

EOC Checklists

The following checklist pertains to all EOC functions required in a major emergency.

Generic EOC Checklist – For All Functions	
Getting Started:	<ul style="list-style-type: none"> ○ Check in with the EOC Director or Logistics Section Chief upon arrival at the EOC. Obtain an identification card and vest, if available. ○ If you represent an outside (non-jurisdictional) agency, register with the Liaison Officer. ○ Complete the PEP Task Registration Form (EOC 512). Use the EOC Check-In, Check-Out Form (EOC 511) each time you enter or leave the EOC. ○ Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities. ○ Set up your workstation and review your position checklist, forms and function aids. ○ Establish and maintain a Position Log (EOC 414) that chronologically describes the actions you take during your shift. Use one Position Log even if you are serving more than one function. ○ Note on your Position Log all ideas you can suggest for improving the contribution of your function and of the EOC overall. These will be considered in the After Action Report. ○ Determine your resource needs, such as a portable radio, computer, phone, stationery, forms, and other reference documents. ○ Participate in any facility/safety orientations, as required.
Before Leaving:	<ul style="list-style-type: none"> ○ If another person is relieving you, brief them thoroughly before you leave your workstation. ○ Clean up your work area before you leave. Return any communications equipment or other materials to the Logistics Section. ○ Complete all other required forms, reports, and documentation and submit them to the Planning Section prior to your departure. ○ Complete your Position Log, and leave a phone number where you can be reached. ○ Sign the EOC Check-Out procedures. Return to Personnel Unit (in Logistics) to sign out. ○ Be prepared to participate in the EOC After Action Report and formal post-operational debriefs. ○ Make use of EOC stress counselling and debriefings, as needed.

<h2>Policy Group</h2>	
<p>Responsibilities:</p>	<ol style="list-style-type: none"> 1. <u>Consider Policies</u> – Advise on existing policies and examine the requirement for new or temporary policies to support response and recovery. 2. <u>Set expenditure limits</u> – Determine appropriate expenditure limits for response and recovery. 3. <u>Request Outside Support/Resources</u> – Upon the advice of the EOC Director, request extra-ordinary resources and/or outside assistance. 4. <u>Authorize “State of Local Emergency”</u> – If and when required, declare or terminate a “State of Local Emergency.” 5. <u>Assist Public Information</u> – Act as a spokesperson for the jurisdiction and, upon request, participate in media briefings. 6. <u>Acknowledge Contributions</u> – Ensure steps are taken to acknowledge the contributions of response and recovery staff and volunteers. <p>Members of the Policy Group may include the Mayor and Elected Officials, and/or Senior Executives.</p>
<p>Getting Started:</p>	<ul style="list-style-type: none"> ○ Convene as the EOC Policy Group at the site and times recommended by the EOC Director. ○ Obtain current situation status and a briefing on priority actions taken and outstanding, from the EOC Director.
<p>Main Checklist:</p>	<ol style="list-style-type: none"> 1. <u>Consider Policies</u> <ul style="list-style-type: none"> ○ Keep apprised as to the status of the emergency event by reviewing EOC Situation Reports. ○ Examine the need for new or temporary policies, as required to support response and recovery operations. ○ Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action. 2. <u>Set expenditure limits</u> <ul style="list-style-type: none"> ○ Consult with EOC Director to determine appropriate expenditure limits. 3. <u>Request Outside Support/Resources</u> <ul style="list-style-type: none"> ○ Consult with EOC Director to determine the need for extra-ordinary resources and/or outside assistance. ○ Request Provincial and Federal support, as required. 4. <u>Authorize “State of Local Emergency”</u> <ul style="list-style-type: none"> ○ Consult with EOC Director to determine need for a declaration or

Policy Group	
	<p>termination of a "State of Local Emergency."</p> <p>5. <u>Assist Public Information</u></p> <ul style="list-style-type: none"> ○ Act as a spokesperson for the jurisdiction. ○ Upon request, prepare for and participate in any media briefings. <p>6. <u>Acknowledge Contributions</u></p> <ul style="list-style-type: none"> ○ Ensure steps are taken to acknowledge response and recovery personnel for their efforts.
Before Leaving:	<ul style="list-style-type: none"> ○ Establish the requirements for debriefing response and recovery personnel, and set a due date for the After Action Report.
Function Aids:	<ul style="list-style-type: none"> • Decision / Approval Log (Form EOC 407)

EOC Director	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Assess the Situation</u> – Gather information about the emergency. Assess the magnitude and severity of the situation to determine the appropriate type and level of EOC coordination. 2. <u>Support Site(s)</u> – Provide support to Incident Commanders and Highlands agencies, and ensure that all actions are coordinated within the established priorities. Approve resource requests, including municipal and other first responders, municipal staff and volunteers. 3. <u>Develop / Approve Action Plans</u> – Prepare EOC action plans with other EOC members based on an assessment of the situation and available resources. Set priorities and response objectives for affected areas. 4. <u>Inform Others</u> – In consultation with the Information Officer, assist emergency information actions using the best methods of dissemination. Approve press releases and other public information materials. Keep the Policy Group and PREOC informed. 5. <u>Manage the EOC Group</u> – Establish the appropriate EOC staffing level and continuously monitor organizational effectiveness. Direct the overall incident coordination with other agencies with jurisdiction under Unified Command, where appropriate.
Reports To:	Policy Group
Getting Started:	<ul style="list-style-type: none"> ○ Obtain a briefing from Incident Commander(s) or other person(s) reporting emergency, if available. ○ Select a name for the incident, such as "Jan 6 Snow" or "Downtown Explosion." Keep it short but descriptive. ○ Determine location of the EOC, considering hazards. ○ Mobilize appropriate personnel for the initial activation of the EOC. Refer to "EOC Activation Guide." ○ Communicate EOC location to others. ○ Request a Task Number through PEP (1-800-663-3456). ○ Greet and orient arriving EOC members until Logistics Section can be established to assume this function. Refer to Personnel Unit checklist for procedures and forms. ○ Establish an operational period, and set a time for the initial EOC Planning Meeting. ○ Refer to the generic "Getting Started" Checklist. ○ The EOC Director must be accessible. Select a workstation for yourself and stay there as much as possible so people can find you.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Assess the Situation</u> <ul style="list-style-type: none"> ○ Gather information from other sources, and perform a rapid needs

EOC Director

assessment.

- Assess severity of situation and potential for further threat, considering:
 - Risks to life, health, environment, and production
 - Availability of first responders and other human resources
 - Assistance available by external agencies
- Determine the initial EOC level of activation and operational periods (refer to EOC Activation Guide).
- Mobilize appropriate personnel for the initial activation of the EOC.

2. Support Sites

- Liaise with Incident Commander(s) to determine the demands of the emergency.
- Approve requests for additional resources.
- Release resources from the site, when appropriate.
- Establish communications for regular contact with Incident Commanders and the PREOC, if established.
- Consult Planning Section Chief on incident status and resources assigned.

3. Develop / Approve Action Plans

- Alert external agencies, appropriate to type and level of incident.
- Consider support for the following strategies:
 - Secure hazard zones
 - Search and rescue trapped personnel
 - Provide first aid and triage
 - Abate hazards
 - Notifying public and others of emergency.
- Consult EOC Command Staff and Section Chiefs regarding appropriate actions.
- Convene at least one Action Planning Meeting in each operational period. Attendance should include all Management Staff, Section Chiefs and other key agency representatives.
- Prepare Action Plan using the attached EOC Action Plan form.
- Once the Action Plan is completed by the Planning Section, review, approve and authorize implementation.
- Monitor operations to anticipate problems with meeting objectives.
- Re-assign initial EOC personnel to new actions, as appropriate.
- Assign in writing any delegated powers allowed under a declaration of State of Local Emergency, if any are given.

4. Inform Others

- Establish and maintain contact with adjacent jurisdictions, agencies,

EOC Director	
	<p>and the PREEC, if one has been established.</p> <ul style="list-style-type: none"> ○ Communicate EOC response priorities and objectives to all involved parties. ○ Brief EOC Information Officer, as appropriate. ○ Review and approve information intended for public release. ○ Keep Policy Group informed on the incident status, priorities, and objectives. <p>5. <u>Manage the EOC Group</u></p> <ul style="list-style-type: none"> ○ Determine which sections are needed, assign Section Chiefs as appropriate, and ensure they are staffing their section as required: <ul style="list-style-type: none"> ○ Operations Section Chief ○ Logistics Section Chief ○ Planning Section Chief ○ Finance/Administration Section Chief ○ Determine which Management Staff are needed and ensure they are filled as soon as possible: <ul style="list-style-type: none"> ○ Risk Management Officer ○ Liaison Officer ○ Information Officer ○ Appoint EOC members to appropriate functions and post a chart for arriving EOC members. ○ Monitor general staff activities to ensure that all appropriate actions are being taken. ○ Identify replacements for EOC members for extended operations. ○ Schedule the initial EOC Action Planning meeting and have Planning Chief prepare the agenda.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow Generic Activation Checklist.
Function Aids:	<ul style="list-style-type: none"> • Decision / Approval Log (Form EOC 407) • Position Log (Form EOC 414) • EOC Action Plan (Form EOC 502) • EOC Check-in, Check-out Form (Form EOC 511) • PEP Registration (Form EOC 512) • EOC Incident Record (Form EOC 550) • EOC Facility Floor Plan

EOC Activation Guide

Example Event / Situation	EOC Activation Level	Recommended Staffing
Small incident involving two or more departments Severe weather advisory Flood watch Severe wildfire conditions, fire in region	One	EOC Director Information Officer Planning Section Chief
Two or more incidents involving two or more departments Moderate earthquake Wildfire affecting developed area Major wind, ice, or snow storm Marine Oil Spill Major scheduled event, such as demonstration	Two	EOC Director Risk Management Officer Liaison Officer Information Officer All Section Chiefs Branches and Units appropriate to the situation
Major district or regional emergency Major earthquake	Three	EOC Director All EOC functions

Operational Periods	<p>The length of the operational period for the EOC is determined by first establishing a set of objectives and priority actions that need to be performed, then establishing a reasonable time frame for accomplishing those actions.</p> <p>Generally, the actions requiring the longest time period will define the length of the operational period.</p> <p>Operational periods at the beginning of an emergency are typically short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours.</p>
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EOC Deputy Director	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Assist Information Flow</u> – Ensure the efficient and effective flow of information within the EOC. 2. <u>Support the EOC Organization</u> – Assist the EOC Director in organizing and supporting the EOC staff, appropriate to the needs of the emergency or disaster. 3. <u>Assist EOC Director</u> – Support the EOC Director in all aspects of managing the EOC responsibilities, upon request. Assume the role of the EOC Director, if required. 4. <u>Assist with EOC Action Planning</u> – Assist the Planning Section Chief in preparing for the EOC action planning meetings. 5. <u>Debrief EOC Personnel</u> – Interview all EOC members as they leave to collect recommendations for improvements. Arrange for stress counselling, as required.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="radio"/> Follow Generic Activation Checklist. <input type="radio"/> Assist EOC Director in determining initial EOC activation level and staffing.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Assist Information Flow</u> <ul style="list-style-type: none"> <input type="radio"/> Help all activated EOC functions obtain the information required. <input type="radio"/> Assist Planning Section Chief and Information Officer in gathering critical information about the emergency situation. <input type="radio"/> Liaise with PREOC to ensure the ongoing exchange of information. 2. <u>Support the EOC Organization</u> <ul style="list-style-type: none"> <input type="radio"/> Supervise the set-up of the EOC facilities for the most effective and efficient operations. <input type="radio"/> Ensure that appropriate equipment and supplies are in place. <input type="radio"/> Facilitate shift change and operational decisions with the EOC Director. <input type="radio"/> Coordinate additional EOC staffing needs with Logistics Section, Personnel Unit Coordinator. <input type="radio"/> Ensure EOC management staff has sufficient administrative support, including assigning a recorder assigned to the EOC Director from the Documentation Unit. <input type="radio"/> Ensure all positions use a Position Log (EOC 414) and a Decision/Approval Log (EOC 407). <input type="radio"/> Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts.

