

**Appendix III-1**

**DELAWARE COUNTY  
STANDARD OPERATION GUIDE  
FOR THE  
EMERGENCY OPERATIONS CENTER (EOC)**

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**STANDARD OPERATING GUIDE  
FOR  
DELAWARE COUNTY  
EMERGENCY OPERATIONS CENTER  
(EOC)**

**A. INTRODUCTION**

1. This Guide is a supplement to the Delaware County Comprehensive Emergency Management
2. Plan, Part III - Response, II - Managing Emergency Response (pgs. III-4 through III-6).
3. The Delaware County Emergency Operations Center (EOC), located at the Delaware County Public Safety Facility serves as a location where multiple agencies and departments coordinate emergency response and recovery activities for the County in support of on-scene operations.
4. The Director of the Department of Emergency Services (Emergency Manager) is responsible for maintaining the EOC in a state of readiness and providing for its continued operation during an emergency.

**B. READINESS**

1. The Emergency Manager has and maintains:
  - a) A current alert notification procedure for and roster of all government, private sector, and volunteer emergency support services personnel assigned to the EOC.
  - b) A current chart and/or checklist of response activities required during emergencies
  - c) Current maps and data, including a county map depicting municipal boundaries, main roads and waterways; individual maps of each town, village, and city in the county depicting all public roads; and special facility data for each municipality.
  - d) Current copies of the Delaware County Comprehensive Emergency Management Plan.
  - e) A situation display board for recording and reporting during the progress of an emergency.
  - f) A “daily activities” log.
  - g) A current resource inventory.
  - h) EOC space is to be maintained in emergency operations mode by the Emergency Manager at all times. During non-emergency periods, the EOC can be used for meetings, training, and conferences.

## DELAWARE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

2. Delaware County should be aware of the various colors and levels of terrorism threat conditions. Threat Conditions characterize the risk of terrorist attack. Protective Measures are the steps that will be taken by government and the private sector to reduce vulnerabilities.

Green – Low Condition: Low risk of terrorist attacks. The following Protective Measures may be applied: Refining and exercising preplanned protective measures; ensuring personnel receive training on departmental or agency-specific protective measures; regularly assess facilities for vulnerabilities and take measures to reduce them.

Blue – Guarded Condition: General risk of terrorist attack. In addition to the previously outlined protective measures, the following may be applied: Checking communications with designated emergency response or command locations; reviewing and updating emergency response procedures; providing the public with necessary information.

Yellow – Elevated Condition: Significant risk of terrorist attacks. In addition to the previously outlined protective measures the following may be applied: Increasing surveillance of critical locations; coordinating emergency plans with nearby jurisdictions; assessing further refinement of protective measures within the context of the current threat information; implementing, as appropriate, contingency and emergency response plans.

Orange – High Condition: High risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: Coordinating necessary security efforts armed forces or law enforcement agencies; taking additional precautions at public events; preparing to work at an alternate site or with a dispersed workforce; and restricting access to essential personnel only.

Red – Severe Condition: Severe risk of terrorist attacks. In addition to the previously outlined protective measures, the following may be applied: Assigning emergency response personnel and pre-positioning specially trained teams; monitoring, redirecting or constraining transportation systems; closing public and government facilities; and increasing or redirecting personnel to address critical emergency needs.

## C. ACTIVATION

1. Each emergency in Delaware County should be classified into one of four Response Levels, according to the scope and magnitude of the situation:

Response Level 1: No emergency situation, facility readiness status maintained through planning sessions, trainings, drills and exercises.

Response Level 2: Controlled emergency situation without serious threat to life, health, or property, which requires no assistance beyond initial first responders.

Response Level 3: Limited emergency situation with some threat to life, health, or property, but confined to limited area, usually within one municipality or involving small population.

Response Level 4: Full emergency situation with major threat to life, health, or property, involving large population and/or multiple municipalities, State/Federal involvement.

