Chart is depicted in Part 1 of this Emergency Operations Plan, the organizational structure for the County EOC also provides for the following features:

Liaison representation for the Operational Area member jurisdictions (incorporated cities and special districts);

Liaison representation for volunteer and private agencies (American Red Cross, Salvation Army, and a chemical manufacturer representative, for example);

Liaison (field) representation from the State Office of Homeland Security and/or the State Office of Emergency Services;

Operational Area mutual aid coordinators from discipline-specific mutual aid systems (such as law enforcement, fire and rescue, public works, emergency medical, and coroner); EOC safety and security officers; and public information branch to handle communication and coordination requirements for the public and the media, including staffing and operating a media center and performing rumor control.

GENERIC CHECKLIST
(can be used by all EOC positions)

San Luis Obispo County

Activation Phase

- Check in with the Personnel Unit (Logistics function) upon arrival at the San Luis Obispo Operational Area EOC.
- Report to EOC Director, Section Chief, Branch Coordinator, or other assigned Supervisor.
- Set up your workstation and review your position responsibilities.
- Establish and maintain a position log which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave information on where you can be reached.

San Luis Obispo County Emergency Operations Center

Part 3-A Overview of EOC Management Section Duties

Part 3-A

Overview of EOC Management Duties

(staffed by Emergency Services Director or Authorized Representative)

1. EMERGENCY SERVICES DIRECTOR

1.1. Responsibilities

- Establish the appropriate staffing level for the San Luis Obispo Operational Area EOC and continuously monitor organizational effectiveness, ensuring that appropriate modifications occur as required.
- Exercise overall management responsibility for the coordination between the EOC and related emergency response agencies within the Operational Area. In conjunction with the general staff, set priorities for response efforts in incorporated areas of San Luis Obispo County. Ensure that all County agency actions are accomplished within the priorities established.
- Ensuring that interagency coordination is accomplished effectively within the Operational Area EOC.

1.2. Activation Phase

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the Operational Area EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from appropriate sources.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, and ensure they are staffing the sections as required.
 - Operations
 - Logistics
 - Planning/Intelligence
 - Finance/Administration

- Determine which management section positions are required and ensure they are filled as soon as possible.
 - Liaison
 - Public Information
 - EOC and JMC Security
 - EOC Coordinator
 - Safety
- Ensure that telephone and/or radio communications with Operational Area emergency response agencies are established and functioning.
- Schedule the initial planning meeting.
- Confer with staff to determine what representation is needed at the EOC from member jurisdictions, special districts, and other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the Operational Area EOC, and to assist as necessary in establishing an interagency coordination group.

1.3 Operational Phase

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the public information function, conduct news conferences and review media releases for final approval as necessary, following the established procedure for information releases and media briefings.
- Ensure that the liaison function is providing for and maintaining effective interagency coordination.
- Based on current status reports, establish initial strategic objectives for the Operational Area EOC.
- In coordination with management staff, prepare management function objectives for the initial planning meeting.
- Convene the initial planning meeting. Ensure that all section chiefs, management staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the meeting is facilitated appropriately by the planning intelligence section or related staff.

- Once the plan is completed by the planning/intelligence section, review, approve and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct regular briefings for the Board of Supervisors or their representatives.
- Formally issue an emergency proclamation for San Luis Obispo County, and coordinate local government proclamations with other Operational Area emergency response agencies, as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

1.4. Demobilization Phase

- Authorize deactivation of sections, branches, and units when they are no longer required.
- Ensure notification is made to Cal EMA, appropriate Operational Area agencies, and other appropriate organizations of the planned deactivation time.
- Ensure that any open actions not yet completed will be handled after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the after-action report.
- Deactivate the Operational Area EOC at the designated time, as appropriate.
- Proclaim termination of the emergency and proceed with recovery operations, as appropriate.

2. EMERGENCY SERVICES COORDINATOR - EOC
(staffed by Emergency Services Coordinator or alternate)

2.1. Responsibilities

- Facilitate the overall functioning of the San Luis Obispo Operational Area EOC.
- Assist and serve as an advisor to the ESD as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with operational area emergency plans and procedures.
- Assist the liaison officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

2.2. Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists
- Assist the ESD in determining appropriate staffing for the Operational Area EOC.
- Provide assistance and information regarding section staffing to all general staff.

2.3. Operational Phase

- Assist the ESD and general staff in developing overall strategic objectives as well as section objectives for action plans.
- Advise the ESD on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the planning/intelligence section in the development, continuous updating, and execution of EOC action plans.
- Provide overall procedural guidance to general staff as required.
- Provide general advice and guidance to the ESD as required.
- Ensure that all notifications are made to the Region Emergency Operations Center.
- Ensure that all communications with Operational Area emergency

response agencies have been established and are maintained.

- Assist the ESD in preparing for and conducting briefings with Management Staff, the County Board of Supervisors, the media, and the general public.
- Assist the ESD and liaison officer in establishing and maintaining an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the liaison officer with coordination of all EOC visits.
- Provide assistance with shift change activity, as required.

2.4. Demobilization Phase

- Follow generic Demobilization Phase Checklist.

3. LEAD PUBLIC INFORMATION OFFICER/COORDINATOR

3.1 Responsibilities

- Represent and advise the Incident Command on all public information matters relating to the management of the incident.
- Handle functions required to coordinate and disseminate accurate and timely information related to the incident. Handle media, public inquiries and news releases for the County of San Luis Obispo. Represent the County of San Luis Obispo and the San Luis Obispo Operational Area as the lead emergency public information officer.
- Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information that is under the purview of County emergency management.
- Coordinate media releases with Public Information Officers representing other affected emergency agencies within the Operational Area.
- Organize the format for news conferences in conjunction with cooperating agencies.
- Maintaining a positive relationship with the media representatives.
- Supervising and/or coordinating the public information function.
- Serve as the on-scene link to the Joint Information System (JIS) and serve as a field PIO with links to the Joint Information Center (JIC).

3.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- Determine staffing requirements and make required personnel assignments for the public information function as necessary.

3.3 Operational Phase

- Obtain policy guidance from the ESD with regard to media releases, as necessary.
- Keep the ESD advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures

or measures to improve media relations.

- Coordinate with the situation status unit and identify method for obtaining and verifying significant information as it is developed.
- As necessary, develop and publish a media briefing schedule, to include location, format, preparation, and distribution of any hand-out materials.
- Implement and maintain an overall information release program.
- Establish a media center, if and as required, providing necessary space, materials, telephones, and electrical power.
- Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.
- Interact with other Operational Area EOC sections, branches, and units to provide and obtain information relative to public information operations.
- Coordinate development of, and monitor, Emergency Alert System (EAS) releases, as necessary and appropriate.
- In coordination with other EOC sections and as approved by the ESD as necessary, ensure the issuance of advisories and instructions for life safety, health, and assistance for the public.
- At the request of the ESD, prepare media briefings for members of the County Board of Supervisors and provide other assistance as necessary to facilitate their participation in media briefings and press conferences, as appropriate.
- Ensure that a rumor control function is established to correct false or erroneous information, if possible and as necessary.
- Ensure that adequate staff are available at incident sites to coordinate and conduct tours of the disaster areas, if possible.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls.
- Consider preparation, update, and distribution to the public a disaster assistance information directory which contains locations to obtain food, shelter, supplies, health services, etc., or consider providing such information via news releases or briefings.
- If possible, ensure that announcements, emergency information, and

materials are translated and prepared for special populations, as necessary.

- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.
- Provide copies of all releases to the ESD.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

3.4. Demobilization Phase

- Follow generic Demobilization Phase Checklist.

4. RUMOR CONTROL UNIT LEADER

4.1 Responsibilities

- Provide staffing for rumor control telephone bank.
- Update as necessary any recorded messages.
- Supervise the rumor control unit.

4.2. Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.

4.3. Operational Phase

- Obtain "confirmed" disaster information.
- Operate a telephone bank for receiving incoming inquiries from the general public.
- Correct rumors by providing factual information based on confirmed data.
- If possible, and as needed, establish a "disaster hotline" recorded message and provide updated information periodically.
- Refer inquiries from member of the media to the lead Public Information Officer or other designated PIO staff, or other appropriate positions if you cannot provide them with, or are not authorized to provide them with, requested information.

4.4 Demobilization Phase

- Follow generic Demobilization Phase Checklist.

5. LIAISON

5.1 Responsibilities

- Oversee liaison activities, including coordinating outside agency representatives assigned to the San Luis Obispo Operational Area EOC and handling requests from other EOCS for San Luis Obispo Operational Area agency representatives.
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
- Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC action plan is provided to agency representatives upon check-in.
- In conjunction with the EOC coordinator, provide orientations for VIPs and other visitors to the EOC.
- Ensure that deactivation is accomplished when directed by the EOC Director.

5.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- Obtain assistance for your position through the personnel unit in logistics, as required.

5.3 Operational Phase

- Contact Agency Representatives already on-site, ensure each person:
 - Have signed into the EOC;
 - Understand their assigned functions;
 - Know their work locations;
 - Understand the EOC organization and lay out.
- Determine if additional agency representation is required from:
 - Other agencies;
 - Volunteer organizations;
 - Private organizations;
 - Utilities not already represented.