	<p>3. <u>Assist EOC Director</u></p> <ul style="list-style-type: none"> ○ Assist EOC Director in communicating priorities, objectives and decisions to all EOC staff and agency representatives. ○ Consult with EOC Director on appointing additional staff to ensure 24-hour shift scheduling for EOC functions. ○ Undertake special assignments at the request of the EOC Director. ○ Report significant events and any issues of concern to the EOC Director, and advise of your activities on a regular basis. ○ Assume the role of the EOC Director in his/her absence. See checklist for EOC Director. <p>4. <u>Assist with EOC Action Planning</u></p> <ul style="list-style-type: none"> ○ Assist EOC Planning Section Chief with preparations for EOC Action Planning meetings. ○ Participate in EOC Action Planning and Management Team meetings. ○ Ensure the EOC management team follows EOC briefing format (EOC Form 401A). <p>5. <u>Debrief EOC Personnel</u></p> <ul style="list-style-type: none"> ○ Conduct exit interviews with all key EOC members, recording their observations and recommendations for improving EOC operations. ○ Arrange for and facilitate critical incident stress debriefs for EOC staff, as required.
<p>Before Leaving:</p>	<ul style="list-style-type: none"> ○ Assist with the deactivation of the EOC at the designated time, as appropriate. ○ Assist with the preparation of the EOC After Action Report. ○ Organize and coordinate staff recognition initiatives (i.e.: thank you letters) for time and expertise staff contributed towards EOC operations. ○ Follow the Generic "Before Leaving" Checklist.
<p>Function Aids:</p>	<ul style="list-style-type: none"> • Decision / Approval Log (Form EOC 407) • Position Log (Form EOC 414) • EOC Action Plan (Form EOC 502) • EOC Incident Record (Form EOC 550)

Risk Management Officer	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Manage Risks</u> – Ensure that good risk management practices are applied throughout the response and recovery organization and that every function contributes to the management of risk. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events. 2. <u>Ensure EOC Safety</u> – Provide advice on safety issues. A Technical Specialist familiar with all aspects of safety and relevant legislation should be appointed to assist. 3. <u>Ensure EOC Security</u> – Ensure that appropriate security measures have been established to allow only authorized access to the EOC facility and documents.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> <input type="radio"/> Follow the Generic "Getting Started" Checklist. <input type="radio"/>
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Manage Risks</u> <ul style="list-style-type: none"> <input type="radio"/> Assess damage and financial loss resulting from the incident, working with the Planning Section Situation Unit. <input type="radio"/> Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability, such as oversights, improper response actions, or improper evacuation procedures. <input type="radio"/> Advise members of response organizations regarding options for risk control, during operational meetings and upon request. <input type="radio"/> Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives. <input type="radio"/> Identify potential claimants and the scope of their needs and concerns. <input type="radio"/> Gather and organize evidence that may assist all EOC organizations in legal defence, including documentation that may be more difficult to obtain later. <input type="radio"/> Conduct interviews and take statements that address major risk management issues. <input type="radio"/> Assist the EOC Director in reviewing press releases, public alerts and warnings, and public information materials. <input type="radio"/> Organize and prepare records for final audit. 2. <u>Ensure EOC Safety</u> <ul style="list-style-type: none"> <input type="radio"/> Review any hazardous conditions of the facility with the EOC Support Branch Coordinator, especially following a seismic event. <input type="radio"/> Assist EOC Support Branch Coordinator in obtaining any special safety equipment or procedures for the EOC. <input type="radio"/> Provide guidance to EOC staff regarding actions to protect themselves

Risk Management Officer	
	<p>from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.</p> <ul style="list-style-type: none"> ○ Coordinate with the EOC Finance / Administration Section Chief on any EOC personnel injury claims or records preparation as necessary for proper case evaluation and closure. ○ Monitor set-up procedures for the EOC, ensuring that personnel adhere to proper safety regulations. <p>3. <u>Ensure EOC Security</u></p> <ul style="list-style-type: none"> ○ Monitor security checkpoints and EOC facility access, in cooperation with the EOC Support Branch Coordinator. ○ Address any security issues with the EOC Director, recommending improvements where necessary. ○ Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit Coordinator on the types of information to collect, the organization of collected information, and confidentiality. ○ Ensure that the EOC Support Branch has established security checkpoints at all entrances, including staff sign-in and identification procedures.
Before Leaving:	<ul style="list-style-type: none"> ○ Assist the EOC Director in de-activation activities including: <ul style="list-style-type: none"> ▪ Collection of all relevant documents and electronic records ▪ Collection of all material necessary for After Action Report ▪ Security of EOC records ○ Follow the generic Demobilization Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Liaison Officer	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Assist Agency Representatives</u> – The Liaison Officer functions as the principal point of contact for representatives from other agencies arriving at the EOC. 2. <u>Keep External Agencies Informed</u> – Liaise with any DOCs (Department Operation Centres), MROCs (Ministry Regional Operation Centres), and organizations not represented in the EOC. All media contacts will be handled by the Information Officer. 3. <u>Advise EOC Director on EOC Staffing</u> – Advise EOC Director in ensuring adequate EOC structure and staffing. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials. 4. <u>Advise on EOC Action Plans</u> – Assist and serve as an advisor to the EOC Director and Planning Section Chief, providing information and guidance related to the external functions of the EOC. 5. <u>Lead VIP Tours</u> – Conduct VIP/visitor tours of the EOC facility.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Ensure that an EOC check-in procedure is established immediately for use by all Agency Representatives (Form EOC 511).
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Assist Agency Representatives</u> <ul style="list-style-type: none"> ○ Assist agency representatives to the EOC in filling all necessary roles and responsibilities. ○ Ensure that agency representatives have access to functioning telephone and/or radio communications. 2. <u>Keep External Agencies Informed</u> <ul style="list-style-type: none"> ○ Ensure that communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) is established and recorded (Form EOC 410). ○ Liaise with local authorities, other EOCs, Provincial and Federal organizations, communicating EOC guidelines, directives, Action Plans and Situation Information. ○ Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section. ○ Advise the EOC Director of critical information and requests contained within agency situation reports. 3. <u>Advise EOC Director on EOC Staffing</u> <ul style="list-style-type: none"> ○ Assist the EOC Director in determining appropriate staffing for the

Liaison Officer	
	<p>EOC.</p> <ul style="list-style-type: none"> ○ Provide assistance with shift change activity as required. <p>4. <u>Advise on EOC Action Plans</u></p> <ul style="list-style-type: none"> ○ Provide external and non-represented agencies information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans. ○ Assist the EOC Director and Management Team in developing overall EOC priorities, as well as priorities for the initial Action Plan. <p>5. <u>Lead VIP Tours</u></p> <ul style="list-style-type: none"> ○ In consultation with the Information Officer, conduct tours of EOC facility as requested.
Before Leaving:	<ul style="list-style-type: none"> ○ Notify external non-represented agencies in the EOC of the planned demobilization, as appropriate. ○ Assist with the deactivation of the EOC at the designated time, as appropriate. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Contact Log (Form EOC 410) • Position Log (Form EOC 414) • EOC Check-in / Check-out List (Form EOC 511)

Information Officer	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Gather Information</u> – Collect and verify relevant information on the emergency from a range of sources, both internal and external to the EOC. Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. 2. <u>Keep the Public Informed</u> – Implement and maintain an overall public information release program, providing hazard, safety, and general impact information. 3. <u>Facilitate News Media Relations</u> – Accommodate the news media requirements for accurate information and access to damaged areas, within the bounds of EOC policies. 4. <u>Provide Internal Information</u> – Keep members of the EOC, all Incident Command Posts, and other agencies informed on the status of the emergency and the EOC objectives. 5. <u>Manage the EOC Information Function</u> – Create and maintain an organization to serve the information interests of the public.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Determine staffing requirements and make required personnel assignments for the Information Section. ○ Assess information skill areas required in the EOC such as message writing, issues management, media briefings, and event planning. ○ Inform every EOC member that all media contacts should be referred to the Information Officer, and provide your contact information.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Gather Information</u> <ul style="list-style-type: none"> ○ Coordinate with the Situation Unit and identify methods for obtaining and verifying significant information as it develops. ○ Work with Information Officers at Incident Command Post(s), at other EOCs, and the PREOC to ensure consistent information. ○ Maintain up-to-date status boards and other references at a media information centre. ○ Maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc. 2. <u>Keep the Public Informed</u> <ul style="list-style-type: none"> ○ Develop messages to ensure that the public within the affected area receives complete, accurate, and consistent information. Include evacuees at ESS Reception Centres. ○ Develop a Toll-Free Public Information Telephone Service (hot line or call centre) to provide information and advice concerning the emergency. Work with Information Technology Unit Coordinator, who will provide telephone equipment and services.

Information Officer

- Ensure that adequate call takers are mobilized to accommodate the needs, on a 24-hour basis or as required. Provide the call takers with timely and accurate messaging sheets so they offer only confirmed and approved information.
 - Establish an Emergency Information Web Page to facilitate public information. Consult with Logistics Section for communication equipment needs and set-up.
 - In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. Liaise with the EOC Risk Management Officer to check for any potential liability or safety concerns.
 - Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired, etc.).
 - Establish distribution lists for recipients of all public information releases. Include Site Information Officers PREOC Information Section, other EOC's Information Officers, Local Authorities Mayor's and elected officials), Local MLA and MP's constituency offices, First Nations Groups, Emergency Social Service Groups, the Toll-free Public Information Service (Hotline or Call Centre, etc.)
3. Facilitate News Media Relations
- Write press releases. **All media releases must be approved by the EOC Director.**
 - Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media and public calls.
 - Coordinate media releases with officials representing other affected emergency response agencies.
 - Develop the format for press conferences and briefings in conjunction with the EOC Director.
 - Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe.
 - Monitor news media broadcasts and written articles for accuracy.
 - Develop follow-up news releases for rumour control; consult with the Risk Management Officer on appropriate wording and actions to take in correcting erroneous information.
 - Establish a Media Information Centre at the EOC, as required, providing necessary space, materials, telephones and electrical power.
 - Inform the media that they will not be allowed to enter Reception Centres unless they are accompanied by an Information Officer.
 - Refer to sample forms, message templates, and other information materials as appropriate (See sample forms EOC 420 to 425).
 - Obtain policy guidance and approval from the EOC Director with

Information Officer	
	<p>regard to all information to be released to the media.</p> <ul style="list-style-type: none"> ○ Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials. ○ Arrange for appropriate EOC or agency staff to answer technical questions from members of the media. ○ Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. ○ Recommend procedures or measures to improve media relations. ○ At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences. ○ Promptly provide copies of all media releases to the EOC Director. <p>4. <u>Provide Internal Information</u></p> <ul style="list-style-type: none"> ○ In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility. ○ Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC staff. ○ Maintain a website established for EOC information, as appropriate. ○ Liaise with the Information Officers at site(s) other EOC's, DOCs, MROCs, PREOC and other external agencies. <p>5. <u>Manage the EOC Information Function</u></p> <ul style="list-style-type: none"> ○ Coordinate and supervise all staff assigned as Assistant Information Officers and their activities. ○ Develop message statements for EOC Staff and the call takers of the toll-free hotline. ○ Ensure that file copies are maintained of all information released. ○ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
Before Leaving:	<ul style="list-style-type: none"> ○ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories. ○ Assist EOC Director with demobilization procedures and contribute to the recovery planning effort. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Operations Section Chief	
Responsibilities:	<p>The EOC Operations Section Chief coordinates resource requests, resource allocations, and response operations in support of Incident Commanders at one or more sites.</p> <ol style="list-style-type: none"> 1. <u>Maintain Communications</u> – Establish communication links with Incident Command Posts, Department Operation Centres, and the Provincial Regional EOC, if activated. 2. <u>Participate in EOC Action Planning Meetings</u> – Prepare Section objectives for presentation at EOC action planning meetings, at least once in each operational period. 3. <u>Coordinate Response</u> – Direct the coordination of operations in cooperation with other agencies. 4. <u>Coordinate Resource Requests</u> – Collect and coordinate resource requests from site(s), working with the EOC Logistics Section and the PREOC. 5. <u>Share Operational Information</u> – Collect and distribute operational information to the Planning Section, the EOC Information Officer, and other EOC Sections. 6. <u>Manage the Operations Section</u> – Establish the appropriate Operations Section Branches or Divisions and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate appropriate branches and designate Branch Coordinators as necessary: <ul style="list-style-type: none"> ▪ Fire ▪ Police ▪ Ambulance ▪ Health ▪ Emergency Social Services ▪ Environmental ▪ Engineering ▪ Utilities ▪ Others as needed

Operations Section Chief

Main Checklist:

1. Maintain Communications
 - Establish and maintain communications links with the Operations Section in each Incident Command Post, each DOC, and the PREOC.
 - Obtain a current communications status briefing from the Information Technology Branch Coordinator in Logistics. Ensure that there is adequate equipment and frequencies available for the section.
2. Participate in EOC Action Planning Meetings
 - Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives for each operational period.
 - Based on the situation known or forecasted, determine likely future needs of the Operations Section.
 - Prepare for and participate in EOC Action Planning meetings and other relevant EOC Management Team meetings (See form EOC 401A for Briefing Format).
 - Provide the Planning Section Chief with the Operations Section's objectives at least 30 minutes prior to each Action Planning meeting.
 - Detail the strategies required for carrying out the objectives of the Operations Section.
3. Coordinate Response
 - Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being implemented.
 - Coordinate overall response, resource requests and event status information.
 - Coordinate any activated DOCs in the operational area.
4. Coordinate Resource Requests
 - Ensure that Operations Section branches coordinate all resource needs through the Logistics Section.
 - Authorize resource requests and forward extra-ordinary and/or critical resource requests to the EOC Director for approval (see form EOC 514).
 - Forward requests for mutual aid under the "Disaster Mutual Aid Agreement" for the Greater Victoria municipalities to the EOC Director for consultation with the Policy Group. Requests for assistance under this agreement shall be made by the Mayor to the Mayor of the providing municipality. Alert the Finance / Admin Section Chief of the request to track costs. See Appendix C "Agreements."