2. Initial notification of an emergency is usually received at the Delaware County 9-1-1 Communications Center where the information is recorded.
3. Upon initial notification of an emergency (or a potential emergency), the Sheriff's Department Communications Center duty supervisor will immediately contact the Director of Emergency Services. The Director of Emergency Services will, based upon all available information, assign a Response Level for the purposes of activating the appropriate county personnel as described below:

For Response Level 1, are the normal day-to-day operations.

For Response Level 2, the staff of the Department of Emergency Services notified and activated as appropriate.

For Response Level 3, the staff of Emergency Services is activated and augmented by select members of the County response organization as determined by the Director of the Department of Emergency Services.

For Response Level 4, full EOC staffing is achieved as soon as possible. Except for first responders to the scene, assignment of County response personnel to other locations including the emergency scene will be made through the EOC.

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4. Initial notification of an emergency to a County office or County 911 Center requires the recipient to notify the Delaware County Sheriff's Department.
5. In every situation, the Director of the Department of Emergency Services can modify the EOC staffing as the situation requires.
6. For every emergency, the Response Level can shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.

### D. STAFFING

1. The levels of staffing will vary according to the Response Level and the actual demands of the situation.
2. For a Level 3 emergency, with full EOC staffing, staff may be organized into the five ICS groups: Command, Operations, Planning, Logistics, and Finance/Administration.
3. For Level 4 activation, 24-hour continuous-day EOC operations will likely be necessary until the situation de-escalates.
4. Each agency/organization assigned to the EOC will be prepared to maintain continuous operations using shifts. It is expected that staff will remain at the EOC for the duration of their assigned shift. During this time meals will be provided for staff assigned to the EOC.
5. Upon the initiation of the shifts by the Director of the Department of Emergency Services, each agency will update its shift rosters to the Operations Officer.
6. For lesser emergencies (Levels 1 and 2), where there is no need for a major County response, the formal use at the EOC of distinct ICS groups may be limited. In these situations, the Director of the Department of Emergency Services, under the authority of the Chairman of the Board of Supervisors, will normally be responsible for all ICS functions and may utilize distinct ICS functional components as needed.

### E. SITUATION REPORTING

1. The ICS Planning function is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:
  - a) Provide a uniform reporting format for all situation reporting to ensure that the information reported is precise, concise, and clear.

## DELAWARE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

- b) After the occurrence of an emergency, ensure that information on the emergency is collected and reported as soon as possible.
- c) Receive copies of all messages and/or situation reports from the Incident Commander and local and State government officials sent to the EOC pertaining to an emergency situation.
- d) Periodically request situation reports from each participating agency represented at the EOC.
- e) Select for posting, in chronological order on the situation board, the crucial situation reports and damage assessment information.
- f) In preparation of the Incident Action Plan, analyze the situation reports and prepare an overall situation report. The report should contain the following information:
  - Date and time of emergency
  - Type, response level, and location
  - Specific area affected (including number of people)
  - Number of injured (estimated)
  - Number of dead (estimated)
  - Extent of damage (estimated)
  - Damage or loss of municipal response equipment
  - Roads closed
  - States of emergency declared
  - Emergency order issued
  - Mutual aid called upon
  - Major actions taken
- g) Provide the report to the EOC Manager, who reports to the Chairman of the Board of Supervisors and the SEMO Regional Office.
- h) Based upon the report, conduct regular briefings to the Command and Operations Section.
- i) The Public Information Officer (PIO) will attend all briefings. The PIO will prepare and give daily press releases for public education and the media.
- j) Prepare and provide follow-up situation reports on a regularly scheduled basis to the Chairman of the Board of Supervisors and the SEMO Regional Office
- k) Maintain an event log to include all pertinent disaster-related information.

### F. SECURITY

1. Internal security at the EOC will be provided by the County Sheriff's Department during a Level 3 or 4 emergency; during a Level 1 or 2 emergency, any security requirements will be provided as deemed necessary.