- In conjunction with the ESD and EOC coordinator, establish and maintain an Interagency Coordination function comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the ESD and EOC coordinator in conducting regular briefings for the Interagency Coordination function and with distribution of the current EOC action plan and situation report.
- Request that agency representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the EOC Director, provide agency representatives from San Luis Obispo County EOC to other EOCs or locations, as required and requested, if possible.
- Maintain a roster of agency representatives located at the Operational Area EOC. Roster should include the assignment within the EOC (Section or Interagency Coordination Group). Roster should be distributed internally on a regular basis.

5.4 Demobilization Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- Release agency representatives that are no longer required in the Operational Area EOC when authorized by the EOC Director or authorized agency representative.

6. AGENCY REPRESENTATIVE

6.1 Responsibilities

- Agency representatives should be able to speak on behalf of their agencies, within established policy limits, acting as a liaison between their agencies and the San Luis Obispo Operational Area.
- Agency representatives may facilitate requests to or from their agencies, but normally do not directly act on or process resource requests.
- Agency representatives are responsible for obtaining situation status information and response activities from their agencies for the Operational Area EOC.

6.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- Check in with the liaison officer and clarify any issues regarding your authority and assignment, including the functions of others in the Operational Area EOC organization.
- Establish communications with your home agency; notify the logistics section communications unit and the liaison officer of any communications problems.
- Unpack any materials you may have brought with you and set up your assigned station, request through the liaison officer and/or logistics to obtain necessary materials and equipment.
- Obtain an EOC organization chart, floor plan, and telephone list from the liaison officer, if available.
- Contact the Operational Area EOC sections or branches that are appropriate to your responsibility; advise them of your presence and assigned work location in the EOC.

6.3 Operational Phase

- Facilitate requests for support or information that your agency can provide.
- Keep current on the general status of resources and activity associated with your agency.

- Provide appropriate situation information to the planning/intelligence section.

Represent your agency at planning meetings, as appropriate, providing update briefings about your agency's activities and priorities.

- Keep your agency informed and ensure that you can provide agency policy guidance and clarification for the San Luis Obispo Operational Area ESD as required.
- On a regular basis, inform your agency of the Operational Area EOC priorities and actions that may be of interest.
- Maintain logs and files associated with your position.

6.4 Demobilization Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- When deactivation is approved by the ESD, contact your agency and advise them of expected time of deactivation and points of contact for the completion of ongoing actions or new requirements.
- Ensure that you complete all final reports, close out your activity log, and transfer any ongoing missions and/or actions to the liaison officer or other appropriate individual.
- Ensure copies of all documentation generated during the operation are submitted to the planning/intelligence section.

7. SAFETY OFFICER

7.1 Responsibilities

- Ensure that all buildings and other facilities used in support of the San Luis Obispo Operational Area EOC are in safe operating condition.
- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner considering the existing situation and conditions.
- Stop or modify all unsafe operations outside the scope of the EOC action plans, notifying the EOC Director of actions taken.

7.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.

7.3 Operational Phase

- Tour the entire EOC facility and evaluate conditions; advise the EOC Coordinator of any conditions and actions which might result in liability - e.g., oversights, improper response actions, etc.
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC coordinator and general staff at appropriate meetings, and/or as otherwise appropriate.
- If the event which caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water potability, etc.
- Keep the EOC Coordinator advised of unsafe conditions; take action when necessary.
- Coordinate with the finance/administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

7.4 Demobilization Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.

8. SECURITY

8.1 Responsibilities

- Provide 24-hour security for the San Luis Obispo Operational Area EOC.
- Control personnel access to the San Luis Obispo Operational Area EOC in accordance with policies established by the ESD and/or EOC coordinator and/or County emergency services coordinators and/or other authorized persons.

8.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.

8.3 Operational Phase

- Determine the current EOC security requirements and arrange for staffing as needed.
- Determine needs for special access to EOC facilities.
- Provide executive and VIP security as appropriate and required.
- Provide recommendations as appropriate to EOC coordinator.
- Prepare and present security briefings for the EOC coordinator and general staff at appropriate meetings.

8.4 Demobilization Phase

- Follow generic checklist or position/task specific SOPs/checklists.

San Luis Obispo County Emergency Operations Center

Part 3-B Overview of EOC Operations Section Duties

Part 3-B

Overview of EOC Operations Section Duties

1. OPERATIONS SECTION CHIEF

1.1 Responsibilities

- Ensure that the operations function is carried out including coordination of response for all operational functions assigned to the County of San Luis Obispo and San Luis Obispo Operational Area EOC.
- Ensure that operational objectives and assignments identified in EOC action plans are carried out effectively.
- Establish the appropriate level of branch and unit organizations within the operations section, continuously monitoring its effectiveness and modifying accordingly.
- Exercise overall responsibility for the coordination of branch and unit activities within the operations section.
- Ensure that the planning/intelligence section is provided with branch status reports and major incident reports utilizing the Response Information Management System (RIMS), if operating, or alternate/other situation reporting system/procedure.
- Conduct periodic operations briefings for the ESD, as required or requested.
- Overall supervision of the operations section.

1.2 Activation Phase

- Follow the generic activation phase checklist.
- Ensure that the operations section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with planning/intelligence section chief; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section. Designate branch coordinators as necessary.
 - Fire & Rescue
 - Law Enforcement

- Staging
 - Medical & Health
 - Public Works
-
- Determine the need for Operational Area Mutual Aid.
 - If Mutual Aid systems are activated, ensure that the appropriate Mutual Aid Coordinator or representative is located in the corresponding branch in operations.
 - Request additional personnel for the section as necessary for 24 hour operation.
 - Obtain a current communications status briefing from the communications function. Ensure that there is adequate equipment and frequencies available for the section.
 - As necessary, determine estimated times of arrival of section staff from Logistics.
 - Confer with the EOC coordinator and/or ESD to ensure that the planning/intelligence and logistics sections are staffed at levels necessary to provide adequate information and support for operations.
 - Coordinate with the liaison officer regarding the need for agency representatives in the operations section.
 - As needed, communications with agencies with incident commander authority within the OA.
 - As needed, establish communications with County Department Operations Centers (DOCs), if activated.
 - Determine activation status of other EOCs in the Operational Area and establish communication links with operations sections, as needed and appropriate.
 - Based on the situation known or forecasted, determine likely future needs of the operations section.
 - Identify key issues currently affecting the operations section; meet with section personnel to determine appropriate section objectives for the first operational period.
 - Review responsibilities of branches in section; develop an operations plan detailing strategies for carrying out operations objectives.

- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

1.3 Operational Phase

- Ensure that all section personnel are maintaining their individual position logs.
- Ensure that situation and resources information is provided to the planning/intelligence section on a regular basis or as the situation requires, including branch status reports and major incident reports utilizing RIMS, or other appropriate situations status system/method.
- Ensure that all media contacts are referred to the public information branch, as appropriate.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in command staff action planning meetings.
- Provide the planning/intelligence section chief with the operations section's objectives prior to each action planning meeting.
- Work closely with each branch coordinator to ensure that the operations section objectives, as defined in the current action plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the appropriate Operational Area Mutual Aid Coordinators or the logistics section, or other appropriate system/method.
- Ensure that intelligence information from branch coordinators is made available to the planning/intelligence section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the finance/administration section (notification of emergency expenditures and daily time sheets).
- Brief the ESD on all major incidents.
- Complete a major incident report or alternate report for all major incidents; forward a copy to the planning/intelligence section.
- Brief branch coordinators periodically on any updated information you may have received.

- Share status information with other sections as appropriate.

1.4 Demobilization Phase

- Follow generic checklist or position/task specific SOPs/checklists.

2. FIRE & RESCUE COORDINATOR

2.1 Responsibilities

- Coordinate fire, hazardous materials, and certain rescue operations in the unincorporated county or contract areas.
- Assist the Operational Area fire & rescue mutual aid coordinator in acquiring mutual aid resources, as necessary.
- Coordinate the mobilization and transportation of all non-fire resources through the logistics section or other appropriate channels, and coordinate with logistics on fire resources.
- Complete and maintain branch status reports (on RIMS) for major incidents requiring or potentially requiring operational area, state, and federal response, and maintain status of unassigned operational area, state, and federal fire & rescue resources in the region.
- Implement the objectives of the EOC action plans assigned to the fire & rescue branch.
- Overall supervision of the fire & rescue branch.

2.2 Activation Phase

- Follow generic activation phase checklist or position/task specific SOPs/checklists.
- Based on the situation, activate the necessary units within the fire & rescue branch, such as:
 - Fire Operations
 - Hazardous Materials Unit
 - Technical Rescue
 - Heavy/Urban Rescue
 - Air Support
- If the mutual aid system is activated, provide assistance to the Operational Area fire & rescue mutual aid coordinator, in coordinating and acquiring mutual aid resources.
- Prepare and submit a preliminary branch status report and major incident reports as appropriate to the operations section chief.
- Prepare objectives for the fire & rescue branch; provide them to the operations section chief prior to the first action planning meeting.