Operations Section Chief	
	<p>5. <u>Share Operational Information</u></p> <ul style="list-style-type: none"> ○ Ensure that situation and resources information is provided to the appropriate units in the Planning Section as the situation requires, including Branch Status Reports and new incoming incident reports. ○ Brief the EOC Director and other Management Team members. ○ Brief Branch Coordinators and Section Staff periodically on any updated information you may have received. ○ Share status information with other EOC sections as appropriate. <p>6. <u>Manage the Operations Section</u></p> <ul style="list-style-type: none"> ○ Ensure that the Operations Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards. ○ Establish the appropriate level of Branch and Division organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly. ○ Request additional personnel for the section from the Personnel Unit as necessary to maintain 24-hour staffing capabilities, as necessary. ○ Coordinate with the Liaison Officer regarding the need for Agency Representatives from external organizations in the Operations Section. ○ Ensure that all section personnel maintain their individual position logs and other paperwork as required. ○ Collect objectives from each activated Operations Branch at least 45 minutes prior to each Action Planning meeting. ○ Provide the Planning Section Chief with the Operations Section objectives at least 30 minutes prior to each Action Planning meeting. ○ Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.
Before Leaving:	<ul style="list-style-type: none"> ○ Deactivate branches and any organizational elements when no longer required. ○ Deactivate branches when no longer required. ○ Determine demobilization status of all operations and advise the EOC Director. ○ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit in the Planning Section. ○ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate. ○ Follow the Generic "Before Leaving" Checklist.

Operations Section Chief

Function Aids:

- EOC Briefing Format (Form EOC 401A)
- Position Log (Form EOC 414)
- Request for Resources or Assistance (Form EOC 514)

Fire Branch Coordinator	
Responsibilities:	<p>The EOC Fire Branch Coordinator manages resource requests in support of Incident Commanders at one or more sites. The Fire Branch does not direct suppression or rescue activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. <u>Coordinate resources for major structural fire</u> – Coordinate the acquisition of fire / rescue resources, call utilities and allocate crews to sites according to EOC priorities. 2. <u>Coordinate hazardous materials response</u> – Coordinate contacts for response personnel and equipment if requested by Incident Commander. 3. <u>Coordinate structural protection during wildland/urban interface fire</u> – Coordinate structural fire resources operating in unified command with BC Forest Service. 4. <u>Coordinate light and heavy search and rescue</u> – Coordinate search and rescue operations in collapsed structures, including mutual aid. 5. <u>Manage the Fire Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate the necessary groups within the Fire Branch: <ul style="list-style-type: none"> ▪ Structural Fire Suppression Group ▪ Hazmat Group ▪ Wildland Fire Suppression Group ▪ Search and Rescue Group
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Coordinate Resources for Major Structural Fire</u> <ul style="list-style-type: none"> ○ Coordinate fire resources acquired outside mutual aid. The EOC Logistics Section will mobilize and arrange to transport these resources. NOTE: Incident Commanders are authorized to request and control structural fire department resources available through mutual aid. ○ Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director. ○ Coordinate use of area fire suppression resources with the respective EOC's. ○ Preserve evidence where emergency may be caused by criminal activity, including terrorism.

Fire Branch Coordinator

2. Coordinate Hazardous Materials Response
 - If requested by Incident Commander, contact private company suppliers, who are responsible for emergency response plans under the federal Transportation of Dangerous Goods Act, Section 7.
 - Notify PEP for "fan-out" alert of incident and resource requirements.
 - Contact CANUTEC and coordinate the exchange of information and instructions to the site, if requested by Incident Commander.
 - Contact PEP for permission to access DND hazardous materials experts and equipment, if requested by Incident Commander. PEP will contact DND Ottawa through OCIPEP.
 - Contact technical specialists at a Lower Mainland Fire Department, e.g., Surrey, if requested by Incident Commander.

3. Coordinate Structural Protection During Wildland/Urban Interface Fire
 - Arrange for and coordinate resources for structural protection in support of Fire Department. NOTE: Fire Chief or designate will join BC Forest Service Incident Commander in unified command, and Fire Department personnel will report to Operations Section Chief at the Incident Command Post.
 - Liaise with Provincial Fire Commissioner as required.

3. Coordinate Light and Heavy Search and Rescue
 - Coordinate light and heavy urban search and rescue efforts in support of site operations.
 - Contact the Provincial Regional EOC (PREOC) for Heavy Urban Search and Rescue, if required.
 - Determine need for and arrange Search and Rescue mutual aid through the PREOC.

4. Manage the Fire Branch
 - Liaise with Provincial Fire Commissioner for hazards involving fire and explosion, as required.
 - Prepare objectives for the Fire Branch for the coming operational period.
 - Provide Fire Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Action Planning meeting.
 - Forward Fire Branch status reports to the EOC Resource Unit in the Planning Section.
 - Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).

Fire Branch Coordinator	
Before Leaving:	<ul style="list-style-type: none">○ Forward any input towards the After Action Report to the Operations Section Chief.○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">● Position Log (Form EOC 414)

Police Branch Coordinator	
Responsibilities:	<p>The Police Branch Coordinator manages RCMP resource requests in support of Incident Commanders at one or more sites. The Police Branch does not direct RCMP activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. <u>Enforce laws during emergency</u> – Coordinate law enforcement operations to provide for the security of people and property. Request and coordinate RCMP mutual aid. 2. <u>Secure affected area(s)</u> – Control access to affected areas, secure sites for subsequent investigation, and preserve evidence. 3. <u>Control traffic</u> – Coordinate traffic control, and clear routes for emergency vehicles. 4. <u>Coordinate ground search and rescue</u> – Coordinate ground search and rescue operations within the jurisdiction, including mutual aid. Coordinate services for the deceased with support of Coroner. 5. <u>Implement Evacuation Orders</u> – Inform affected persons of evacuation alerts and orders, organize the transportation of evacuated persons to safety through Logistics Section, and secure evacuated areas. 6. <u>Manage the Police Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate the necessary units within the Police Branch: <ul style="list-style-type: none"> ▪ Evacuation Unit ▪ RCMP Operations Unit ▪ Coroner Unit ▪ Search and Rescue Unit
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Enforce Laws</u> <ul style="list-style-type: none"> ○ Coordinate law enforcement operations during a major emergency or disaster. ○ Determine the need for and arrange for RCMP mutual aid. 2. <u>Secure Affected Area(s)</u> <ul style="list-style-type: none"> ○ Establish perimeters and control points around the affected area to control access. ○ Secure site for subsequent investigation. ○ Preserve evidence where emergency may be caused by criminal

Police Branch Coordinator	
	<p>activity or negligence.</p> <ul style="list-style-type: none"> ○ As appropriate, advise PEP to initiate Notice to Mariners. <p>3. <u>Control Traffic</u></p> <ul style="list-style-type: none"> ○ Coordinate traffic control operations during a major emergency. ○ Clear routes for emergency vehicles. <p>4. <u>Coordinate Ground Search and Rescue</u></p> <ul style="list-style-type: none"> ○ Coordinate all ground and inland waters search and rescue operations in the jurisdiction. NOTE: Light and heavy search and rescue (digging through buildings) is coordinated through the Fire Branch. ○ Determine need for Coroner's services, and confirm that the Coroner has been alerted. Ensure Coroner activities are coordinated within the Police Branch of the EOC. Body recovery is a shared responsibility in support of Coroner. ○ Coordinate services for the deceased and their immediate families, including notification of next-of-kin and information to family members. <p>5. <u>Implement Evacuation Orders</u></p> <ul style="list-style-type: none"> ○ Coordinate the issuance of evacuation alerts and orders to affected persons, as requested by the EOC Director, including door-to-door visits. ○ Among resources available for issuing evacuation alerts and orders, consider Neighbourhood Zone Groups. ○ Coordinate the transportation of evacuated persons to safety, as required and in cooperation with EOC Logistics Branch. ○ Coordinate security patrols of evacuated areas to prevent theft and vandalism, where safe to do so. <p>6. <u>Manage the Police Branch</u></p> <ul style="list-style-type: none"> ○ Liaise with the PREOC for coordination of regional resources, as required. ○ Prepare objectives for the Police Branch for the coming operational period. ○ Provide Police Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Planning meeting. ○ Forward Police Branch status reports to the EOC Resource Unit in the Planning Section of the EOC. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none"> ○ Determine demobilization status of branch units and RCMP operations.

Police Branch Coordinator	
	<ul style="list-style-type: none">○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)• Steps in a Legal Evacuation• Evacuation Alert Bulletin• Evacuation Order Bulletin• Shelter-in-Place Bulletin• All Clear Bulletin• Community Maps to Plan Evacuations

Ambulance Branch Coordinator	
Responsibilities:	<p>The Ambulance Branch Coordinator manages ambulance resource requests in support of Incident Commanders at one or more sites. The Ambulance Branch does not direct activities at the site, but allocates resources to meet EOC priorities. If two or more EOCs are activated, ambulance resources will be coordinated regionally through the PREOC.</p> <ol style="list-style-type: none"> 1. <u>Determine need for ambulance resources</u> – Determine need for ambulance resources among site Safety Officers and other Operations Section Branch Coordinators within the EOC. 2. <u>Coordinate ambulance resources</u> – Determine the availability of ambulance resources in the local area and region, and ensure appropriate resources are identified and mobilized. 3. <u>Distribute casualties to hospitals</u> – Coordinate the transportation of the injured to evenly distribute casualties among medical facilities. 4. <u>Evacuate health care facilities</u> – Coordinate the transportation of persons evacuated from health care facilities, under the direction of the Incident Commander. 5. <u>Manage the Ambulance Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Request that the BCAS Communications Manager unlock cell phones and make them operational.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Determine Need for Ambulance Resources</u> <ul style="list-style-type: none"> ○ Establish and maintain communication with the site(s) and determine status and need for ambulance resources. ○ Coordinate with the EOC Search and Rescue Branch to ensure adequate resources are available at rescue sites to triage, treat, and transport extricated victims. ○ Liaise with site Safety Officers and other EOC Operation Branch Coordinators to provide ambulance and first aid for responders. 2. <u>Coordinate Ambulance Resources</u> <ul style="list-style-type: none"> ○ Determine the availability of BC Ambulance resources in the operational area and region. ○ Ensure that all available ambulance and auxiliary ambulance resources are identified and mobilized as required. ○ Call in crews as required by the emergency.