DELAWARE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

2. All persons entering and exiting the EOC will be required to check in at the security desk, located at the main entrance.
3. All emergency personnel will have proper identification or passes will be issued (permanent or temporary) to be worn at all times while in the EOC.
4. Anyone seen in the EOC without a visible pass will be approached by Sheriff's Department personnel and dealt with appropriately.
5. Temporary passes will be returned to the security desk when departing from the premises.

**Attachment 1: EOC Activation Levels / Organization Chart**  
**Attachment 2: Job Duties Statements**



## EOC ACTIVATION LEVELS

### **Response Level 1**

- No emergency situation exist,
- Facility readiness status maintained through planning, drills and exercises.

### **Response Level 2**

- Small scale emergency
- Department of Emergency Services staffed during normal business hours
- All after hour calls will be directed through the Delaware County Sheriffs Office for appropriate dissemination as needed

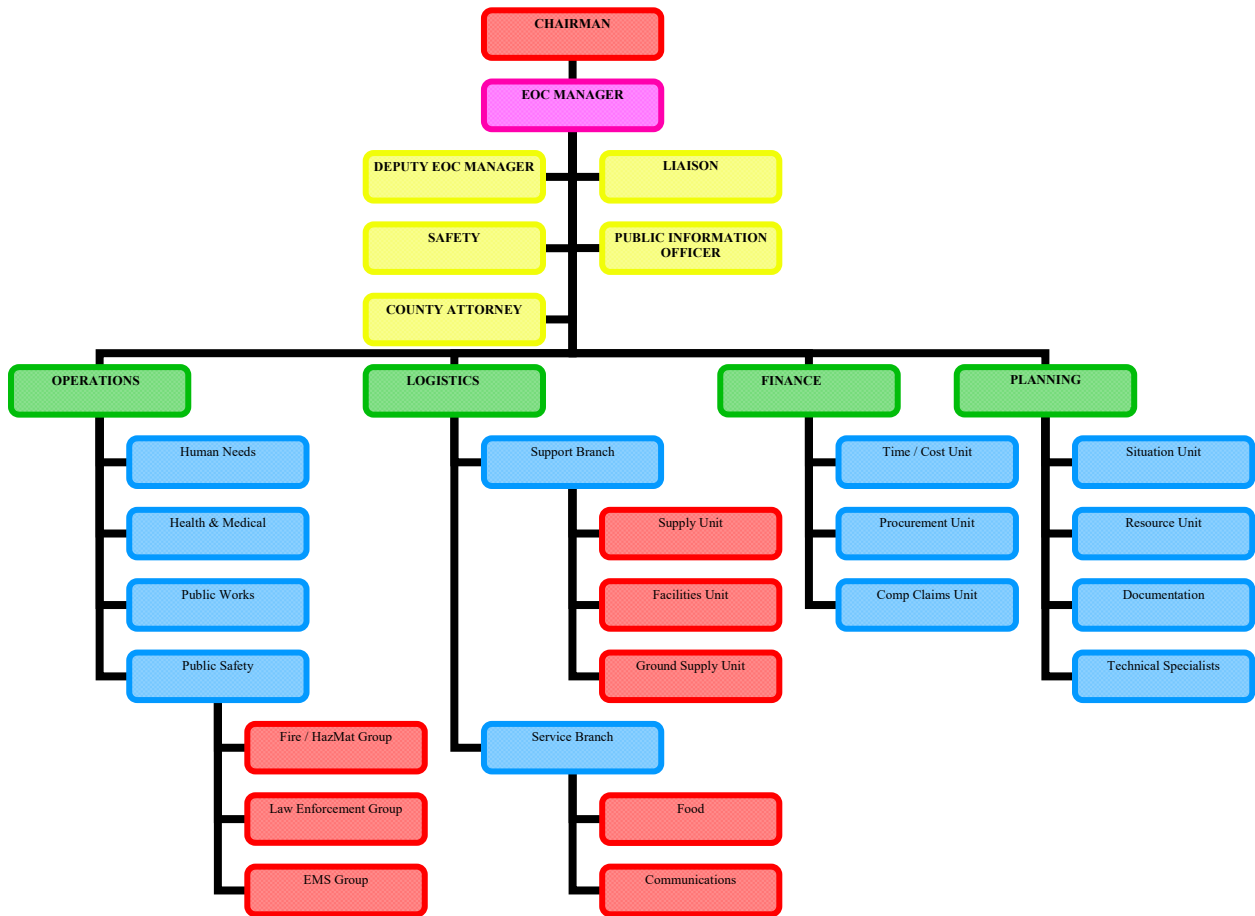
### **Response Level 3**

- Small to medium scale emergency
- Appropriate County agencies and staff placed on call twenty four hours a day
- Appropriate county agencies and staff brought into EOC at the discretion of the Emergency Manager based on the magnitude and type of incident
- EOC activated on 14 hour days 0700-2100

### **Response Level 4**

- Large scale emergency
- All EOC positions activated and working 24 hours a day, seven days per week until disaster warrants downsizing of the operation

# DELAWARE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN



**Emergency Operations Center  
ICS Procedures for Staff**

**POSITION: EOC DIRECTOR**

**POSITION DESCRIPTION:** The EOC Director's responsibility is the overall management of the county EOC. On most incidents, the command activity is carried out by a single EOC Director. The EOC Director for any said operational period is selected by experience and qualifications.

The EOC Director may have a Deputy, who may be from the same agency and may be assigned to a command staff position. Deputies must have the qualification to take over for the EOC director and any given moment.

**RESPONSIBILITIES:**

- Assess the situation upon arrival at the EOC; obtain a briefing from the current director.
- Determine the Incident Objectives and strategy that has been set forth for the operational period.
- Evaluate the level of staffing that is needed to deal with the emergency and make request as appropriate.
- Establish immediate priorities.
- Ensure Planning meetings are scheduled as required.
- Approve and authorize the implementation of an incident action plan.
- Ensure that adequate safety measures are in place.
- Coordinate activity for all command and general staff.
- Coordinate with County Executive's Office, SEMO, and FEMA