2.3 Operational Phase

- Ensure that branch and unit position logs and other files are maintained.
- Maintain current status of fire & rescue missions being conducted in your area of responsibility.
- Provide the operations section chief and the planning/intelligence section chief with an overall summary of fire & rescue branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the fire & rescue branch status report on RIMS, or alternate situation status system/format.
- Refer all contacts with the media to the public information branch, or other authorized representatives, as necessary.
- Ensure that fire, hazardous material, and search and rescue resources are channeled through the appropriate mutual aid coordinators/systems.
- Receive and process non-fire resource requests from the Operational Area member jurisdictions.
- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the fire & rescue branch for the subsequent operations period; provide them to the operations section chief prior to the end of the shift and the next action planning meeting.
- Provide your relief with a briefing at shift change; inform him/her of all on going activities, and branch objectives for the next operational period, and any other pertinent information.

2.4 Demobilization Phase

- Follow the generic checklist or position or task specific checklist/SOP.

3. FIRE OPERATIONS UNIT
(reports to Fire/Rescue Branch)

3.1 Responsibilities

- Evaluate and process requests for fire resources through the Operational Area fire & rescue mutual aid coordinator.
- Establish and maintain communication with field fire incident commanders or at the Emergency Command Center/Department Operations Centers (DOC) if activated, for incidents occurring in the county unincorporated or contract areas.
- Respond to requests for fire resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track fire resources utilized during the event.
- Provide general support to field personnel, as required.
- Supervise the fire operations function.

3.2 Activation Phase

- Follow generic or specific checklist/SOP.

3.3 Operational Phase

- Establish and maintain a position log and other appropriate files.
- Establish and maintain radio or cell-phone communication with the Department Operations Center or fire branch director at the field level.
- Obtain regular status reports on the fire situation from ECC, ICP, and/or field ICs.
- Assess the impact of the disaster/event on the department's operational capability.
- Establish the objectives of the fire operations unit based on the nature and severity of the disaster, and provide them to the fire & rescue branch coordinator prior to the first action planning meeting.
- If ECC extended dispatch is not activated, ensure that the assignment of fire resources are closely monitored and coordinated, and that on-scene

time is logged at the field level.

- Provide fire status updates to the fire & rescue branch coordinator on a regular basis.
- Evaluate and process all requests for fire mutual aid resources through the Operational Area fire & rescue mutual aid coordinator.
- If not addressed at the ECC, ICP, or DOC, ensure that incident facilities are established (marshaling areas, staging areas, etc.) to coordinate incoming fire mutual aid resources, as required.
- In conjunction with planning/intelligence, determine if current and forecasted weather conditions will affect fire and rescue operations.
- Inform the fire & rescue branch coordinator of all significant events that occur.
- Coordinate with the law enforcement branch to determine status of evacuations and shelter locations.
- Assist in establishing camp facilities through the logistics section, if not addressed at the ICP or DOC.
- Reinforce the use of proper procedures for media contacts.

3.4 Demobilization Phase

- Follow generic demobilization or specific checklist/SOP.

4. RESCUE FUNCTION

(excludes law enforcement related search and rescue functions)

4.1 Responsibilities

- Determine the scope of the fire service discipline search and rescue missions.
- Assist in mobilizing specialized rescue resources as the requested or needed.
- Provide search and rescue support as required to Operational Area emergency response agencies consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the function/unit.

4.2 Activation Phase

- Follow generic checklist or specific checklist(s) or SOP(s).

4.3 Operational Phase

- Establish and maintain position log and other appropriate files.
- Work closely with all operations section branch coordinators and related functions to determine the scope of search and rescue assistance required.
- Coordinate with the fire and rescue branch coordinator to determine missions for search/rescue teams based on established priorities.
- Mobilize and deploy available search/rescue teams to county unincorporated areas, contract areas, or to other emergency response agencies within the Operational Area, in a manner consistent with established priorities.
- Establish radio or cell-phone communication with all deployed search/rescue team leaders to determine the scope of support required.
- Work closely with the logistics section to determine the status and availability of search and rescue resources in the Operational Area, specifically larger jurisdictions who have organized USAR teams.

- Work closely with the logistics section in requesting additional USAR resources through the OES REOC.
- Coordinate with the law enforcement branch to determine availability of search dog units through mutual aid channels.
- Coordinate with construction and engineering to provide on-site assistance with rescue operations at the request of team leaders.
- Coordinate with the medical and health branch to provide on-site assistance to extricated victims requiring medical treatment.
- Coordinate with the coroner's unit to provide on-site assistance in managing fatalities at search locations.
- Ensure that each team leader develops a safety plan for each assigned mission.
- Monitor and track the progress and status of each search/rescue team.
- Ensure that team leaders report all significant events.
- Assist in establishing camp facilities for rescue resources through logistics, if necessary.
- Inform the fire & rescue branch coordinator of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities.

4.4 Demobilization Phase

- Follow the generic demobilization phase checklist or specific checklist(s)/SOP(s).

5. HAZ MAT FUNCTION DUTIES

5.1 Responsibilities

- Determine the scope any of hazardous materials incidents throughout the Operational Area.
- Assist in mobilizing hazardous materials teams at the request of Department Operations Centers or field incident commanders.
- Provide hazardous materials support as required to Operational Area emergency response agencies consistent with established priorities and objectives.
- Ensure that deployed teams are provided with adequate support.
- Supervise the haz mat function in the EOC.

5.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

5.3 Operational Phase

- Establish and maintain a position log and other appropriate files.
- Work closely with the Operations Section to determine the scope of haz mat incident response required.
- Coordinate with the Fire and Rescue Branch Coordinator to determine missions for haz mat teams based on established priorities.
- Mobilize and deploy available haz mat teams to county unincorporated areas, contract areas, or to other emergency response agencies within the Operational Area, in a manner consistent with the haz mat mutual aid system and established priorities.
- Establish communication with all deployed hazmat teams to determine the scope of support required.
- Work closely with the logistics section to determine the status and availability of haz mat response teams in the Operational Area.
- Coordinate with public works to provide on-site assistance with haz mat operations at the request of team leaders.

- Coordinate with the medical and health branch to determine medical facilities where victims of haz mat incidents can be transported following decontamination.
- Coordinate with the coroner's unit to provide on-site assistance in managing fatalities at haz mat scenes.
- Monitor and track the progress and status of each haz mat team.
- Ensure that haz mat team leaders report all significant events.
- Assist in establishing camp facilities for haz mat teams through the Logistics Section, if not addressed at the ICP or DOC.
- Inform the fire & rescue branch coordinator of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities.

5.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s) or SOP(s).

6. LAW ENFORCEMENT COORDINATOR

6.1 Responsibilities

- Coordinate evacuation operations during a disaster in county unincorporated areas and/or in response to mutual aid requests.
- As needed, alert and notify the public of the impending or existing emergency in county unincorporated areas and/or in response to mutual aid requests.
- Coordinate law enforcement operations, and coordinate as necessary with CHP on traffic control issues.
- Coordinate site security at incidents.
- Coordinate law enforcement mutual aid requests from emergency response agencies within the Operational Area.
- Coordinate the coroner's response for the Operational Area.
- Supervise the law enforcement branch in the EOC.

6.2 Activation Phase

- Follow the generic activation phase checklist.
- Based on the situation, activate the necessary Units within the Law Enforcement Branch:
 - Law Enforcement Operations Unit
 - Coroner Unit
- Coordinate mutual aid resources as necessary.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives, prepare objectives for the Law Enforcement Branch and provide them to the Operations Section Chief prior to the first action planning meeting.

6.3 Operational Phase

- Ensure that branch and unit position logs and other appropriate files are maintained.
- Maintain current status on law enforcement missions being conducted in

your area of responsibility.

- Provide the operations section chief and the planning/intelligence section chiefs with an overall summary of law enforcement branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Law Enforcement Branch Status Report on RIMS and/or alternate situation status reporting method/system.
- Refer all contacts with the media to the public information branch or other authorized personnel, as needed.
- Determine need for Operational Area mutual aid.
- If law enforcement or coroner's mutual aid systems are activated, ensure that the appropriate mutual aid coordinator or representative is available in the EOC for coordination purposes.
- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the law enforcement branch for the subsequent operations period; provide them to the operations section chief prior to the end of the shift and the next planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

6.4 Demobilization Phase

- Follow the generic Demobilization Phase Checklist.

7. LAW BRANCH/FUNCTION

7.1 Responsibilities

- Evaluate and process requests for law enforcement mutual aid resources through the San Luis Obispo Operational Area law enforcement mutual aid coordinator.
- Establish and maintain communication with the law branch/function directors in the field or at the Department Operations Center (DOC), sub stations, or ICPs, if activated, for incidents occurring in the county unincorporated or mutual aid areas.
- Respond to requests for law enforcement resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
- Monitor and track law enforcement resources utilized during the event.
- Provide general support to field personnel as required.
- Supervise the law enforcement operations unit.