Ambulance Branch Coordinator	
	<ul style="list-style-type: none"> ○ Relocate ambulance resources within the region and from elsewhere in province to meet needs. ○ Coordinate with the Logistics Section to acquire suitable non-ambulance transportation, such as BC Transit buses for moving the walking wounded, as required or requested. <p>3. <u>Distribute Casualties to Hospitals</u></p> <ul style="list-style-type: none"> ○ Coordinate the transportation of injured victims to appropriate medical facilities as required to ensure casualties are evenly distributed to receiving facilities. ○ Keep hospitals informed of the number of cases to expect. ○ Coordinate destinations with regional Health Authority and EOC. <p>4. <u>Evacuate Health Care Facilities</u></p> <ul style="list-style-type: none"> ○ Coordinate the transportation of evacuated persons requiring medical care, under the direction of the Incident Commander. <p>5. <u>Manage the Ambulance Branch</u></p> <ul style="list-style-type: none"> ○ Prepare objectives for the Ambulance Branch for the coming operational period. ○ Provide Ambulance Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Action Planning meeting. ○ Forward Ambulance Branch status reports to the EOC Resource Unit in the Planning Section. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets, noting any overtime).
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> ● Position Log (Form EOC 414) ● Map of transportation routes and health care facilities in region ● Guide to Triage categories

Health Branch Coordinator	
Responsibilities:	<p><u>1. Coordinate Preventative Measures in Public Health</u> – The Health Branch Coordinator oversees community efforts to prevent illness from contaminated water or food during the emergency, including inspection of potable water, food delivery, and sewage systems.</p> <p><u>2. Assist with Medical Transportation</u> – Assist in identifying and mobilizing available ambulance resources, including air transportation.</p> <p><u>3. Coordinate Health Care Facilities and Resources</u> – Coordinate health care deliver, including special needs for pharmaceuticals, physically challenged or medically disabled persons, and care for displaced home care clients. Coordinate health care needs at Reception Centres.</p> <p><u>4. Coordinate Additional Health Facilities</u> – Coordinate establishing additional health facilities, such as an advanced treatment centre or 200 bed emergency hospitals.</p> <p><u>5. Manage the Health Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.</p>
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Establish communications with Health Authority local EOC, and with Health Branches in other EOCs and at the PREOC. ○ Determine capability of Health Authority to treat casualties. ○ Determine the status and availability of mutual aid resources in the operational area, specifically industrial first-aiders, St. John Ambulance and private / industrial ambulances. ○ Assess and anticipate health services required to support the situation.
Main Checklist:	<p><u>1. Coordinate Preventative Measures in Public Health</u></p> <ul style="list-style-type: none"> ○ Provide public health measures including epidemic control and immunization programs in consultation with Medical Health Officer. ○ Ensure that potable water supplies are inspected and monitored. ○ Ensure that food quality is regulated and inspected. ○ Ensure that sewage systems are operating at acceptable levels. ○ If mass feeding areas are established, advise Environmental Health Officers on locations for inspection purposes. ○ Consider the need for critical incident stress debriefings for responders and affected persons.

Health Branch Coordinator

2. Assist with Medical Transportation

- Advise on ambulance resources and medical transport needs.
- Assist in identifying and mobilizing available ambulance and auxiliary ambulance resources as required.
- Assist with the transportation of injured victims and health care personnel to appropriate medical facilities as required or requested.
- Coordinate with the Logistics Section, Transportation Unit, to acquire suitable non-ambulance transportation, such as buses for injured.
- Coordinate air transportation needs with Air Operations Branch.
- Assist the Ambulance Unit Coordinator in ensuring that casualties are evenly distributed to receiving facilities in conjunction with BC Bedline.

3. Coordinate Health Care Facilities and Resources

- Coordinate with the Logistics Section and the Health Authority EOC to obtain necessary supplies and equipment to support local health emergency response.
- Assist with the coordination of pharmaceuticals as required or requested.
- Coordinate and support health services for physically challenged or medically disabled persons.
- Assist with the coordination of other health care resources as required or requested.
- Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.
- Coordinate health care needs at Reception Centres with ESS Branch Coordinator and contact the Health Authority if service delivery cannot be maintained.

4. Coordinate Additional Health Facilities

- Coordinate moving and establishing advanced treatment centre and/or 200 bed emergency hospitals, if needed. The activation and deployment of these units will be determined by the Health Authority and the BC Ambulance Service. (Note: These units are not small and take time to establish.)

5. Manage the Health Branch

- Prepare objectives for the Health Branch for the coming operational period.
- Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.
- Based on the situation, activate the necessary units within the Health Branch and support their activities.

Health Branch Coordinator	
	<ul style="list-style-type: none"> ○ Forward Health Branch status reports to the EOC Resource Unit in the Planning Section. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets, noting any overtime).
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> ● Position Log (Form EOC 414)

Emergency Social Services Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Determine Need for ESS</u> – Determine status of emergency and assess the level of ESS needed with EOC Director. 2. <u>Acquire ESS Resources</u> – Call-out ESS volunteers, and ensure that other appropriate ESS resources are identified and alerted. 3. <u>Coordinate Reception Centres and Other ESS Services</u> – Coordinate the delivery of food, clothing, shelter, health and other essential services for disaster victims and response workers in the area. 4. <u>Coordinate Community Health Services</u> – Liaise between the Reception Centres and the Vancouver Island Health Authority for the provision of health services. 5. <u>Manage the ESS Branch</u> – Oversee the development of branch objectives, status reports, and daily expenditures. Liaise with the Min. Human Resources (MHR) to coordinate regional resources, as required.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Determine Need for ESS</u> <ul style="list-style-type: none"> ○ Determine status of emergency and assess the level of ESS needed. ○ Note PEP Task Number and relay it to all Reception Centre Managers. 2. <u>Acquire ESS Resources</u> <ul style="list-style-type: none"> ○ Initiate call-out to Highlands ESS Volunteers and ESS agencies (e.g., Red Cross, Salvation Army) and advise to "stand-by." ○ Open one or more Reception Centers, Group Lodgings or other alternate services. ○ Coordinate with the EOC Transportation Unit to arrange suitable transportation for ESS volunteers and supplies, as needed. ○ Refer to the Resource Annex in the ESS Plan and in the Highlands Emergency Response and Recovery Plan for resource contacts. ○ Request ESS mutual aid from other communities, if required. 3. <u>Coordinate Reception Centres and Other ESS Services</u> <ul style="list-style-type: none"> ○ Work with the EOC Information Technology Branch Coordinator to ensure telephone and/or radio communications are established with: 1) Reception Centres, 2) Group Lodging Sites, 3) Other ESS support agencies, 4) Min. Human Resources Regional Office, and 5) PREOC ○ Determine the status of Reception Centres in the municipality. ○ Coordinate the delivery of food, clothing, shelter, health services, and other essential services for disaster victims.

Emergency Social Services Branch Coordinator

- Assist EOC Support Unit in Logistics in coordinating food and lodging needs for EOC staff and response personnel, as requested.
 - Coordinate ESS resources with local suppliers and private agencies.
 - Ensure emergency expenses and extensions for ESS are pre-authorized by the Min. Human Resources.
 - Develop and maintain a status board or other reference that depicts 1) Location of each Reception Centre, 2) Name of the Reception Centre Manager, 3) Phone and fax numbers for the Reception Centre, and 4) Number of persons processed by date and in total.
 - Facilitate requests for mutual aid from other communities in the region, and/or from the PREOC, if able to do so.
4. Coordinate Community Health Services
- Advise each Reception Centre to ensure a health service area has been set up, appropriate to the type of incident.
 - Request VIHA attendance to support public health services (**tel: 370-8000**, 24/7), ask to speak with Administrator-On-Call. As a back-up, also contact the Medical Health Officer on call (**tel: 361-8887**).
 - Establish health facilities at Reception Centres to allow Vancouver Island Health Authority and others to deliver these services:
 - First Aid (e.g., minor injuries may be treated by BC Ambulance, St. John's Ambulance, or Red Cross)
 - Public Health Nursing (e.g., infant child and maternity clients)
 - Counselling and Support (e.g., emotional and mental health, stress debriefing)
 - Environmental Health (e.g., potable water, food safety, sanitation, waste disposal, housing, pest control)
 - Special Needs (e.g., home and community care for seniors and physically disabled)
 - Basic Medical (e.g., primary medical assessment, manage and stabilize minor problems and injuries)
 - Temporary Hospital (e.g., triage, initial stabilization of medical emergencies)
 - Pharmaceuticals (e.g., through local pharmacies)
 - Medically Dependent (e.g., individuals who require oxygen may be served through BC Ambulance Service, St. John's Ambulance, local Fire Department)
 - Coroner (through EOC Police Branch)
5. Manage the ESS Branch
- Coordinate mutual aid resources with Reception Centre Managers. Liaise with the Min. Human Resources for coordination of regional resources, as required.

Emergency Social Services Branch Coordinator	
	<ul style="list-style-type: none"> ○ Work in partnership with the Vancouver Island Health Authority for Reception Centre supplies required for services beyond Stage 1 first aid, including establishment of temporary hospitals. ○ Prepare objectives for the ESS Branch for the coming operational period. ○ Provide ESS Branch objectives and status report to the Operations Section Chief at the next EOC Action Planning meeting. ○ Forward ESS Branch status reports to the EOC Resource Unit in the Planning Section, and to the Min. Human Resources ESS Program Office in Victoria. ○ Ensure that all fiscal and administrative requirements are coordinated through the EOC Finance/Administration Section (e.g., expenditures made on behalf of the EOC).
Before Leaving:	<ul style="list-style-type: none"> ○ Determine demobilization status of ESS services (e.g. closing of reception centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief. ○ Coordinate the transition of ESS services to Min. Human Resources regional office and recovery unit to ensure follow-up and/or continued services are provided to disaster victims. ○ Ensure all Registration and Inquiry documentation are secured by the Red Cross, and all referral forms for ESS services are archived by Min. Human Resources or the ESS Headquarters. ○ Collect all other completed ESS paperwork from all the ESS service centres, and deliver to the Documentation Unit for appropriate storage. ○ Participate in debrief and assemble ESS "lessons learned" and suggestions for improvements. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414) • Stage 1 List of Health Supplies expected at each Reception Centre

Environmental Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Assess Situation and Identify Needs</u> – Gather information on environmental issues, damage and threats. Determine priorities for environmental assistance with the sites and the EOC Operations Section Chief. 2. <u>Acquire Environmental Resources</u> – Determine the availability of resources for environmental protection in the area, and ensure all resources are identified and mobilized. 3. <u>Coordinate Environmental Resources</u> – Coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector. 4. <u>Manage the Environmental Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures. Liaise with the MHR for coordination of regional resources, as required.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Assess Situation and Identify Needs</u> <ul style="list-style-type: none"> ○ Gather information on environmental issues, damage and threats. Forward to Situation Unit. ○ Assess and anticipate environmental concerns and recommended responses in support of the emergency situation. ○ Establish and maintain communication with the site(s) and determine status and need for environmental protection. ○ Determine the scope and priority of environmental assistance required in consultation with the EOC Operations Section Chief and other Branch Coordinators. 2. <u>Acquire Environmental Resources</u> <ul style="list-style-type: none"> ○ Determine the status and availability of resources for environmental protection in the operational area. ○ Ensure that all available resources are identified and mobilized as required. ○ Determine the status and availability of waste storage and disposal facilities in the area. ○ Coordinate with the Logistics Section to acquire additional resources as required. 3. <u>Coordinate Environmental Resources</u> <ul style="list-style-type: none"> ○ Assist and/or coordinate local response to hazardous spills, waste

Environmental Branch Coordinator	
	<p>disposal, working with regional and provincial environment officials and the private sector.</p> <ul style="list-style-type: none"> ○ Coordinate hazardous materials response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials. ○ Liaise with regional Health Authority to assist and consult with exposure to hazardous materials and impacts on water and air resources. <p>4. <u>Manage the Environmental Branch</u></p> <ul style="list-style-type: none"> ○ Coordinate mutual aid resources with Environmental Branch Coordinator(s) in other EOC's, as required. ○ Liaise with the Provincial Regional Emergency Operations Centre (PREOC) for coordination of regional resources, as required. ○ Prepare objectives for the Environmental Branch for the coming operational period. ○ Provide Environmental Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Action Planning meeting. ○ Forward Environmental Branch status reports to the EOC Resource Unit in the Planning Section. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
Before Leaving:	<ul style="list-style-type: none"> ○ Forward any input towards the EOC After Action Report to the Operations Section Chief. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Engineering Branch Coordinator	
Responsibilities:	<p>The EOC Engineering Branch Coordinator manages resource requests in support of Incident Commanders at one or more sites. The Engineering Branch does not direct assessment or repair activities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. <u>Assess Situation and Identify Needs</u> – Gather information on damage and threats to public facilities, infrastructure systems, and public works. Assess the extent of damage and recommend repairs. 2. <u>Acquire Engineering Resources</u> – Identify the availability of resources for engineering operations in the area, and ensure that required resources are identified and mobilized. 3. <u>Coordinate Engineering Resources and Projects</u> – Coordinate engineering operations at the sites, including removing debris, maintaining emergency access routes, advising on safety of structures, and coordinating repair projects according to priorities set by EOC. 4. <u>Manage the Engineering Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate the necessary groups within the Engineering Branch: <ul style="list-style-type: none"> ▪ Damage/Safety Assessment Group ▪ Roads and Bridges Group ▪ Public Works Group
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Assess Situation and Identify Needs</u> <ul style="list-style-type: none"> ○ Gather information on damage and threats to public facilities. Forward information to the EOC Situation Unit. ○ Support damage and safety assessments carried out by the Situation Unit in the EOC Planning Section for both public and private facilities. ○ Survey all infrastructure systems and public works, such as local roads, bridges, water supply systems, sewer systems, and public buildings within the area. ○ Assess the extent of damage and recommend courses of action for repair. ○ Establish and maintain communication with the site(s) and determine status and need for engineering support.