- Approve request for additional resources or for the release of resources.
- Keep agency administrator informed of incident status.
- Approve the use of trainees, volunteers, and auxiliary personnel.
- Determine the operational periods.
- Authorize release of information to the news media.
- Order the demobilizing of the incident when appropriate.
- Perform a standardized briefing for incoming EOC Director.

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**EMERGENCY OPERATIONS CENTER  
ICS PROCEDURES**

**POSITION: OPERATIONS SECTION COORDINATOR**

**POSITION DESCRIPTION:** The Operations Section Coordinator is responsible for the management of all tactical operations for the incident. The Operations Section Coordinator helps formulate and interprets strategy established by the EOC Director, and implements it tactically as per EOC procedures. The Operations Section Coordinator activates and supervises organizational elements in accordance with the Incident Action Plan and directs its execution. The Operations Section Coordinator also directs the preparation of unit operational plans, requests or releases resources, makes expedient changes to the Incident Action Plan as necessary, and reports such changes to the EOC Director.

The Operations Section Coordinator ensures that the operations function is carried out including the coordination of response for all operational functions assigned to the EOC and ensures that operational objectives and assignments / missions identified in the IAP are carried out effectively. The Operations Section Coordinator establishes the appropriate level of organization within the section, continuously monitors the effectiveness of that organization and makes changes as required. The Operations Section Coordinator exercises overall responsibility for the coordination of operational activities within the section and ensures that all state agency actions under the section are accomplished within the priorities established. The Operations Section Coordinator reports to the EOC Director on all matters pertaining to section activities.

**RESPONSIBILITIES:**

- Check-In upon arrival at the EOC.
- Report to the EOC Director.
- Obtain a briefing on the situation
- Review your position responsibilities.
- Determine if other section staff are at the EOC.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment and supplies are in place. Set-up your work station.
- Review organization in place at the EOC. Know where to go for information or support.
- Clarify any issues you may have regarding your authority and assignment, and what others in the organization do.
- Open and maintain section logs.
- Attempt to determine estimated times of arrival of requested staff who are not yet on site.
- Establish contact and determine status of collateral EOCs. Determine status of any requests for missions / assistance.