7.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

7.3 Operational Phase

- Establish and maintain a position log and other appropriate files.
- Establish and maintain communication with the Department Operations Center, sub stations, ICPs, or law enforcement branch directors at the field level.
- Obtain regular status reports on the law enforcement situation from the Department Operations Centers, sub stations, ICPs, or law enforcement field level.
- Assess the impact of the disaster/event on the San Luis Obispo County Sheriff's Department's operational capability.
- Establish the objectives of the law enforcement operations unit based on the nature and severity of the disaster, and provide them to the law enforcement branch/function coordinator prior to the first EOC planning

meeting.

- If a Department Operations Center, sub station, or ICP is not activated, ensure that the assignment of law enforcement resources are closely monitored and coordinated, and that on-scene time is logged at the field level.
- If not addressed at the DOC, sub station, or ICP, ensure that incident facilities are established (staging areas etc.) to coordinate incoming law enforcement mutual aid resources, as required.
- In conjunction with Planning/Intelligence, determine if current and forecasted weather conditions will affect law enforcement operations.
- Coordinate with the fire operations to determine geographical boundaries of evacuations.
- Coordinate with the care and shelter branch to make sure field personnel know the location of appropriate shelter facilities for evacuated population.
- Assist in establishing field facilities for law enforcement personnel, as needed, through logistics Section, if not addressed at the ICP or DOC.
- Reinforce the use of proper procedures for media contacts.
- Provide law enforcement status updates to the law enforcement branch/function coordinator on a regular basis.
- Evaluate and process all requests for law enforcement resources through the San Luis Obispo Operational Area law enforcement mutual aid coordinator.

7.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

8. CORONER FUNCTION DUTIES

8.1 Responsibilities

- As necessary, coordinate coroner resources for the collection, identification, and disposition of deceased persons and human remains.
- Establishment and operation of morgue facilities and maintenance of detailed records of fatalities.
- Supervision of the coroner unit/function.

8.2 Activation Phase

- Follow generic checklist or specific checklist/SOP(s).

8.3 Operational Phase Actions

- Establish and maintain a position log and other appropriate files.
- Ensure that locations where fatalities are discovered are secured.
- Ensure that fatality collection points are established and secured as necessary.
- Ensure that morgue facilities are established.
- Activate the Coroner's Mutual Aid Plan as required.
- Procure, through logistics, all necessary fatalities management equipment and supplies, such as temporary cold storage facilities or vehicles, body bags, etc.
- Ensure that qualified personnel are monitoring the collection and tagging of remains.
- Coordinate with search & rescue functions to determine location and number of extricated fatalities.
- Ensure that human remains are transported from fatality collection points to morgue(s).
- Ensure that remains are identified and notifications are made to next of kin.
- Coordinate the reburial of any coffins that were surfaced and/or disturbed

as a result of the disaster/event.

- Inform the law enforcement branch/function coroner function on a regular basis.
- Inform the law enforcement branch/function and the PIO function of the number of confirmed fatalities resulting from the disaster or event.
- Ensure that all media contacts are referred to appropriate personnel and/or the PIO function.

8.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

**9. PUBLIC WORKS
(Construction/Engineering)**

9.1 Responsibilities

- Survey utility systems, including appropriate dams, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
- Survey appropriate facilities, assessing the damage to such facilities and coordinating the repairs of damage to public facilities.
- Assist other sections, branches, and units as needed.
- Supervise the public works branch/function.

9.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).
- Based on the situation, activate the necessary units within the public works function:
 - Heavy Equipment (Countermeasure)
 - Transportation Unit
 - Damage/Safety Assessment
 - Recovery
- Contact and assist the San Luis Obispo Operational Area public works mutual aid coordinator regarding coordination of mutual aid resources as necessary.
- Provide an initial situation report to the operations section.
- Based on the initial EOC strategic objectives, prepare objectives for the public works branch/function and provide them to the operations section prior to the first action planning meeting.

9.3 Operational Phase

- Ensure that branch and unit position logs and other necessary files are maintained.
- Maintain current status on all public works activities being conducted in your area of responsibility.
- Ensure that damage and safety assessments are being carried as needed for various facilities; request mutual aid as required.

- Determine and document the status of transportation routes into and within the affected areas.
- Coordinate debris removal services as required.
- Provide the operations section and the planning/intelligence section with an overall summary of the public works branch/functions operations periodically during the operational period or as requested.
- Ensure that utilities, public works, construction/engineering status reports, as well as the Initial Damage Estimation are completed and maintained on RIMS, and/or alternate situation status reporting method.
- Make sure contacts with the media are handled by appropriate staff and/or the PIO function.
- Ensure that public works resource requests are channeled through the appropriate mutual aid coordinators.
- Receive and process public works resources requests from emergency response agencies within the Operational Area.
- Ensure that all fiscal and administrative requirements are coordinated through the finance/administration section, including any emergency expenditures and time tracking.
- Prepare objectives for the public works function for the subsequent operations period, and provide them to the operations section prior to the end of the shift and the next action planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

9.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

10. UTILITIES FUNCTION

10.1 Responsibilities

- Assess the status of utilities, and provide utility status reports as required.
- Coordinate information on, and restoration efforts of, damaged utilities with utility representatives.

10.2 Activation Phase

- Follow the generic checklist and/or specific checklist(s)/SOP(s).

10.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Establish and maintain communications with the utility providers in the San Luis Obispo Operational Area.
- Determine the extent of damage to utility systems in the Operational Area.
- Coordinate with the liaison to ensure that agency representatives from affected utilities are available to respond to the Operational Area EOC.
- Ensure that all information on system outages is consolidated and provided to the situation unit/intelligence section.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep the appropriate branch coordinators informed of the restoration status.
- Complete and maintain the utilities Status Report on RIMS, and/or alternate situation status procedures/systems.
- Refer all media contacts to appropriate staff and /or the PIO function.

10.4 Demobilization Phase

- Follow the generic checklist and/or specific checklist(s)/SOP(s).

11. DAMAGE ASSESSMENT/SAFETY ASSESSMENT-GENERAL
(Tech Spec as needed)

11.1 Responsibilities

- Collect initial damage/safety assessment information from other branches/units within the operations section.
- If the incident is winter storm, flood, or earthquake related, ensure that inspection teams are available immediately to assess the condition of the dams, as appropriate.
- Provide detailed damage/safety assessment information to the planning/intelligence function, with associated loss damage estimates.
- Maintain detailed records on damaged areas and structures.
- Coordinate mutual aid requests for building inspectors, or engineers to inspect structures and/or facilities, to include organizing the inspectors into inspection teams upon their arrival in the Operational Area.
- Supervise the damage/safety assessment function.

11.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

11.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Obtain initial damage/safety assessment information from the fire, law enforcement, utilities, and other branches/units/functions as necessary.
- Coordinate with the American Red Cross, utility service providers, and other sources for additional damage/safety assessment information.
- Prepare detailed damage/safety assessment information, including estimate of value of the losses, and provide to planning/intelligence.
- Coordinate with County Building or related agency regarding developing plans to inspect individual buildings, as appropriate.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 and/or other appropriate standards and guidelines.

- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Coordinate all requests for engineers and building inspectors from emergency response agencies within the Operational Area. Communicate mutual aid resource needs with logistics.
- Keep the public works function informed of the inspection and engineering assessment status.
- Refer all contacts with the media to appropriate staff and/or the PIO function.

11.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

12. PUBLIC WORKS UNIT LEADER

12.1 Responsibilities

- Assist other Operation Section Branches by providing construction equipment and operators as necessary, including through public works mutual aid, as needed.
- Coordinate heavy equipment assistance efforts with the damage/safety assessment unit as required.
- Provide emergency construction and repair to damaged roadways. Assist with the repair of utility systems as required.
- Providing flood-fighting assistance, such as sandbagging, rerouting waterways away from populated areas, and river, creek, or stream bed debris clearance, as needed.
- Supervise the Public Works Unit.

12.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

12.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Ensure that appropriate staff are available to assist other emergency responders with the operation of heavy equipment, in coordination with the logistics.
- Ensure that engineering/public works staff are available to assist with damage/safety assessment in inspecting damaged structures and facilities.
- As requested, direct staff to provide flood fighting assistance, clear debris from roadways and waterways, assist with utility restoration, and build temporary emergency structures as required.
- Work closely with logistics to provide support and material as required.
- Keep the construction/engineering branch coordinator informed of the inspection and engineering assessment status.
- Refer all media contacts to appropriate staff and/or the PIO function.

12.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

13. MEDICAL/HEALTH COORDINATOR

13.1 Responsibilities

- Act as liaison to the County Health Officer and may assume the role of the Operational Area Medical & Health Coordinator (OADMHC).
- Coordinate and manage the allocation of available disaster medical and health resources to support disaster medical and health operations in the affected area.
- Determine the medical and health impact of the event on the affected population and medical and health infrastructure, and ensure information is provided to the operations section chief, REOC, RDMHC, and CHO.
- Evaluate and prioritize medical and health requests from local responders based existing criteria or criteria established by the operations section chief, and determine appropriate response recommendations.
- Obtain medical and health personnel, supplies and equipment through appropriate mutual aid procedures.
- Coordinate the mobilization and transportation of needed resources through the logistics function.
- Maintain the status of all unassigned medical and health resources within the operational area.
- Complete and maintain branch status reports utilizing RIMS and/or other situation status procedures/system for major incidents requiring or potentially requiring operations area, state and federal response.
- Implement the appropriate action plan objectives for the Medical and Health Branch.