Engineering Branch Coordinator	
	<p>2. <u>Acquire Engineering Resources</u></p> <ul style="list-style-type: none"> ○ Determine the status and availability of resources for engineering operations in the area. ○ Ensure that all available resources are identified and mobilized as required. ○ Coordinate with the Logistics Section to acquire additional resources as required. <p>3. <u>Coordinate Engineering Resources and Projects</u></p> <ul style="list-style-type: none"> ○ Coordinate debris removal services as required. ○ Maintain emergency traffic routes. ○ Advise on structural safety of buildings and structures. ○ Coordinate repair projects to maintain public buildings and infrastructure, according to priorities set by the EOC. ○ Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director. ○ Assist and/or coordinate engineering projects to prevent further damage or repair damage. ○ Coordinate water supply for fire suppression with Fire Branch Coordinator. <p>4. <u>Manage the Engineering Branch</u></p> <ul style="list-style-type: none"> ○ Prepare objectives for the Engineering Branch for the coming operational period. ○ Provide Engineering Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Action Planning meeting. ○ Forward Engineering Branch status reports to the EOC Resource Unit in the Planning Section. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets). ○ Liaise with Engineering Branches in other EOC's and PREOC.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Utilities Branch Coordinator	
Responsibilities:	<p>The EOC Utilities Branch Coordinator synchronizes support for the repair of various utilities, including both public and private organizations. The Utilities Branch does not direct repair of utilities at the site, but may coordinate the regional allocation of resources to meet EOC priorities.</p> <ol style="list-style-type: none"> 1. <u>Report on the Situation</u> – Gather information on damage and threats to utilities, and report on the extent of damage and time required for repairs. 2. <u>Acquire Utility Resources</u> – Identify the availability of resources for utilities in the area, and ensure that required resources are identified and mobilized. 3. <u>Coordinate Utility Repair</u> – Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during repairs. Distribute available resources according to priorities set by EOC. 4. <u>Manage the Utilities Branch</u> – Oversee the development of branch objectives, status reports, and daily time sheets and expenditures.
Reports To:	EOC Operations Section Chief or EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Report on the Situation</u> <ul style="list-style-type: none"> ○ Establish and maintain communications with the utility providers in the affected area. ○ Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC. ○ Liaise with other utility representatives not present in EOC, and survey all utility systems. ○ Gather information on damage and threats to utilities. Determine the extent of damage to utility systems in the affected area. ○ Report on the extent of damage and time required for repairs. ○ Keep the regional Health Authority informed of any regional threats regarding water contamination issues. 2. <u>Acquire Utility Resources</u> <ul style="list-style-type: none"> ○ Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems. ○ Identify the availability of resources for utilities in the area ○ Ensure that required resources are identified and mobilized.

Utilities Branch Coordinator	
	<p>3. <u>Coordinate Utility Repair</u></p> <ul style="list-style-type: none"> ○ Survey all utility systems, and provide restoration priorities to providers. ○ Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during utility repairs. ○ Distribute available resources according to priorities set by EOC. <p>4. <u>Manage the Utilities Branch</u></p> <ul style="list-style-type: none"> ○ Prepare objectives for the Utilities Branch for the coming operational period. ○ Provide Utilities Branch objectives and status report to the Operations Section Chief 45 minutes prior to the next EOC Action Planning meeting. ○ Forward Utilities Branch status reports to the EOC Resource Unit in the Planning Section. ○ Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets). ○ Liaise with Utilities Branches in other EOC's and PREOC.
Before Leaving:	<ul style="list-style-type: none"> ○ Determine demobilization status of the Utilities Branch and utility operations in the area, and advise the EOC Operations Section Chief. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Planning Section Chief	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Assess the Situation</u> – Gather information about the emergency. Collect, analyze, and display situation information. Prepare periodic Situation Reports. 2. <u>Prepare EOC Action Plans</u> – Chair EOC action planning meetings in each operational period. Prepare and distribute EOC Action Plans. 3. <u>Track Resources</u> – Track resources assigned to the EOC and to the Incident Commanders through the EOC and mutual aid. 4. <u>Keep Records</u> – Document and maintain paper and electronic files on all EOC activities. 5. <u>Plan for EOC Demobilization</u> – Set out a schedule for demobilization and assist Section Chiefs in debriefing EOC personnel as they leave. 6. <u>Anticipate Future Events</u> – Conduct advance planning activities to forecast possible events and requirements beyond the current operational period. Report recommendations to the EOC Management Team. 7. <u>Plan for Recovery</u> – Initiate recovery efforts at the earliest time, and develop plans for short-term and long-term recovery appropriate to the needs. 8. <u>Coordinate Technical Specialists</u> – Provide technical support services to EOC sections and branches as required. 9. <u>Manage the Planning Section</u> – Establish the appropriate Planning Section Units and continuously monitor organizational effectiveness. 10. <u>Prepare After Action Report</u> – Coordinate the assembly of "EOC lessons learned" from contributions from EOC staff and from outside agency representatives.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate units within the Planning section as needed and designate Coordinators for each unit: <ul style="list-style-type: none"> ▪ Situation Unit ▪ Damage Assessment Unit ▪ Resources Unit ▪ Documentation Unit ▪ Advanced Planning Unit ▪ Demobilization Unit ▪ Recovery Planning Unit ▪ Technical Specialists Unit

Planning Section Chief

Main Checklist:

Refer to checklists in the following sections for more details on each function.

1. Assess the Situation

- Liaise with the PREOC Planning Section, if activated, and coordinate Situation Report requirements with them.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning Section. Consider providing a Planning Liaison to the Operations Section.
- Ensure that the Situation Unit is maintaining current information for the EOC Situation Report.
- Gather information about the emergency.
- Collect, analyze, and display situation information.
- Produce an EOC Situation Report for approval by the EOC Director with each operational period
- Distribute EOC Situation Report to EOC Sections, PREOC or PECC prior to the end of each operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.

2. Prepare EOC Action Plans

- Ensure EOC Section Chiefs provide their objectives at least 30 minutes prior to each Action Planning meeting.
- Prepare an EOC Action Plan for each operational period, based on objectives developed by each EOC Section.
- In preparation for the Action Planning meeting, ensure that all EOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Sit Reports, etc.)
- Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.
- Following the meeting, send approved Action Plan (see form EOC 502) to the Documentation Unit for distribution prior to the next operational period.

3. Track Resources

- Track the type and status of resources assigned to the EOC.
- Track the type and status of resources assigned through the EOC to Incident Commanders.

Planning Section Chief

4. Keep Records

- Document and maintain files on all EOC activities.
- Maintain files on all EOC activities and provide reproduction and archiving services for the EOC, as required.

5. Plan for EOC Demobilization

- Prepare a staffing plan for the EOC that addresses the anticipated activation levels for the coming operational periods, working with the EOC Director.
- Prepare a plan for EOC demobilization.

6. Anticipate Future Events

- Conduct Advanced Planning activities and report.
- Develop and distribute a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.

7. Plan for Recovery

- Initiate recovery efforts at the earliest time, addressing such immediate issues as coordinating donations and identifying methods for debris disposal.
- Develop plans for short-term recovery, including restoration of critical infrastructure for life-line support.
- Develop plans for long-term recovery, including applications for Disaster Financial Assistance.

8. Coordinate Technical Specialists

- Provide and manage technical services, such as environmental advisors and other technical specialists to all EOC sections, as required.

9. Manage the Planning Section

- Ensure that the Planning Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Establish the appropriate units within the Planning Section, continuously monitoring the effectiveness and modifying accordingly.
- Request additional personnel for the section from the Personnel Unit to maintain 24-hour staffing capabilities, as necessary.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives from external organizations in the Planning Section.
- Ensure that all section personnel maintain their individual position logs

Planning Section Chief	
	<p>and other paperwork as required.</p> <ul style="list-style-type: none"> ○ Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section. <p>10. <u>Prepare After Action Report</u></p> <ul style="list-style-type: none"> ○ In consultation with the other Planning Section Units and EOC Management Team, prepare the EOC After Action Report.
Before Leaving:	<ul style="list-style-type: none"> ○ Ensure Demobilization Plan for the EOC is complete, approved by the EOC Director and distributed to all EOC sections. ○ Deactivate units when no longer required. ○ Determine demobilization status of all Planning Units and advise the EOC Director. ○ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit. ○ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414) • EOC Action Plan (Form EOC 502) • Action Planning Guide

Action Planning Guide

<p>Planning Process</p>	<p>There are five primary steps in sequential order to ensure a comprehensive Action Planning process:</p> <ol style="list-style-type: none"> 1. Understand the current situation. 2. Establish objectives, strategies, and priorities. 3. Develop an EOC Action Plan for the next operational period. 4. Evaluate the Action Plan to anticipate what will happen following implementation of the Action Plan. 5. Obtain appropriate approvals. <p>The Planning Section Chief ensures that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.</p>
<p>The Planning Meeting</p>	<p>Identify the EOC functions and agency representatives required for current action planning. Participants should include the EOC Director, Management Staff, General Staff, and key agency representatives essential to the challenges at hand.</p> <p>There should be at least one action planning meeting in each operational period.</p> <p>EOC Management Team members should come prepared to Planning Meetings by using Form 401A in advance information to determine:</p> <ul style="list-style-type: none"> • Objectives Accomplished • Objectives for Next Operational Period • Needs • Issues
<p>Plan Components</p>	<ol style="list-style-type: none"> 1. Listing of objectives to be accomplished (should be measurable) 2. Statement of strategy to achieve the objectives. (Identify if there is more than one way to accomplish the objective, and which way is preferred) 3. Statement of current priorities related to objectives 4. Assignments and actions necessary to implement the strategy 5. Operational period designation - The time frame necessary to accomplish the actions 6. Organizational elements to be activated to support the assignments. (Also, later action plans may list organizational elements that will be deactivated during or at the end of the period) 7. Logistical or other technical support required

<p>Action Plan Form (EOC 502)</p>	<p>The initial EOC Action Plan may be an oral statement of objectives by the EOC Director, presented in the first hour following EOC activation. Once the EOC is fully activated, EOC Action Plans should be written using Form EOC 502 to record the EOC objectives and priorities. The plan will be prepared based on information obtained at the planning meeting.</p> <p>Establish a procedure for revisions and updates. This could include sections providing suggested written revisions, or provision for making expedient changes during the operational period if required.</p>
<p>Action Plan Approval</p>	<p>The EOC Director is responsible for approving the Action Plan for each operational period. This is done in consultation with the EOC Management Team to ensure accuracy of the current situation and timelines for actions to be taken.</p>
<p>Plan Distribution</p>	<p>Determine who requires a copy of the Action Plan. As a minimum, copies should go to each function that plays a role in implementing objectives, as well as the Documentation Unit in Planning. Establish a documentation file for incident or EOC action plans. The documentation file will consist of the action plans and any supporting documentation.</p> <p>Establish procedures for distributing the Action Plan without delay. Ensure that EOC Director approves the Action Plan prior to distribution.</p>
<p>Plan Implementation and Evaluation</p>	<p>Once approved, the EOC Management Team will assume responsibility for implementing their respective portions of the Action Plan. This includes monitoring and evaluating progress of the plan.</p>
<p>EOC Briefings</p>	<p>Briefings provide EOC staff, external agencies and the media with vital information they need to function effectively and efficiently. Information shared at a briefing can help clarify and validate situations so that appropriate decisions can be made.</p> <p>EOC briefings can be held to:</p> <ul style="list-style-type: none"> • Orient personnel to the EOC facility and equipment, • Review policies and operational guidelines, • Keep staff informed as to the current situation, and • Approve action plans and SITREPS. <p>EOC Management Team briefings should be facilitated by the Planning Section Chief and/or EOC Director at pre-determined times. The Planning Chief should prepare a briefing agenda approved by the EOC Director, which outlines the briefing format and objectives for the meeting. The agenda is distributed to Management Team members in advance of the meeting.</p> <p>Minutes from the briefings should be documented, approved by the EOC Director and distributed to the Management Team. Section Chiefs are then responsible for briefing their staff on the meetings.</p>

Situation Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Collect Information</u> – Collect situation reports from site(s) and all active functions of the EOC. 2. <u>Assess Damage</u> – Oversee the collection of damage information. Prepare Damage Assessment reports for distribution to EOC and PREOC. 3. <u>Organize Information</u> – Create organizational schemes for collected data to facilitate storage and retrieval of information. Arrange for secure storage of collected information. 4. <u>Analyze Information</u> – Oversee the analysis of all incident or disaster related information. 5. <u>Distribute / Display Information</u> – Prepare maps, status boards, and status reports to report current information.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Collect Information</u> <ul style="list-style-type: none"> ○ Request that the Situation Unit Leader at the site Incident Command Post provides regular situation reports using (Form ICP 209). ○ Collect status information from each active EOC Section and Command Staff Officer on a regular basis. ○ If required, place EOC and field observers in key locations (e.g., EOC Operations Section or Incident Command Post) to facilitate the flow of information to the EOC Situation Unit. 2. <u>Assess Damage</u> <ul style="list-style-type: none"> ○ Oversee the collection of damage information. Some information may be confidential until victims have been notified. ○ Determine the need for field damage observers. ○ Obtain photographic and video documentation of damage. ○ Ensure all materials that identify persons who suffered a loss are placed in sealed envelopes marked “confidential” and delivered to Documentation Unit. ○ Identify and evaluate the nature and extent of damage caused by the event. Identify the type of primary and secondary losses from the event. ○ Prepare a Damage Assessment (Form EOC 415). Ensure copies go to Risk Management Officer, Recovery Unit, and Documentation Unit. ○ Cooperate with the Recovery Organization in assessing damage.