**Emergency Operations Center  
ICS Procedures for Staff**

**Responsibilities cont'd**

Meet with the Planning Section Coordinator. Obtain and review any major incident reports. Obtain from the Planning Section additional field operational information that may pertain to or affect section operation.

- Based on the situation as known or forecast, determine likely future Operations Section needs.
- Review responsibilities of the section. Develop plan for carrying out all responsibilities.
- Make a list of key issues currently facing your Section. Clearly establish with assembles personnel action items to be accomplished within the current operational period. *Appendix 1*
- Activate organizational elements within section as needed and designate supervisors for each element.
- Determine need for representation or participation of other agency representatives.
- Request additional personnel for the section as necessary for maintaining appropriate level of EOC operation.
- Advise EOC Director of Section status.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

**Operational Duties**

- Ensure that section EOC logs and files are maintained.
- Keep up to date on situation and resources associated with your section. Maintain current status at all times.
- Maintain current displays associated with your area. Make sure that the information reports or displays you prepare are clear and understandable.
- Provide situation and resources information to the Planning Section on a periodic basis or as the situation requires.
- Make sure that all contacts with the media are fully coordinated first with the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forthcoming operational periods.
- Attend and participate in strategy and planning meetings.
- Work closely with the Planning Section Chief in the development of EOC Incident Action Plans.
- Work closely with each supervisor to ensure operation's objectives as define in the current Incident Action Plan are being addressed.
- Ensure that information for your sections and Agency Representatives is made available to the Planning Section.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section.
  - Notification of any emergency expenditures
  - Time sheets
- Brief EOC Director on major problem areas that now need or will require solutions.
- Brief supervisors periodically on any updated information you may have received.

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ICS PROCEDURES**

- Share status information with other sections as appropriate.
- Brief your relief at shift change time.
- Deactivate subordinate units when no longer required. Ensure that all paperwork is complete and logs are submitted to the Documentation Unit (or Planning Section).

**Demobilization**

- Authorize demobilization of organizational elements with the section when they are no longer needed. Ensure that any open sections are handled by section or transferred to other EOC elements as appropriate.
- Demobilize the Section and close out logs when authorized by the EOC Director.
- Ensure that any open actions are assigned to the appropriate agency or element for follow on support.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After Action Report.
- Manage tactical operations.
  - Interact with next lower level of Section (Branch, Division/Group) to develop the operations portion of the Incident Action Plan.
  - Request resources needed to implement the Operations Section's tactics as a part of the Incident Action Plan development (ICS 215).
- Assists in development of the operations portion of the Incident Action Plan.
- Supervise the execution of the Incident Action Plan for Operations.
  - Maintain close contact with subordinate positions.
  - Ensure safe tactical operations.
- Request additional resources to support tactical operations.
- Approve release of resources from assigned status (not release from the incident).
- Make or approve expedient changes to the Incident Action plan during the Operational Period as necessary.
- Maintain close communication with the Incident Commander.
- Maintain Unit Log.

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**Emergency Operations Center  
ICS Procedures for Staff**

**POSITION: PLANNING SECTION COORINATOR**

**POSITION DESCRIPTION:** The Planning Section Coordinator is responsible for the collection, evaluation, dissemination and use of information about the development of the incident and the status of the resources. Information is needed to understand the current situation, predict the probable course of incident events, and prepare alternative strategies and control operations of the incident. The Planning Section Coordinator conducts the planning meeting and is responsible for producing a written Incident Action Plan. The Planning Section Coordinator activates and supervises units within the Planning Section; Situation Unit, Resources Unit, Documentation Unit and Technical Specialist.