13.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).
- Determine level of staff required for current operations as well as relief shifts.
- Based on the situation, activate the necessary Units within the Medical and Health Branch:
 - Emergency Medical Services • Public Health

- Transport Group
- Radiological Decontamination
- Open and maintain logs using RIMS, or alternate situation status procedures/method.
- Set up section work area.
- Determine the need to open the health care agency/department operations center.
- As needed, contact supporting RDMHC, State EMS Authority, State Department of Health Services, and the REOC Medical and Health Branch (when activated).
- Prepare the initial medical and health situation report.
- Prepare objectives for the medical and health branch and provide them to the operations section chief prior to the first planning meeting.

13.3 Operational Phase

- Ensure that medical/health unit position logs and other necessary files are maintained.
- Maintain current status on medical/health operations being conducted within the Op Area.
- Ensure that branch status reports are prepared periodically, utilizing RIMS, or alternate situation status procedures/system.
- Respond to requests for medical and health resources in coordination with logistics and other SEMS functions.
- Coordinate with the RDMHC and REOC and/or other appropriate channels for medical and health resource needs for/within the Operational Area.
- Participate in medical/health interagency conference calls/meetings.
- Monitor and coordinate support of environmental and public health response operations at the local government and Operational Area level, as needed.
- Support the acquisition of potable water supplies, as needed.
- Ensure adequate environmental controls are initiated and maintained, as

appropriate.

- Ensure that public health and medical information updates are provided to the PIO function and that all media inquiries are referred to the PIO, as appropriate.
- Coordinate with other response agencies to meet medical/public health needs for sheltered populations.
- Ensure that objectives are identified and reviewed as required to facilitate the action planning process.

13.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).
- Ensure that public health information guidelines are issued to the PIO for periodic media releases during the recovery phase.

14. DISASTER BRANCH/MEDICAL UNIT

14.1 Responsibilities

- Ensure that available disaster medical resources are identified and mobilized as required.
- Determine the status of medical facilities within the affected area.
- Coordinate the transportation of injured victims to appropriate medical facilities as required.
- Supervise the Disaster Medical Unit.

14.2 Activation Phase

- Follow generic checklist and/or specific checklist(s)/SOP(s).

14.3 Operational Phase

- Establish and maintain position logs and other necessary files.
- Work closely with operations coordinators to determine the scope of disaster medical assistance required.
- Determine the status and availability of medical resources in the operational area, including paramedics and ambulances.
- Establish communication with area hospitals and other medical facilities to determine their capability/capacity to treat disaster victims.
- Determine status and availability of specialized treatment facilities such as burn centers, dialysis clinics, etc..
- Assist search and rescue functions in providing triage resources for extricated victims, as needed.
- Coordinate with logistics to acquire additional transportation, ambulances, and other resources as needed for injured victims as required or requested.
- Establish and maintain communication with the REOC and determine status and availability of medical resources.
- Coordinate with logistics to obtain necessary supplies and equipment to support disaster medical operations in the field, as needed.

- Inform the medical/health branch/function of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in emergency medical situations where specific information is requested by the media.

14.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

**15. PUBLIC HEALTH UNIT DUTIES
(Technical Specialist to Medical Branch)**

15.1 Responsibilities

- Assess the status and availability of potable water
- Assess the status of the sanitation system.
- Inspect and assess foodstuffs, drugs, and other consumables for purity and usability.
- Develop and implement a vector control plan for the affected disaster area(s).
- Identify potential health hazards and take measures to eliminate or control the outbreak of communicable diseases.
- Supervise the Public Health Unit.

15.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

15.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- As necessary, dispatch teams to survey and test potable water systems; determine status of potable water.
- As necessary, dispatch teams to survey and test sanitation systems.
- Ensure that both water and sanitation systems are continually monitored, as needed.
- Develop a transportation and distribution strategy for potable water, as needed.
- As necessary, through logistics section, obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste.
- Develop and implement a plan to identify sources of contamination which could pose a health problem; contain and/or eliminate the threat to the general population.

- Coordinate with the coroner function in the handling of the deceased; advise on any health-related problems associated with the storage and disposal of the human remains.
- Coordinate the inspection of food stuffs, drugs, and other consumables for purity and usability, as needed.
- As necessary, develop and implement a plan for vector control.
- Inform the medical/health branch coordinator of all significant events.
- Refer all contacts with the media to appropriate staff and/or the PIO function Branch.

15.4 Demobilization Phase

- Follow the generic checklist and/or specific checklist(s)/SOP(s).

San Luis Obispo County Emergency Operations Center

Part 3-C Overview of Planning/Intelligence Section Position Duties

Part 3-C

Overview of Planning/Intelligence Section Duties

1. PLANNING/INTELLIGENCE SECTION CHIEF

1.1 Responsibilities

- Ensure that information and intelligence is appropriately analyzed and shared with personnel who have proper clearance and a “need-to-know.”
- Ensure that the responsibilities of the Planning/Intelligence Section are carried out, such as:
 - collecting, analyzing, and displaying situation information;
 - preparing periodic situation reports;
 - preparing and distributing the EOC action plans and facilitating the action planning meeting;
 - conducting advance planning activities and report;
 - providing technical support services to the various EOC sections and branches, and
 - documenting and maintaining files on all EOC activities.
- Establish the appropriate level of organization for the Planning/Intelligence Section.
- Exercise overall responsibility for the coordination of branch/unit activities within the section.
- Keep the EOC Director informed of significant issues affecting Planning/Intelligence.
- In coordination with the other section chiefs, ensure, if possible and reasonable, that the Response Information Management System (RIMS) or alternate situation status method/procedures is used to maintain branch status reports, complete situation status reports, and to develop EOC action plans.
- Supervise the Planning/Intelligence Section.

1.2 Activation Phase

- Follow the generic activation checklist or specific checklist/SOP.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including

maps and status boards.

- Based on the situation, activate branches within the section as needed and designate Branch or Unit Leaders for each element:
 - Situation Analysis Unit
 - Advance Planning Unit
 - Documentation Unit
 - Technical Specialist Units
- Request additional personnel for the section as necessary to maintain a 24-hour operation.
- Establish contact with all activated EOCs within the Operational Area and coordinate situation status reports with their planning/intelligence sections.
- Meet with operations section chief; and obtain and review any major incident reports.
- Review responsibilities of branches in section; develop plan for carrying out all responsibilities.
- Make a list of key issues which may need to be addressed by planning/intelligence; in consultation with section staff, identify objectives to be accomplished during the initial operational period.
- Keep the ESD informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

1.3 Operational Phase

- Ensure that planning/intelligence position logs and other necessary files are maintained.
- Ensure that the Situation Analysis Unit is maintaining current information for the Situation Status Report.
- Ensure that major incidents reports and branch status reports are completed by the Operations Section and are accessible by Planning Intelligence on RIMS or alternate situation status procedure/method.
- Ensure that a Situation Status Report is produced and distributed to all EOC Sections and the OES REOC at least once, prior to the end of the operational period.

- Ensure that all status boards and other displays are kept current and that posted information is legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- With the EOC coordinator, facilitate the ESD's action planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each section are completed (on RIMS), collected, and posted in preparation for the next action planning meeting.
- Ensure that EOC action plans are completed and distributed prior to the start of the next operational period.
- Work closely with each branch/unit within the Planning/Intelligence Section to ensure the section objectives as defined in the current EOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the Operational Area EOC.
- Ensure that the Documentation Unit maintains files on all activities related to the event, and provides reproduction services for the EOC, as required.
- Provide technical services, such as appropriate advisors and other technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the finance/administration section, as necessary.

1.4 Demobilization Phase

- Follow the generic demobilization or specific checklist/SOP.

2. SITUATION UNIT

2.1 Responsibilities

- Oversee the collection, organization, and analysis of disaster situation information.
- Ensure that information collected from all sources is validated prior to posting on status boards or entering into RIMS and/or alternate situation status reporting procedure/method.
- Ensure that situation status reports are developed on RIMS and/or alternate situation status reporting procedure/method for dissemination to EOC staff, Cal EMA, and other entities as needed.
- Ensure that an EOC action plans are developed/input on RIMS and/or alternate situation status reporting procedure/methods for operational periods.
- Ensure that all maps, status boards, and other displays contain current and accurate information.
- Supervise the situation unit.

2.2 Activation Phase

- Follow activation phase or specific checklist/SOP.
- Ensure there is adequate staff available to collect and analyze incoming information, maintain the situation status report on RIMS and/or alternate situation status reporting procedure/method, and facilitate the action planning process.
- Prepare situation analysis unit objectives for the EOC planning meetings.