Situation Unit Coordinator	
	<p>3. <u>Organize Information</u></p> <ul style="list-style-type: none"> ○ Create organizational schemes for collected data to facilitate storage and retrieval of information. ○ Arrange for secure storage of collected information. <p>4. <u>Analyze Information</u></p> <ul style="list-style-type: none"> ○ Determine or estimate the following: Geographic extent, fatalities, injuries, households damaged, businesses damaged, transportation damage, infrastructure damage, and other interpretations of collected information. <p>5. <u>Distribute / Display Information</u></p> <ul style="list-style-type: none"> ○ Prepare maps, status boards, and other displays contain current and accurate information. Ensure that adequate EOC members are assigned to maintain all information displays. ○ Keep the Transportation Unit Leader informed of any closures of road, rail, marine, or air routes. ○ Ensure that situation status reports are disseminated to EOC staff and to the PREOC. Coordinate with the Documentation Unit for Plan distribution and reproduction as required. ○ Meet with the Information Officer to coordinate access to current information. ○ Oversee the preparation and distribution of the EOC Situation Report (Form EOC 501).
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic Before Leaving: Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414) • Damage Assessment (Form EOC 415) • EOC Situation Report (EOC 501) • Status Board Sample • Damage Assessment Plan Sample

Status Board (Sample)

Depending on the type of incident, Status Board information should include the following information:

Information As of Date, Time:	EOC Name:	EOC Director:	PEP Task # :
Event Name:	Event Type, Location:		Local Emergency Declared (Y,N)

Number Persons			Info Sources:
Evacuated:	Injured:	Deceased:	
Areas in Evacuation (Description of Area)			
On Alert::	Evacuated:	Returned:	Info Sources:
Reception Centres (Location / Number of Evacuees)			
Centre #1:	Centre #2:	Centre #3:	Info Sources:
Response Actions (Type of Action, Location)			
Flood Protection:	Search and Rescue:	Firefighting:	
Resources Assigned (Number, Kind, Type)			Info Sources:
Personnel:	Equipment:	Aircraft:	
Losses and Expenditures			Info Sources:
Number of Homes Damaged / Destroyed:	Estimated Value of Community Losses (\$):	EOC Total Expenditures to Date:	

Damage Assessment Plan (Sample)

Assessment Team	Objectives
For Highlands - Name, Title - Name, Title	<ul style="list-style-type: none"> • Map damaged and survived properties. • Assess infrastructure damage, hazards • Identify and map potential staging areas for cleanup equipment and crews. • Identify immediate environmental concerns, hazmat
Provincial Support - Name, Title - Name, Title	<ul style="list-style-type: none"> • Obtain photo evidence of damaged properties by address, owner: Structures, Vehicles. • Match photos with maps. • Estimate dollar losses.
Incident Commander/Rep - Name, Title - Name, Title	<ul style="list-style-type: none"> • Ensure safety of Damage Assessment Team. • Identify and map hazards, e.g., danger trees, poles, downed wires, hot spots. • Assemble safety information for returning residents. • Assess potential sites for VIP visits
RCMP Rep - Name, Title - Name, Title	<ul style="list-style-type: none"> • Ensure safety of Damage Assessment Team. • Identify potential for human / pet remains. • Assess security requirements for returning residents, e.g., traffic control points. • Identify residents who remained.
Principles	<ul style="list-style-type: none"> • Passes from entity issuing evacuation order, based on advice from Incident Commander. • Stay together, assemble in safe areas. • Confidential until affected residents are notified.
Team Safety Objectives	<ul style="list-style-type: none"> • Prevent injury, health concerns • Emphasize areas are still hazardous • Explain why some can enter area but not residents
Equipment List	<ul style="list-style-type: none"> • Passes • Nomex coveralls • Boots, gloves • Communications, radio, cell phones • Camera equipment • Off-white cards for photos, pens

Resource Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Collect Resource Information</u> – Collect resource information from active functions of the EOC. 2. <u>Organize Resource Information</u> – Create organizational schemes for collected resource information to facilitate sharing of status details. 3. <u>Distribute / Display Resource Information</u> – Prepare status boards and resource status reports to share up-to-date information.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Collect Resource Information</u> <ul style="list-style-type: none"> ○ Obtain list of known critical resources from Planning Section Chief or EOC Director. ○ Obtain copies of critical resource requests from the Logistics Section. ○ Coordinate with Operations Section to collect and centralize resource status information. Note: The Resource Unit only tracks resources, it does not obtain or supply them. 2. <u>Organize Resource Information</u> <ul style="list-style-type: none"> ○ Track the progress of resource requests until filled. ○ Coordinate closely with the Operation Section Branches and Logistics Section units, particularly Supply, Personnel, and Transportation. ○ As resource requests are received in Logistics, post the request on a status board and track the progress of the request until filled. ○ Use EOC Form 516 to identify resource kind and type, and whether they are Available, Assigned, or Out-of-Service. 3. <u>Distribute / Display Resource Information</u> <ul style="list-style-type: none"> ○ Develop and maintain resource status boards and/or other tracking display systems. See Resource Status Board sample. ○ Assist EOC Operations and Logistics in notifying parties of the status of their resource requests, especially where there may be delays. ○ Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414) • Resource Status Board (Sample)

Documentation Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Collect EOC Documents</u> – Collect records from each active EOC function daily. 2. <u>Take Minutes</u> – Record proceedings of all EOC briefings and meetings. 3. <u>Copy and Distribute Reports and Plans</u> – Reproduce and distribute approved EOC reports and plans.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Set up and maintain document reproduction services for the EOC. ○ Obtain at least one camera, preferably one digital and one video camera.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Collect EOC Documents</u> <ul style="list-style-type: none"> ○ Meet with the EOC Director to confirm what EOC materials should be maintained as official records. See suggestions, attached. ○ Remind EOC members to mark every document with the date and time. ○ Collect records from each active EOC function daily. ○ Refer to EOC Organization Chart to ensure that you receive position logs from each activated function. 2. <u>Take Minutes</u> <ul style="list-style-type: none"> ○ Take minutes at all EOC briefings and meetings. ○ Photograph whiteboards (time and date), and other important elements of the EOC. 3. <u>Copy and Distribute Plans and Reports</u> <ul style="list-style-type: none"> ○ Reproduce and distribute approved Situation Reports and EOC Action Plans. Keep extra copies of reports and Plans available for special distribution, as required. ○ Provide document production services to EOC staff. ○ Assist Planning Section Chief with preparing and distributing the EOC After Action Report. 4. <u>Organize and Secure Documents</u> <ul style="list-style-type: none"> ○ Collect, organize and file all completed event or disaster related documents. ○ Arrange for dedicated filing cabinets, preferably ones that can be locked and are fire resistant. Prepare file folders to reflect contents. ○ Ensure security of EOC records with Risk Management Officer.

Documentation Unit Coordinator	
Before Leaving:	<ul style="list-style-type: none">○ Follow the Generic "Before Leaving" Checklist.○ Arrange to return photocopying equipment.○ Process all photographs and ensure they are properly labelled.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)• Suggested Items for Documentation

Suggested Items for Documentation

Depending on the type of incident, information that should be collected and archived includes the following:

<p><u>From all EOC members</u></p> <ul style="list-style-type: none"> Position Logs Internal Messages Any Electronic Files Photographs <p><u>From EOC Director, Command Staff</u></p> <ul style="list-style-type: none"> Media Reports Media Releases Flipcharts Declaration of Local Emergency Policies <p><u>From Operations Section</u></p> <ul style="list-style-type: none"> Resource Requests ESS Situation Reports Site Situation Reports Evacuation Alerts, Orders, Rescinds <p><u>From Planning Section</u></p> <ul style="list-style-type: none"> Situation Reports EOC Action Plans Maps Showing: <ul style="list-style-type: none"> Evacuated Areas Damage Assessment Response Action Hazard Progression Over Time EOC Organization Charts Damage Assessment Reports Minutes from all EOC meetings Reports from Technical Specialists 	<p><u>From Logistics Section</u></p> <ul style="list-style-type: none"> Communications Plan EOC Shift Schedules EOC Facility Diagram Resource Requests Contact Lists Resource Status Lists Equipment / vehicle use records Radio Messages <p><u>From Finance / Admin Section</u></p> <ul style="list-style-type: none"> Timesheets Contracts Claims, complaints, suggestions Payment records Any Accident Reports EOC expenditure records <p>In addition, collect all records from Incident Command Posts</p>
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Advanced Planning Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Review Available Information</u> – Review the current reports, plans, and meet with the EOC members to determine the future direction and outcomes of the event or disaster. 2. <u>Identify Approaching EOC Issues</u> – Identify potential response and recovery related issues likely to occur within the next 36 to 72 hours.. 3. <u>Recommend EOC Objectives</u> – Prepare an Advanced Plan to recommend EOC objectives in response to approaching issues.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Review Available Information</u> <ul style="list-style-type: none"> ○ Review the current Situation Report and include recent updates. ○ Review all available status reports, Action Plans, and other significant documents to determine potential future impacts of the event or disaster, particularly issues that might modify the overall EOC priorities. ○ Meet individually with the EOC Management Team and determine best estimates of the future direction and outcomes of the event or disaster. 2. <u>Identify Approaching EOC Issues</u> <ul style="list-style-type: none"> ○ Identify potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours. 3. <u>Recommend EOC Objectives</u> <ul style="list-style-type: none"> ○ Provide periodic briefings to the EOC Director and General Staff addressing approaching issues. ○ Submit an Advanced Plan to the Planning Section Chief for review and approval prior to implementation via briefings with the EOC Director and Management Team. ○ In conjunction with the Management Team, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Demobilization Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Monitor the Need for EOC Resources</u> – Monitor the current situation, and consult with EOC members regarding the need for EOC resources. 2. <u>Prepare Demobilization Plan</u> – In consultation with the EOC Director and others, prepare a plan to demobilize EOC resources. 3. <u>Facilitate Demobilization Plan</u> – Assist EOC members in completing all requirements before leaving the EOC.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Monitor the Need for EOC Resources</u> <ul style="list-style-type: none"> ○ Monitor the current situation, including EOC Action Plans, Situation Reports, and resource assignment lists. ○ Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director regarding the need for EOC resources. ○ Identify opportunities to demobilize EOC resources. 2. <u>Prepare Demobilization Plan</u> <ul style="list-style-type: none"> ○ Discuss demobilization opportunities with the EOC Director. ○ Prepare a draft Demobilization Plan at least once during each operational period for as long as EOC functions are formally staffed. ○ Circulate the draft Demobilization Plan to the Planning Section Chief, EOC Director, and EOC Management Team for review. ○ Meet individually with the General Staff to discuss the draft Demobilization Plan. ○ Finalize the Demobilization Plan for approval by the EOC Director. 3. <u>Facilitate Demobilization</u> <ul style="list-style-type: none"> ○ Initiate the Demobilization Plan for the EOC as approved by the EOC Director. ○ Advise all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Unit all reports, time sheets, and exit surveys prior to leaving the EOC. ○ Advise individual EOC members on required actions prior to leaving the EOC. Refer all to the "Before Leaving" Checklist.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Recovery Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Control Donations</u> – Issue public messages to control unsolicited donations of unwanted goods. 2. <u>Assess Situation</u> – Assess the need for immediate and long-term reconstruction, restoration, and recovery of public infrastructure and services, mental and public health, and the socio-economic fabric. 3. <u>Prepare Highlands Recovery Plan</u> – Prepare a written plan advising on priorities for recovery of public infrastructure, and continuity of public services. 4. <u>Prepare Community Recovery Plan</u> – Prepare a written community recovery plan for the incident, including recommendations for organization and functions.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Control Donations</u> <ul style="list-style-type: none"> ○ Initiate public messages to request donations in the form of cash until specific needs can be identified. Work with the Information Officer to ensure this message is released as soon as possible. 2. <u>Assess Situation</u> <ul style="list-style-type: none"> ○ Assess the need for immediate reconstruction efforts, such as utility restoration and debris removal. ○ Assess the need for long-term recovery actions required to restore and recover public and private infrastructure, property, mental and public health, and the socio-economic fabric. 3. <u>Prepare Local Authority Recovery Plan</u> <ul style="list-style-type: none"> ○ Prepare a written plan advising on the actions required by priority for recovery of roads, potable water systems, sewers systems, hospitals, and other infrastructure to pre-emergency conditions. ○ Prepare a written plan advising on the activation of the Business Continuity Plan for the continuation of public services by the local authority. 4. <u>Prepare Community Recovery Plan</u> <ul style="list-style-type: none"> ○ Assist ESS Reception Centres in collecting evacuee information and sharing data with the Recovery Team. ○ Formulate a community recovery plan for the incident, including recommendations for: <ul style="list-style-type: none"> ● Recovery Team Composition ● Recommended Functions ● Priority of Efforts