**RESPONSIBILITIES:**

- Check In upon arrival at the EOC.
- Reports to the EOC Director
- Obtain a briefing on the situation
- Review your position responsibilities
- Determine if other section staff are currently located at the EOC
- Ensure that the section is set up properly and that the appropriate personnel, equipment and supplies are in place. Set up your work station.
- Review organization in place at EOC. Know where to go for information or support.
- Clarify any issues that you may have regarding your authority and assignment, and what others in the organization do.
- Open and maintain section logs.
- Organize and staff sections appropriately.
- Identify collateral response organizations and positions.
- Collect all available information about the incident.
- Supervise preparation of the incident action plan.
- Modify the incident action plan to meet changing needs as necessary.
- Prior to completion of the Incident Action Plan, prepare and distribute the EOC's Directors Objective.
- Provide input to the EOC Director and Operations Section Coordinator for the preparation of the Incident Action Plan by the Planning Section.
- Conduct Planning meetings. Identify out-of-service personnel and positions they are qualified to fill.
- Assign out-of-service personnel to ICS organizational positions as appropriate.
- Establish reporting requirements and reporting schedules for all ICS organizational elements.

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ICS Procedures for Staff**

**Responsibilities cont'd;**

- Gather, post, and maintain current incident resource status including transportation, support vehicles, and personnel
- Determine need for any specialized resources in support of the incident.
- Insure that information concerning special environmental needs is included in the Incident Action Plan.
- Provide periodic predictions on incident potential and develop contingency plans. (worst case scenario)
- Advise general staff of any significant changes in incident status.
- Anticipate changes in resource needs.
- Compile and display incident status information.
- Oversee preparation of Incident demobilization plan.
- Develop the incident traffic plan as needed.
- Develop the incident medical plan.
- Incorporate all plans (demobilization, communications, medical) into the Incident Action Plan.
- Maintain Unit Log.
- Perform any operational planning for the planning section.
- Insure cooperative efforts and good coordination between the Planning Section and other Command and General staff.

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**POSITION: LOGISTICS SECTION COORDINATOR**

**POSITION DESCRIPTION:** The Logistics Section Coordinator is responsible for providing all support needs to the incident (except air). Support needs include facilities, services, equipment, and supplies. The Logistics Section Coordinator participates in the development and implementation of the incident action plan, and activates and supervises the units within the Logistics Section.

**RESPONSIBILITIES:**

- Check-In upon arrival at the EOC.
- Report to the EOC Director
- Obtain a briefing on the situation
- Review your position responsibilities
- Determine if other section staff are at or needed at the EOC
- Ensure that the section is set up properly and the appropriate personnel, equipment and supplies are in place. Set-up your work station.
- Review the organization of the EOC. Know where to go for information and support.
- Clarify any issues you may have regarding your authority and assignment, and what others in the organization do.
- Open and maintain section logs.
- Manage all incident logs.
- Provide Logistical input to the EOC Director in preparing the Incident Action Plan.
- Brief Branch Directors and Unit Leaders as needed.
- Identify anticipated and known incident service and support requirements.
- Request additional resources as needed.
- Supervise request for additional resources.
- Oversee demobilization of Logistics section.

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**Emergency Operations Center  
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**POSITION: AGENCY REPRESENTATIVE – SHERIFF’S DEPARTMENT**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency’s participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Maintain order at disaster area, reception centers, and shelters
- Assist with evacuations
- Coordinate with other law enforcement agencies
- Maintain public security at disaster area, shelters and critical facilities
- Control disaster area access, traffic and vehicle movement
- Provide communication support
- Assist with emergency notification of the public
- Provide appropriate information regarding the situation the Planning Section.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

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ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at eh incident.
- Advise the EOC Director of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that ala agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.

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ICS Procedures for Staff**

**POSITION: AGENCY REPRESENTATIVE – PUBLIC WORKS**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Repair critical facilities, potable water, sanitation
- Clear debris; provide generators, manage contractor work
- Drain flooded areas; protect water supply and sewage operations
- Assess damage / safety of buildings and infrastructure; demolish unsafe
- Provide communications support, traffic capacity estimates; damage assessment
- Provide appropriate information regarding the situation the Planning department.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

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ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at eh incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that ala agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.