2.3 Operational Phase

- Ensure position logs and other necessary files are maintained.
- Oversee the collection and analysis of all event or disaster related information.
- Oversee the preparation and electronic distribution of the situation status report on RIMS and/or alternate situation status reporting procedure/method. Coordinate with the documentation unit for manual distribution and reproduction as required.

- Ensure that each EOC section provides the situation analysis unit with branch status Reports, on RIMS and/or alternate situation status reporting procedure/method on a regular basis.
- As need, meet with the public information branch coordinator to determine the best method for providing them with up-to-date information.
- Prepare a situation summary for the EOC action planning meeting.
- Ensure each section provides their objectives on RIMS and/or alternate situation status reporting procedure/method at least 30 minutes prior to each planning meeting.
- Convene and facilitate planning meetings as appropriate.
- In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on RIMS and/or alternate situation status reporting procedure/method, and that the meeting room is set up with appropriate equipment and materials (easels, markers, sit stat reports, etc.).
- Following the meeting, ensure that the documentation unit publishes and distributes the action plan prior to the beginning of the next operational period.
- Ensure that adequate staff are assigned to maintain maps, status boards, and other displays.

2.4 Demobilization Phase

- Follow the appropriate demobilization checklist/SOP.

3. DOCUMENTATION UNIT

3.1 Responsibilities

- Collect, organize and file all completed event or disaster related forms, such as: EOC position logs, situation status reports, EOC action plans, and any other related information, prior to the end of each operational period.
- Provide reproduction services, as needed.
- Distribute the San Luis Obispo Operational Area EOC Situation Status Reports, EOC Action Plan, and other documents, as required.
- Maintain a permanent electronic archive of all Situation Reports and Action Plans associated with the event or disaster, on RIMS and/or alternate situation status reporting procedure/method.
- Assist the County OES and/or alternate staff in the preparation and distribution of the after action report.
- Supervise the Documentation Unit.

3.2 Activation Phase

- Follow the appropriate checklist/SOP.

3.3 Operational Phase

- Maintain a position log.
- Meet with the planning/intelligence section chief and/or County OES to determine what EOC materials should be maintained as official records.
- Meet with the recovery unit leader and/or County OES to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the documentation unit at the end of each shift.
- Reproduce and distribute the situation status reports and action plans either manually or electronically utilizing RIMS and/or alternate situation status reporting procedure/method.

- Keep extra copies of reports and plans available for special distribution, as required.
- Set up and maintain document reproduction services for the EOC.

3.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

4. ADVANCE PLANNING UNIT

4.1 Responsibilities

- Development of an advance plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
- Review available status reports, action plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues which might modify the overall strategic EOC objectives.
- Provide periodic briefings for the ESD and staff, as needed.
- Supervise the advance planning unit.

4.2 Activation Phase

- Follow the appropriate checklist/SOP.

4.3 Operational Phase

- Maintain a position log.
- Monitor the current situation report to include recent updates.
- Meet individually with the general staff and determine best estimates of the future direction of the event or disaster.
- Develop an advance plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.
- Submit the advance plan to the planning/intelligence chief for review and approval prior to conducting briefings for the general staff and ESD.
- Review planning objectives submitted by each section for the coming operational period. In conjunction with the general staff, recommend a transition strategy to the ESD when EOC activity shifts predominantly to recovery operations.

4.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

5. TECHNICAL SPECIALIST UNIT LEADER

5.1 Responsibilities

- Provide technical observations and recommendations to the Operational Area EOC in specialized areas, as required.
- Ensure that qualified specialists are available in the areas required by the particular event or disaster.
- Supervise the technical specialist unit, and any technical specialists assigned directly to you.

5.2 Activation Phase

- Use the appropriate checklist/SOP

5.3 Operational Phase

- Maintain a position log and other necessary files.
- Coordinate with logistics to ensure that technical staff are located and mobilized.
- Assign technical staff to assist other EOC sections in coordinating specialized areas of response or recovery.
- Assign technical staff to assist the logistics section in interpreting specialized resource requests.

5.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

6. RESOURCE STATUS UNIT

6.1 Responsibilities

- Coordinate with the other Units in the Logistics Section to capture and centralize resource status information.
- Develop and maintain resource status boards or other tracking methods in the logistics section.
- Supervise the resource status unit.

6.2 Activation Phase

- Follow the appropriate checklist/SOP.

6.3 Operational Phase

- Establish and maintain position log and other necessary files.
- As needed, coordinate with units in the logistics section, particularly supply/procurement, personnel, and transportation.
- As resource requests are received in the Logistics Section, post the request on a status board or other tracking method, and track the progress of the request until filled.
- Status boards or other tracking method should track requests by providing at a minimum, the following: date & time of the request; items requested; priority designation; time the request was processed and estimated time of arrival or delivery to the requesting party.
- Work closely with other logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.
- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.
- Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

6.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

7. DEMOBILIZATION UNIT LEADER

7.1 Responsibilities

- Develop a demobilization plan for the EOC based on a review of the pertinent planning documents and status reports.
- Supervise personnel assigned to the demobilization unit, as needed.

7.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

7.3 Operational Phase

- Monitor the current situation report to include recent updates.
- Meet individually with the general staff and administer the section worksheet for the demobilization plan.
- Meet and work with the ESD on demobilization plans, as appropriate and/or needed.
- Utilizing the worksheets, develop a demobilization plan as needed and circulate to the ESD and command staff for review.
- Formalize the demobilization plan.
- Demobilization planning must occur at least once during the operational period for as long as EOC Sections are formally staffed.
- Advise all section chiefs to ensure that demobilized staff complete all reports, time sheets, and exit surveys in coordination with the personnel unit prior to leaving the EOC.

San Luis Obispo County Emergency Operations Center

Part 3-D Overview of EOC Logistics Section Duties

Part 3-D

Overview of EOC Logistics Section Duties

1. LOGISTICS CHIEF

1.1 Responsibilities

- Ensure all support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations.
- Ensure the logistics function is carried out in support of the EOC. This function may include providing or coordinating communication services, and resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives, as stated in the EOC action plans are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the operations section chief to establish priorities for resource allocation to activated EOCs within the Operational Area.
- Keep the EOC Director informed of all significant issues relating to logistics.
- Supervise the logistics section.

1.2 Activation Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).
- Ensure the logistics section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within the section as needed and designate branch and unit leaders for each element:
 - Communications Unit
 - Food Unit

- Supply Unit
 - Ground Support Unit
 - EOC Support
 - Facilities Unit
 - Shelter/Welfare Unit
- Mobilize sufficient Section staffing for 24-hour operations.
 - Establish communications with logistics sections in activated EOCs within the operational area.
 - Advise Logistics Section Branches and Units to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from activated EOCs within the operational area. This should be done prior to acting on the request.
 - As needed, meet with the ESD or ESD staff to identify immediate resource needs.
 - Meet with the finance/administration section chief and determine level of purchasing authority for the logistics section.
 - Assist branch and unit leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the action plan.
 - Provide periodic section status reports to the ESD.

1.3 Operational Phase

- Ensure that logistics section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the planning/intelligence section chief with the logistics section objectives at least 30 minutes prior to each planning meeting.
- Attend and participate in appropriate EOC planning meetings.
- Ensure that the supply/procurement unit coordinates closely with the purchasing unit in the finance/administration section, as necessary, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.

- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all operational area resources are tracked and accounted for, as well as resources ordered through mutual aid.
- Provide section staff with information updates as required.

1.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s) or SOP(s).

2. COMMUNICATIONS BRANCH COORDINATOR

2.1 Responsibilities

- Ensure radio, telephone, OASIS and related/other communications resources, and services, are provided to EOC staff as needed.
- Oversee the installation of communications resources within the Operational Area EOC. Ensure that a communications link is established with the OES Region.
- Ensure that the EOC communications function is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
- As necessary, develop and distribute a communications plan which identifies systems in use and lists specific frequencies allotted for the event or disaster.
- Supervise the communications branch.

2.2 Activation Phase

- Follow the generic checklist or specific checklist(s) or SOP(s).
- Based on the situation, activate necessary units within the communications branch:
 - Communications Unit
 - Information Systems Unit
- Prepare objectives for the communications branch; provide them to logistics prior to the initial action planning meeting.

2.3 Operational Phase

- Ensure that communication position logs and other necessary files are maintained.
- Keep all sections informed of the status of communications systems, particularly those that are being restored.
- Coordinate with the various EOC sections/branches/units regarding the placement and operating procedures for use of all communication systems.
- Ensure that adequate communications operators are mobilized to

accommodate each discipline on a 24-hour basis or as required.

- Ensure that OASIS communications links are established with the OES REOC.
- Ensure that communications links are established within the EOC.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- Ensure that communications techs are available for communications equipment maintenance.
- Mobilize and coordinate amateur radio resources as necessary.
- Keep logistics informed of the status of the communications systems.
- Prepare objectives for the communications function, and provide them to the logistics section chief prior to the next planning meeting.
- Refer all contacts with the media to appropriate staff and/or the PIO function, as necessary.