Recovery Unit Coordinator	
	<ul style="list-style-type: none">• Support Requirements• Coordination Requirements• Reporting Requirements
Before Leaving:	<ul style="list-style-type: none">○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)

Technical Specialist Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Identify Specialists</u> – Locate specialists in subjects that may be needed during response and recovery to the emergency event. 2. <u>Manage Technical Specialists</u> – Assign specialists within the EOC organization and monitor their organizational effectiveness.
Reports To:	EOC Planning Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Identify Specialists</u> <ul style="list-style-type: none"> ○ On request, prepare to provide centralized technical specialists, such as meteorologists, fire behaviour specialist, geologists, or engineering experts for multiple incident sites. ○ Maintain inventory of technical specialists. ○ Ensure that qualified specialists are available in the areas required by the particular event or disaster. ○ Coordinate with the Logistics Section to ensure that technical staff are located and mobilized. 2. <u>Manage Technical Specialists</u> <ul style="list-style-type: none"> ○ Ensure each technical specialist is given an orientation to the EOC and receives instructions on completing a Position Log (EOC Form 414). ○ Obtain a business card from each specialist, if possible. ○ Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests. ○ Assign technical staff to assist other EOC sections in coordinating specialized areas of response or recovery.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Logistics Section Chief	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Provide Telecommunication and Information Technology Services</u> – Support use of telecommunication and information technology in EOC. 2. <u>Support EOC</u> – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies. 3. <u>Supply Equipment and Material Resources to Sites</u> – Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Track and account for all resources. 4. <u>Coordinate Personnel</u> – Acquire and assign personnel with the appropriate qualifications to support site requests. Develop systems to manage convergent volunteers. 5. <u>Arrange Transportation</u> – Coordinate transportation requests in support of response operations. 6. <u>Manage the Logistics Section</u> – Establish the appropriate Logistics Section Units and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Coordinators for each element: <ul style="list-style-type: none"> ● Information Technology Branch <ul style="list-style-type: none"> ○ Communications Unit ○ Computer Systems Unit ● EOC Support Branch <ul style="list-style-type: none"> ○ Facilities Unit ○ Security Unit ○ Clerical Unit ● Supply Unit ● Personnel Unit ● Transportation Unit
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Provide Telecommunication and Information Technology Services</u> <ul style="list-style-type: none"> ○ Support use of information technology in EOC. ○ Establish and maintain EOC telephone and fax communications. ○ Establish and maintain EOC radio communications. ○ Establish telecommunications at media centre, working with the Information Officer. ○ Establish communications at Reception Centres, working with the ESS Branch Director.

Logistics Section Chief

2. Support EOC

- Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.
- Arrange for and manage EOC security for all areas, working with the Risk Management Officer.
- Coordinate secretarial and clerical services for use in the EOC.
- Establish communications with the Logistics Section at the PREEOC, if activated.

3. Supply Equipment and Material Resources to Sites

- Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.
- Coordinate all requests for resources from initiation to delivery to support Incident Commanders. Validate resource requests from Incident Commanders prior to acting on a request.
- Locate or acquire equipment, supplies, and facilities. Work with Operations Section Chief to establish priorities for resource allocation. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.
- Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures.
- Identify high cost resources that could be demobilized early and advise the Operations Section Chief.
- Ensure that all resources are tracked and accounted for in cooperation with the Planning Section Resource Unit.

4. Coordinate Personnel

- Support site requests for personnel, accounting for priorities among all sites.
- Acquire and assign personnel with the appropriate qualifications.
- Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications.
- Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests.
- Develop systems to manage convergent volunteers.

5. Arrange Transportation

- Coordinate transportation requests in support of response operations.

6. Manage the Logistics Section

- Ensure the Logistics Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Establish the appropriate units within the Logistics Section,

Logistics Section Chief	
	<p>continuously monitoring the effectiveness and modifying accordingly.</p> <ul style="list-style-type: none"> ○ Assist Unit Coordinators in developing objectives for the Logistics section as well as plans to accomplish their objectives within the first operational period, or in accordance with the EOC Action Plan. ○ Request additional personnel for the section from the Personnel Unit as necessary to maintain 24-hour staffing capabilities, as necessary. ○ Coordinate with the Liaison Officer regarding the need for Agency Representatives from external organizations in the Logistics Section. ○ Ensure that all section personnel maintain their individual position logs and other paperwork as required. ○ Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting. ○ Provide periodic Section Status Reports to the EOC Director and Situation Unit. ○ Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.
Before Leaving:	<ul style="list-style-type: none"> ○ Deactivate units when no longer required. ○ Determine demobilization status of all Logistics Units and advise the EOC Director. ○ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit. ○ Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> ● Position Log (Form EOC 414) ● Resource Status – By Type (Form EOC 516) ● Resource Status – By Location (Form EOC 517) ● Facility/Equipment Inventory for EOC (Form EOC 523)

Information Technology Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Establish and Maintain EOC Telephone and Fax Communications</u> – Provide telephone and fax services to EOC staff. Establish a toll-free Public Information Line or Call Centre, if required. 2. <u>Establish and Maintain EOC Radio Communications</u> – Mobilize and coordinate amateur radio resources to augment primary communication systems as required. 3. <u>Establish Telecommunications at Media Centre</u> – Provide necessary telecommunications when Information Officer establishes a Media Information Centre. 4. <u>Establish Communications at Reception Centres</u> – Establish telephone and radio communications at Reception Centres, and assign volunteer radio operators to external locations as required. 5. <u>Support Use of Information Technology in EOC</u> – Establish computer, printer, and Internet access for key EOC functions.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Based on the situation, activate the necessary units within the Information Technology Branch: <ol style="list-style-type: none"> 1. Communications Unit 2. Computer Systems Unit ○ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting. ○ Issue Communications Operational Instruction (COI), containing information specific to the emergency operation and the communication resources available to the EOC. Update the various components periodically, as needed.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Establish and Maintain EOC Telephone and Fax Communications</u> <ul style="list-style-type: none"> ○ Ensure telephone and fax resources and services are provided to EOC staff, as required. ○ Provide necessary telephone equipment and service if and when Information Officer establishes a toll-free Public Information Line or Call Centre. ○ Create and maintain a telephone communications status board, and assign telephone numbers to EOC functions. 2. <u>Establish and Maintain EOC Radio Communications</u> <ul style="list-style-type: none"> ○ Mobilize and coordinate amateur radio resources to augment primary communication systems as required. ○ Oversee the installation of radio communications resources within the

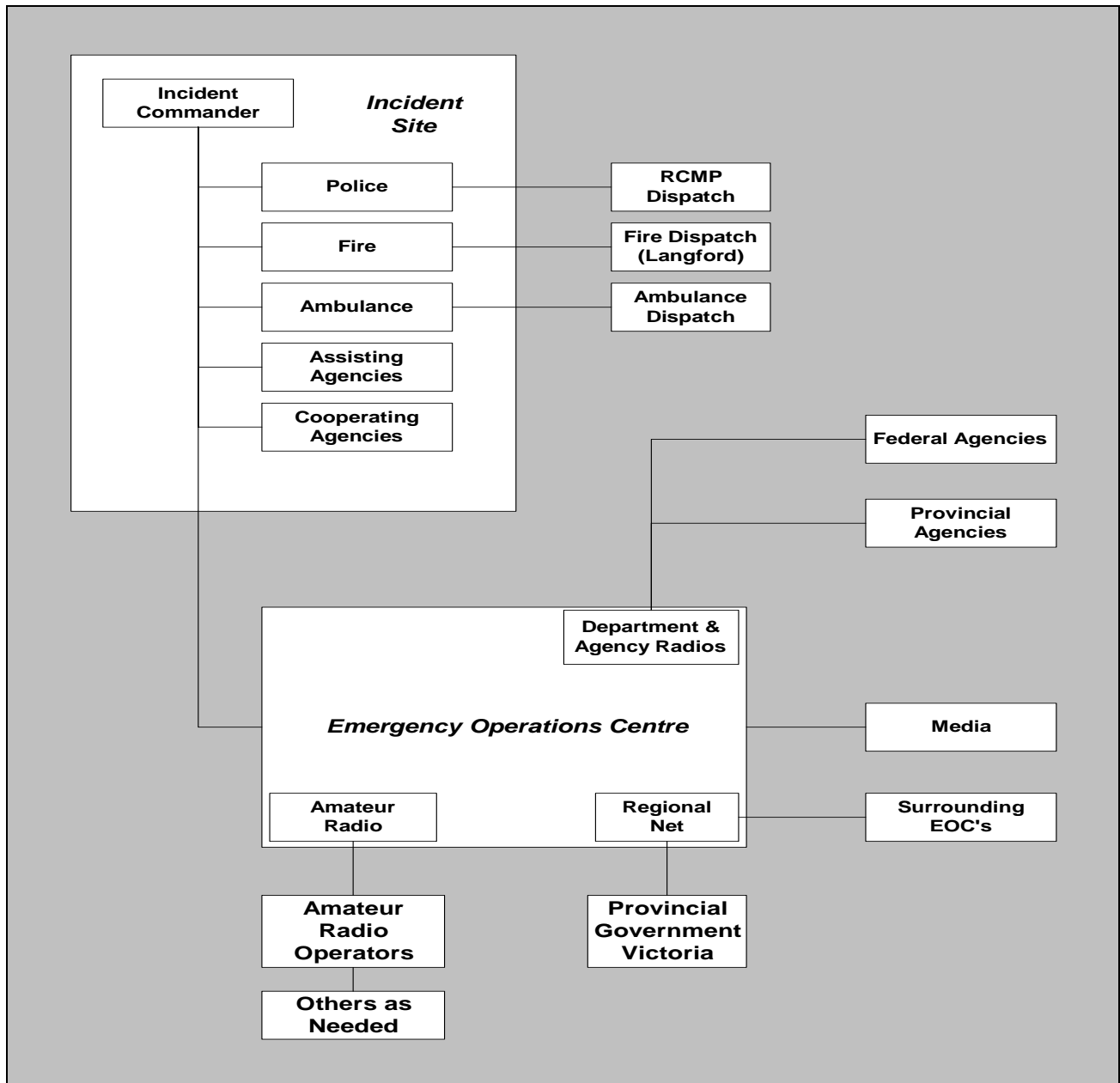
Information Technology Branch Coordinator	
	<p>EOC.</p> <ul style="list-style-type: none"> ○ Ensure that a radio communications link is established with Incident Commander(s), Department Operations Centers (e.g., fire Department), and the Provincial Regional Emergency Operations Centre (PREOC), if established. ○ Ensure that adequate communications operators are available for 24-hour coverage. Develop a shift schedule. ○ Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event. ○ Ensure that technical personnel are available for radio communication equipment maintenance and repair. ○ Create and maintain a radio communications status board. <p>3. <u>Establish Telecommunications at Media Centre</u></p> <ul style="list-style-type: none"> ○ Provide necessary telecommunications when Information Officer establishes a Media Information Centre. <p>4. <u>Establish Communications at Reception Centres</u></p> <ul style="list-style-type: none"> ○ Assist ESS Branch Director with telephone and radio communications at Reception Centres. ○ Assign volunteer radio operators to external locations as required. <p>5. <u>Support Use of Information Technology in EOC</u></p> <ul style="list-style-type: none"> ○ Determine computer requirements for all activated EOC functions. ○ Establish computer, printer, and Internet access for the following functions, as directed by Logistics Section Chief: <ul style="list-style-type: none"> ▪ EOC Director ▪ Information Officer ▪ Planning Section Chief ▪ Finance/Admin Section Chief ▪ Others, as directed. ○ Implement computer systems for internal information management and include message and e-mail systems, as available. ○ Inform all EOC Sections/Branches/Units regarding the use of information technology. ○ Ensure that computer technical personnel are available for equipment and application program maintenance and repair. ○ Inform the EOC Support Branch Coordinator or any purchases or acquisitions of computer equipment. ○ Create and maintain an Information Technology status board.
Before Leaving:	<ul style="list-style-type: none"> ○ Ensure that all expenditures and financial claims have been coordinated through the Finance / Admin Section.