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**POSITION: AGENCY REPRESENTATIVE – HEALTH DEPARTMENT**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Enforce applicable health, environmental and sanitary codes;
- Issue health advisories
- Monitor water supply, sewage control, hazmat, decontamination, disease / pest control, food sanitation
- Supervise identification / disposition of the dead
- Determine hazmat / radiation levels – decontamination, treatment, and care
- Coordinate health facility evacuations; determine new treatment centers
- Provide appropriate information regarding the situation the Planning department.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

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**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.

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**POSITION: AGENCY REPRESENTATIVE – SOCIAL SERVICES**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Administer public assistance programs related to income
- Coordinate programs with Red Cross and other community groups
- Coordinate resources; assess / document effect and social impact
- Provide appropriate information regarding the situation the Planning department.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

**Emergency Operations Center  
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**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.

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**POSITION: AGENCY REPRESENTATIVE – AMERICAN RED CROSS**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Manage temporary Red Cross shelters, reception center teams
- Provide food service for disaster victims and emergency workers
- Assist families and individuals with clothing, food, housing, household needs, transportation, and occupational supplies
- Provide community information / referral service; recruit volunteers
- Provide appropriate information regarding the situation the Planning Section.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

**Emergency Operations Center  
ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.

**Emergency Operations Center  
ICS Procedures for Staff**

**POSITION: AGENCY REPRESENTATIVE – EMS COORDINATOR**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Coordinate EMS resources needed for emergency medical treatment and transportation of sick and injured
- Assist with setting priorities for triage and treatment of sick and injured.
- Receive casualty information from the field.
- Coordinate the establishment and operation of medical care for essential workers
- Provide appropriate information regarding the situation the Planning Section.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

**Emergency Operations Center  
ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC Director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.



**Emergency Operations Center  
ICS Procedures for Staff**

**POSITION: AGENCY REPRESENTATIVE – FIRE COORDINATOR**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Coordinate requests for fire resources in support of local response efforts
- Coordinate implementation of county, regional and statewide mutual aid plans as required.
- Coordinate requests for specialized teams and resources
- Request liaisons and assistance from NYS OFPC as needed.
- Provide appropriate information regarding the situation the Planning department.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

**Emergency Operations Center  
ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.

**Emergency Operations Center  
ICS Procedures for Staff**

**POSITION: AGENCY REPRESENTATIVE**

**POSITION DESCRIPTION:** In many multi-jurisdictional incidents multiple agencies are involved in the response. It is beneficial to the operations of the EOC to have representatives from key agencies on-site.

An Agency representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident.

Agency representatives report to the EOC Director.

**RESPONSIBILITIES:**

- Check in upon arrival at the EOC.
- Obtain briefing from the Liaison Officer of EOC Director.
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- Clarify any issues regarding your authority and assignments.
- Establish a communications link with your home agency, if unable to establish link via whatever method appropriate contact the communications unit.
- Obtain EOC organizational chart, floor –plan of EOC and appropriate telephone listings. Review all of the listings and become familiar. Also review the activated positions and the descriptions associated.
- Facilitate requests for support or information needed from the agency you represent.
- Keep up to date on the general status of the resources and activity associated with your agency.
- Provide appropriate information regarding the situation the Planning Section.
- Keep your home agency informed of the situation.
- Attend briefings and planning meetings as required.

**Emergency Operations Center  
ICS Procedures for Staff**

**Responsibilities contd.:**

- Provide input on use of agency resources unless tech specialists have been assigned to the incident.
- Cooperate fully with the EOC director and General Staff on agency involvement at the incident.
- Advise the Liaison Officer of any special agency needs or requirements.
- Ensure the well-being of agency personnel assigned to the incident.
- Report to home agency dispatch or headquarters on a prearranged schedule.
- Ensure all required agency forms, reports, and documents are complete prior to departure.
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- Have a briefing session with Liaison Officer Incident Commander prior to departure.
- Check out of the EOC when Demobilized.
- Leave contact information as appropriate.