2.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

3. COMMUNICATIONS UNIT LEADER

3.1 Responsibilities

- Oversee communications needs including telephone and radio systems for the EOC.
- Assist EOC positions in determining appropriate numbers of telephones and other communications equipment required to facilitate operations.
- Acquire radio frequencies if and as necessary to facilitate operations.
- Assign amateur radio operators as needed to augment primary communications networks.
- Supervise the EOC communications functions.

3.2 Activation Phase

- Follow generic checklist or specific checklist(s)/SOP(s).

3.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Continually monitor and test the activated radio and telephone systems. Keep the Communications Branch Coordinator informed of system failures and restoration activities.
- Develop instructional guidance for use of radios and telephones and conduct training sessions for EOC staff as necessary.
- Meet periodically with the Operations Section Branches to ensure that their radio frequencies are adequate. Make modifications as necessary to maintain their operational capability.
- Coordinate with appropriate telephone companies/services to obtain and provided additional phone services, as necessary.
- Refer all contacts with the media to the public information branch, as necessary.

3.4 Demobilization Phase

- Follow the generic Demobilization Phase Checklist.

4. INFORMATION TECHNOLOGY/SYSTEMS UNIT LEADER

4.1 Responsibilities

- Install, activate, and maintain information systems for the Operational Area EOC.
- Assist EOC positions in determining appropriate types and numbers of computers and computer applications required to facilitate operations.
- Help ensure RIMS access on appropriate computers for internal information management, to include message and e-mail systems.
- Supervise the information systems unit.

4.2 Activation Phase

- Follow the appropriate checklist/SOP.

4.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- As needed, monitor and test RIMS and OASIS systems. Keep the communications branch coordinator informed of system failures and restoration activities.
- Develop instructional guidance for use on computers and computer programs such as RIMS. Be prepared to conduct training sessions for EOC staff as necessary.
- Request additional computer equipment as required through the communications branch coordinator.

4.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

5. TRANSPORTATION UNIT LEADER

5.1 Responsibilities

- In coordination with the construction/engineering branch coordinator, and the situation analysis unit, develop a transportation plan to support EOC operations, as needed.
- Arrange for the acquisition or use of required transportation resources.
- Supervise the transportation unit.

5.2 Activation Phase

- Follow the appropriate checklist/SOP.

5.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Routinely coordinate with the situation analysis unit to determine the status of transportation routes in and around the Operational Area.
- Routinely coordinate with the construction/engineering branch coordinator to determine progress of route recovery operations.
- As needed, develop a transportation plan(s) which identifies routes of ingress and egress, thus facilitating the movement of response personnel, the affected population, and shipment of resources and material.
- Establish contact with local transportation agencies and schools to establish availability of equipment and personnel resources for use in evacuations and other operations as needed.
- Keep the logistics section informed of significant issues affecting the transportation unit.

5.4 Demobilization Phase

- Follow the appropriate checklist/SOP

6. PERSONNEL UNIT

6.1 Responsibilities

- Provide personnel resources as requested in support of the EOC and field operations.
- Identify, recruit, and register volunteers as required.
- Develop an EOC organization chart.
- Supervise the Personnel Unit.

6.2 Activation Phase

- Follow the appropriate checklist/SOP.

6.3 Operational Phase

- Establish and maintain position log and other necessary files.
- In conjunction with the documentation unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the liaison officer and safety officer to ensure that all EOC staff, including volunteers, receive a current situation, as needed, and safety briefing upon check in.
- Establish communications with volunteer agencies and other organizations that can provide personnel resources.
- If necessary, coordinate with the OES REOC to activate the Emergency Management Mutual Aid System (EMMA).
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed, and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.

- Coordinate with the liaison officer and security officer to ensure access and proper direction for responding personnel upon arrival at the EOC.
- Assist the fire and rescue branch and law enforcement branch with ordering of mutual aid resources as required.
- To minimize redundancy, coordinate all requests for personnel resources from the field level, or from activated EOCs within the Operational Area, through the EOC Operations Section prior to acting on the request.
- In coordination with the safety officer, determine the need for crisis counseling for emergency workers; acquire a behavioral health specialist as needed.
- Arrange for child care services for EOC personnel as necessary.
- As needed, establish registration locations with sufficient staff to register volunteers and issue them Disaster Service Worker identification cards, as necessary and available.
- Keep the logistics section chief informed of significant issues affecting the personnel unit.

6.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

7. SUPPLY/PROCUREMENT UNIT LEADER

7.1 Responsibilities

- Oversee the procurement and allocation of supplies and material not normally provided through existing mutual aid channels.
- Coordinate procurement actions with the finance/administration section.
- Coordinate delivery of supplies and material as required.
- Supervise the supply/procurement unit.

7.2 Activation Phase

- Follow the appropriate checklist/SOP.

7.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Determine if requested types of supplies and material that are available in the Operational Area warehouses and storerooms, along with inventory levels.
- Determine procurement spending limits with the purchasing unit.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and material, and also verify that the request has not been previously filled through another source.
- In conjunction with the resource status unit, maintain a status board or other reference depicting procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from another jurisdiction or organization within the Operational Area.
- Determine unit costs of supplies and material, from suppliers and vendors, and if they will accept purchase orders as payment prior to completing the order.
- Make sure to follow County and/or other policies/procedures related to purchases, keeping in mind emergency authorities for variances.
- If vendor contracts are required for procurement of specific resources or

services, refer the request to the finance/administration section or other appropriate staff for the development of necessary agreements.

- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the transportation unit.
- In coordination with the personnel unit, provide food and lodging for EOC staff and volunteers as required. Assist the field level with food services at camp locations as requested.
- If possible and as/if resources allow, work with agencies such as the American Red Cross to coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.
- Keep the logistics section chief informed of significant issues affecting the supply/procurement unit.

7.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

8. FACILITIES UNIT

8.1 Responsibilities

- Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure acquired buildings, building floors, and/or work spaces are returned to their original state when no longer needed.
- Supervise the facilities unit.

8.2 Activation Phase

- Follow the appropriate checklist/SOP.

8.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Work closely with the EOC coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the operations section to determine if assistance with facility acquisition and support is needed at the field level.
- Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a facility manager.
- Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies, and equipment at the site; hours of operation, and the name and phone number of the facility manager.
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

- Keep the logistics section chief informed of significant issues affecting the facilities unit.

8.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

9. SHELTER/WELFARE UNIT COORDINATOR

9.1 Responsibilities

- Ensure shelter and welfare functions are carried out appropriately, including oversight of support agencies.
- Supervise the care & shelter branch, including overseeing assisting and/or cooperating agencies.
- Coordinate with, and oversight of, as necessary, support groups such as the American Red Cross and/or other volunteer agencies to ensure food, potable water, clothing, shelter and other basic necessities are provided for the citizens of the Operational Area affected by a disaster/event.
- As necessary, coordinate with, and oversight of, support groups such as the American Red Cross and/or other agencies, on issues related to inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
- As necessary, coordinate with, and oversight of, support groups such as the American Red Cross on issues related to the transition from mass care to separate family/individual living.

9.2 Activation Phase

- Follow the generic checklist or specific checklist/SOP(s).

9.3 Operational Phase

- Establish and maintain your position log and other necessary files.
- Provide the operations section and planning/intelligence with an overall summary of care & shelter branch operations periodically during the operations period or as requested.
- Coordinate with the liaison officer to request an agency representative from the American Red Cross, and/or other agencies, if necessary. Coordinate with the agency representative, as necessary, on issues related to shelter and congregate care activity.
- As possible, and as resources allow, develop procedures for overseeing and/or coordinating with volunteer and other support agencies on issues related to the provision of volunteer resources and services, including issues related to donations of resources.

- Oversee issues related to opening, staffing and managing congregate care shelters to the extent possible.
- As needed, oversee and coordinate with the American Red Cross and/or other agencies on issues related to activated shelters and requirements as described under the Americans with Disabilities Act.
- As needed, oversee and coordinate with volunteer and other support agencies on issues related to inquiry registry services to reunite families and respond to inquiries from relatives or friends.
- As needed, oversee and coordinate with volunteer and other support agencies on issues related to the transition from operating shelters for displaced persons to separate family/individual housing.
- Complete and maintain the care & shelter status report form on RIMS or alternate situation status method/procedure.
- Prepare objectives for the care & shelter branch for the subsequent operations period; provide them to the operations section chief prior to the end of the shift and the next EOC planning meeting.
- Refer all contacts with the media to appropriate staff and/or the PIO function, as necessary.

9.4 Demobilization Phase

- Follow the generic checklist or specific checklist(s)/SOP(s).

10. ANIMAL SERVICES TECHNICAL SPECIALIST

10.1 Responsibilities

- Ensure emergency animal care and control resources are coordinated between the various responders and assisting agencies
- Determine overall information on the situation status of animal rescue, care, and sheltering operations.
- Coordinate with, and oversight of, as necessary, support groups such as the American Red Cross
- Coordinate animal care and sheltering with human care and sheltering operations
- Help facilitate the integration of outside assistance for large disasters, such as coordinating between local entities the California Animal Response in Emergency System (CARES).

10.2 Activation Phase

- Follow the generic checklist or specific checklist/SOP(s).

10.3 Operational Phase

- Establish and maintain your position log and other necessary files
- Maintain communications with all entities, volunteers and otherwise, responding to animal issues during a disaster; consider the use of ARES/RACES resources as needed
- Assist with the coordination and transportation of animals to emergency animal shelters
- Coordinate with the liaison officer to request an agency representative from the American Red Cross, and/or other agencies, if necessary. Coordinate with the agency representative, as necessary, on issues related to shelter and congregate care activity.
- Make sure that all volunteers involved with County animal disaster response are registered Disaster Service Workers.
- Oversee issues related to opening, staffing and managing pet care resources, such as portable cages, at human evacuation shelters, as necessary.

- As needed, oversee and coordinate with other functions within the EOC for needed resources, such as Operations and Logistics to help with the mobilization of personnel, equipment/supplies, and facilities.
- Provide coordination between outside support resources, such as the California Animal Response in Emergency System (CARES), and local resources
- Prepare objectives for the care & shelter branch for the subsequent operations period; provide them to the operations section chief prior to the end of the shift and the next EOC planning meeting.
- Keep the incident PIO function updated on pet and animal care issues and related information for sharing with the public

10.4 Demobilization Phase

- Coordinate with other agencies on issues such as unclaimed animals following a disaster
- Coordinate with other agencies with picking up stray and abandoned animals
- Coordinate with appropriate agencies on the closure of human shelters and issues related to reunited pet and other animals with their owners
- Follow the generic checklist or specific checklist(s)/SOP(s).

San Luis Obispo County Emergency Operations Center

Part 3-E Overview of EOC Finance/Administration Section

Part 3-E

Overview of EOC Finance/Administration Section

1. FINANCE/ADMINISTRATION SECTION CHIEF

1.1 Responsibilities

- Ensure that financial records are maintained throughout the event or disaster.
- Ensure that on duty time is recorded for each person staffing the Operational Area EOC.
- Ensure that all on time tracking occurs and information is maintained for collection from field level supervisors or incident commanders and their staff.
- Ensure that there is a continuum of the payroll process for county employees.
- As necessary, determine purchase order limits for the procurement function in logistics, keeping in mind emergency authorities, policies, and procedures.
- Ensure that workers' compensation claims, resulting from the response to the event or disaster by county employees, volunteers, or others under County responsibility are processed within a reasonable time, given the nature of the situation, and as allowed by law or emergency authorities.
- Ensure that travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to the EOC sections as required, in coordination with the personnel unit.
- Activate units within the finance/administration section as needed or required; monitor section activities and modify the organization as needed.
- Ensure that recovery documentation is accurately maintained during the response and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services through County OES.
- Supervise the finance/administration section.

1.2 **Activation Phase**

- Follow the appropriate checklist/SOP.
- Ensure that the finance/administration section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within the section as needed and designate branch coordinators for each element:
 - Time Keeping Unit
 - Purchasing Unit
 - Compensation & Claims Unit
 - Recovery Unit
- Ensure that sufficient staff are available for a 24-hour schedule, or as required.
- Ensure there is coordination with all activated EOCs within the Operational Area for the purpose of gathering and consolidating response cost estimates and other related information, as needed.
- Meet with the logistics section chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to logistics section.
- Meet with unit leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial action planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

1.3 **Operational Phase**

- Ensure that finance/administration position logs and other necessary files are maintained.
- Ensure that any situation status/related displays associated with the finance/administrative section are current and that information is posted in a legible and concise manner.
- Participate in appropriate planning meetings.

- Brief all unit leaders and ensure they are aware of the EOC objectives as defined in the action or other appropriate plans.
- Keep the ESD, general staff, and individual county agency administrators aware of the current fiscal situation and other related matters, on an on-going and/or as needed basis.
- Ensure that the recovery unit maintains financial records throughout the event or disaster.
- Ensure that the time keeping unit tracks and records all agency staff time.
- In coordination with the logistics section, work with the purchasing unit, as necessary, to ensure that purchase orders, contracts, and related purchase documents are processed in a timely manner.
- Ensure that the compensation & claims unit processes workers' compensation claims resulting from the disaster, in a reasonable time frame, given the nature of the situation.
- Ensure that the time keeping unit tracks and/or processes time sheets and travel/expense claims promptly through the Auditor-Controller or related incident function.
- Ensure that the finance/administration section provides administrative support to other EOC sections as needed.
- Ensure that all recovery documentation is accurately maintained by the recovery unit during the response, and submitted on the appropriate formats the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services and/or other entity, through County OES.

1.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

2. TIME KEEPING UNIT DUTIES

2.1 Responsibilities

- Track, record, and report on-duty time for personnel working during the event or disaster, as necessary.
- Ensure that personnel time records, travel expense claims, and other related forms are prepared and submitted to the Auditor-Controller's Office, as necessary.
- Supervise the time keeping unit.

2.2 Activation Phase

- Follow the appropriate checklist/SOP.

2.3 Operational Phase

- Establish and maintain position logs and other necessary files.
- Initiate, gather, and update time reports from all county personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with County policy.
- Obtain complete personnel rosters from the personnel unit, if available. Rosters should include all EOC personnel, as well as any other personnel tracked by the EOC.
- As necessary, provide instructions for all supervisors to ensure that time tracking and travel expense claims are completed properly and signed by each employee prior to submitting them.
- As necessary, maintain a fiscal record of EOC personnel, and those tracked by the EOC, as needed, for as long as the employee is assigned to the response.
- Keep the finance/administration section chief informed of significant issues affecting the time keeping unit.

2.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

3. COMPENSATION AND CLAIMS UNIT

3.1 Responsibilities

- Coordinate and/or oversee the investigation of injuries and property/equipment damage claims involving the County and arising out of the event or disaster.
- Complete documents as required by the worker's compensation program.
- Maintain documentation related to injuries and illnesses associated with the event or disaster, which includes results of investigations.
- Supervise the compensation and claims unit.

3.2 Activation Phase

- Follow the appropriate checklist/SOP.

3.3 Operational Phase

- Establish and maintain a position log and other necessary files.
- Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster, as needed.
- Investigate all injury and damage claims as soon as possible.
- Prepare appropriate documents for injury claims and forward them, as necessary, to the appropriate entity, consistent with County policy and procedures.
- Coordinate with the safety officer regarding the mitigation of hazards.
- Keep the finance/administration chief informed of significant issues affecting the compensation and claims unit.
- Forward all equipment or property damage claims to the recovery unit, or other appropriate entity.

3.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

4. PURCHASING UNIT DUTIES

4.1 Responsibilities

- Coordinate vendor contracts, not previously addressed by existing approved vendor lists.
- Coordinate with supply/procurement unit on all matters involving the need to exceed established purchase order limits.
- Supervise the purchasing unit.

4.2 Activation Phase

- Follow the appropriate checklist/SOP.

4.3 Operational Phase

- Establish and maintain position logs and other necessary files.
- Review the County emergency purchasing procedures.
- Prepare and sign contracts as needed; obtain concurrence from the appropriate people, per County policy and procedures.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Work with vendors as necessary, regarding possible unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters.
- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to the Auditor's Office for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the logistics section, ensure that the purchasing unit processes purchase orders and develops contracts in a timely manner.

- As necessary, keep the finance/administration section chief informed of all significant issues involving the purchasing unit.

4.4 Demobilization Phase

- Follow the appropriate checklist/SOP.

5. RECOVERY UNIT LEADER

5.1 Responsibilities

- Collect and maintain documentation of disaster information for reimbursement from the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services and/or other agency, as appropriate.
- Coordinate fiscal recovery with disaster assistance agencies.
- Prepare and maintain a cumulative cost report for the event or disaster.
- Supervise the recovery unit recovery operations.

5.2 Activation Phase

- Follow the appropriate checklist/SOP.

5.3 Operational Phase

- Establish and maintain position log and other necessary files.
- In conjunction with the Auditor-Controller Office, compute costs for use of equipment and facilities owned, rented, donated, or obtained through mutual aid.
- Obtain information from the resources status unit or other sources regarding equipment use times.
- Ensure that the Auditor-Controller's Office establishes a disaster accounting system, to include coding disaster response.
- Ensure that each section is documenting cost recovery information from the onset of the event or disaster, as best as possible; collect required cost recovery documentation daily, at the end of each shift.
- Meet with the documentation unit leader and review EOC position logs, journals, all status reports, and action plans to determine additional cost recovery items that may have been overlooked.
- Act as the liaison for the Operational Area and County with the disaster assistance agencies, to coordinate the cost recovery process.
- Prepare any necessary state and federal documentation as necessary to begin recovery of allowable disaster response and recovery costs.

- Contact and assist recovery units in agency EOCs within the Operational Area. Request their cumulative cost totals for the event or disaster.
- Prepare and maintain a cost report for the finance/administration chief, and the ESD. The report should provide cumulative analyses, summaries, and total expenditures for both the County and the Operational Area (for information purposes).
- Organize and prepare records for final audit.
- Assist the EOC coordinator and planning/intelligence section with preparation of the after action report.

5.4 Demobilization Phase

- Follow the appropriate checklist/SOP.