Information Technology Branch Coordinator	
	<ul style="list-style-type: none">○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)• EOC Communications Links• Communication Types

EOC Communications Links

Effective communications is necessary for the successful operation of the Emergency Operations Centre and the entire emergency response. The EOC will have communications with the incident site, responding departments, assisting and cooperating agencies, mutual aid and other levels of government as needed. Communications may include telephones, radios, cellular phones, runners, loud hailers, fax, and radio and television media.

The following figure shows the basic communications links during a major operation involving the Emergency Operations Centre. These would be adjusted at the time of the incident to meet the communication needs of the incident.



Types of Communication

The following table show the advantages and disadvantages of various types of communications that could be used during emergency operations.

Type	Advantages	Disadvantages	Remarks
Amateur Radio	Well trained and organized. Unlimited distance. West Coast Amateur Radio Association has 400 members.	Require licensed personnel to setup and operate	Very flexible and can adapt to almost any situation. Wide area of operations. Interface with computers to send information
CB Radio	Trained if in a club	Not too reliable as individual sets. Limited range and lots of local interference.	CB frequencies used poorly. Lack of discipline or control over use.
Private Companies	Very mobile with dedicated frequency.	Not too reliable as individual sets, limited range.	
Fire Department	Very clear transmissions	Limited range and frequencies	Despite disadvantages this is the most reliable local radio network.
Provincial and Federal Agencies in Area	Very mobile. Usually dedicated frequencies.	Generally not available for District use.	
Loudhailer Handheld	Portable. Limited coverage area. Battery powered.	One way conversation.	
Airborne	Excellent coverage over a large area.	Expensive to use. One way conversation.	Usually the most powerful system.
Auto Mounted	Direct person to person contact. Can carry other information such as leaflets. Good coverage over a large area.	Limited to means of transportation and length of message.	
Telephone Land Lines	Instant two way contact. Person to person contact. Conference calls available as alternative to meetings. Hard copy (fax) and computer files can be sent.	Susceptible to damage dependent on type of disaster. Public clogging of lines.	Should have line load control.
Cellular	Same as for land lines plus portable.	Susceptible to clogging and dead zones.	Very flexible system. Should be placed on priority system through PEP

Communication Plan

Abbreviations used in this document

AM	Amplitude Modulation
CB	Citizens Band
EOC	Emergency Operations Centre
ESS	Emergency Social Services
MAC	Municipal Amateur Coordinator
OBEP	Highlands Emergency Program
PEP	Provincial Emergency Program
SEP	Saanich Emergency Program
SSB	Single Side Band
UHF	Ultra High Frequency
VHF	Very High Frequency
WARA	West Coast Amateur Radio Association

Introduction

The Highlands Emergency Program Communications Committee is composed of the Amateur Radio Section which is staffed by volunteers. The Communications Committee will staff and operate the Message Centre of the EOC, providing communications by radio, telephone and runners between the EOC and other essential services, such as:

- Reception Centres
- Other Municipal EOCs
- Provincial Emergency Program
- Canadian Red Cross

The Communications Committee consists of a Director of Communications appointed by the Emergency Planning Committee, a Municipal Amateur Coordinator, radio operators and runners.

The Municipal Amateur Coordinator is a member of the Greater Victoria Municipal Amateur Coordinators Committee (GVMACC) and is expected to regularly attend their meetings held on the last Tuesday of the month.

The main client for the Amateur Radio Section is ESS.

Operations

When a disaster of sufficient magnitude occurs, or on being informed that the EOC is being convened, the Director of Communications (or designate) and the deputy will report to the EOC immediately upon ensuring the well-being of their immediate families.

At the outset of a disaster, while people are attempting to set up the EOC, Amateur Radio personnel will set up emergency communications net on 147.510 MHz. Control of this net will be passed to the appropriate controllers once the EOC communications become operational on the air.

Communications personnel should stay on frequency for the duration of the event.

Activation

When the EOC is activated, designated communications personnel will set up a combined Radio Room and Message Centre in the Municipal Hall. The Radio Room is set watch on:

- 147.510 MHz voice as the Highlands municipal frequency
- 147.570 MHz voice with PEP, other Municipal EOCs and mobile units
- 145.690 MHz Packet with other packet equipped centres (PEP, Municipal EOCs and RCs)

Call Signs

The Highlands Emergency Program has three (3) Amateur Radio licences: VE7HEP, VA7HEP and VA7HMO. We use mainly VE7HEP with VA7HEP and VA7HMO kept in case we need to open a second EOC or operate a mobile unit.

Equipment

The radio equipment at the Municipal Hall consists of the following:

- Western Radio WR55 with Paket 6.2 software running on a 386 laptop, Kantronics TNC (all battery operated).

EOC Support Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Manage EOC Facilities</u> – Secure access to and manage all EOC facilities. Coordinate utilities, including provision of electricity, heat, water, and waste removal. 2. <u>Manage EOC Equipment and Supplies</u> – Acquire and distribute office supplies, equipment, and refreshment required by EOC personnel. 3. <u>Manage EOC Security</u> – Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. 4. <u>Provide EOC Clerical Support</u> – Arrange for and supervise clerical staff for the EOC.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Manage EOC Facilities</u> <ul style="list-style-type: none"> ○ Determine facilities and furnishings required for effective operation of the EOC, working with the EOC Director. ○ Secure access to EOC facilities. Ensure all structures are safe for occupancy and that they comply with appropriate regulations and bylaws. ○ Secure legal access and use of non-owned facilities through contract, working with the Procurement Unit and the Risk Management Officer. ○ Coordinate EOC utilities, including provision of electricity, heat, water, and waste removal. ○ Arrange for continuous maintenance of acquired EOC facilities, ensuring that restrooms are operating properly. ○ Ensure all buildings, floors, and workspaces are returned to their original state when no longer needed. 2. <u>Manage EOC Supplies</u> <ul style="list-style-type: none"> ○ Provide furniture, supplies, and materials necessary to configure the EOC facilities in a manner adequate to accomplish the mission. ○ Ensure adequate and nutritious food and refreshment is provided to EOC staff. Arrange for and supervise food-catering services for EOC staff. ○ Maintain an inventory list of items used by the EOC in response and recovery. ○ Develop and maintain a status board or other reference that 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.

EOC Support Branch Coordinator	
	<p>3. <u>EOC Security</u></p> <ul style="list-style-type: none"> ○ Arrange for and supervise security staff for EOC facilities. ○ Ensure adequate measures are taken to secure all EOC facilities from access by un-authorized persons. ○ Manage facility keys to limit off-hours access to essential EOC personnel. <p>4. <u>EOC Clerical Support</u></p> <ul style="list-style-type: none"> ○ Arrange for and supervise clerical staff for the EOC.
Before Leaving:	<ul style="list-style-type: none"> ○ As facilities are vacated during demobilization, coordinate with the facility manager to return the EOC facility to it's original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility. ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Supply Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Meet Site Requests for Equipment and Supplies</u> – Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. 2. <u>Acquire Resources</u> –Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. 3. <u>Coordinate the Delivery of Supplies</u> – Coordinate delivery of supplies and materiel as required. 4. <u>Coordinate with Finance/Admin</u> –Ensure that all required purchase documents and procedures are completed and followed, working with the Finance/Admin Section.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Meet Site Requests for Equipment and Supplies</u> <ul style="list-style-type: none"> ○ Process incoming site requests for equipment and supplies. Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. ○ Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. ○ Determine if the item can be provided without cost from another jurisdiction or through the PREOC. ○ Determine unit costs of supplies and materials from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order. ○ Ensure that all requests for resources are addressed. ○ Working with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status (See EOC 515). 2. <u>Acquire Resources</u> <ul style="list-style-type: none"> ○ Locate or acquire equipment, supplies, and facilities. ○ Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. ○ Determine if requested types and quantities of supplies and materials are available in inventory or from the area. ○ Determine the estimated time of arrival of supplies, and advise the requesting parties accordingly. ○ Determine spending limits with the Purchasing Unit in Finance/Administration.

Supply Branch Coordinator	
	<p>3. <u>Coordinate the Delivery of Supplies</u></p> <ul style="list-style-type: none"> ○ 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. ○ Supply material and equipment resources to sites. ○ Maintain a status board or other reference to keep track of incoming and assigned resources. ○ Coordinate with Transportation Unit to meet requirements for transporting supplies to the site. ○ Coordinate delivery of supplies and materiel as required. ○ Allocate critical resources as required and directed. <p>4. <u>Coordinate with Finance/Admin</u></p> <ul style="list-style-type: none"> ○ Obtain a list of pre-designated emergency purchase orders as required. ○ Seek approval from the Finance/Admin Section Chief for orders exceeding the purchase order limit before completing the order. ○ If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements. ○ Ensure that all required purchase documents and procedures are completed and followed, working with the Finance/Admin Section. ○ Identify high-cost resources that could be demobilized early, and advise other Section Chiefs.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Personnel Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Support Site Requests for Personnel</u> – Coordinate requests for site personnel, accounting for priorities among all sites. Acquire and assign personnel with the appropriate qualifications. 2. <u>Support EOC Personnel Requests</u> – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications. Coordinate with EOC Director or Deputy EOC Director. 3. <u>Coordinate Volunteers</u> – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Support Site Requests for Personnel</u> <ul style="list-style-type: none"> ○ Process incoming site requests for personnel support. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. ○ Acquire personnel resources in support of site(s) from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers. ○ 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 and assigned personnel resources. NOTE: Personnel safety briefings will be provided by the site Incident Commander or Safety Officer. ○ Coordinate with Transportation Unit to meet personnel requirements for transportation to the site. 2. <u>Support EOC Personnel Requests</u> <ul style="list-style-type: none"> ○ Coordinate all requests for EOC personnel. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. ○ Acquire EOC personnel from 1) Within the jurisdiction, 2) Among outside agencies, and 3) Among community volunteers. ○ Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly. ○ In conjunction with the Documentation Unit, develop a large poster-size EOC organization chart depicting each activated function. Upon check in, indicate the name of the person occupying each function on the chart. Post the chart where it is accessible to all EOC personnel. ○ Check in all incoming EOC personnel (See Form EOC 511 and Form

Personnel Branch Coordinator	
	<p>PEP Task Reg. 512).</p> <ul style="list-style-type: none"> ○ Develop shift schedules. ○ Coordinate with the Deputy EOC Director and Risk Management Officer to ensure EOC incoming personnel have EOC badges, checklists, vests, and safety briefing upon check-in. ○ Arrange for childcare services for EOC personnel as required. ○ Arrange accommodation for out-of-town personnel. Coordinate with ESS Branch, Supply Unit, and Procurement Unit. ○ In coordination with the Risk Management Officer, determine the need for crisis counselling for both site and EOC emergency workers, including volunteers. Acquire mental health specialists, as needed. ○ Coordinate with Transportation Unit to meet EOC personnel requirements for ground transportation. <p>3. <u>Coordinate Volunteers</u></p> <ul style="list-style-type: none"> ○ Establish communications with volunteer agencies and other organizations that can provide personnel resources. ○ Register convergent volunteers, as required, using Form EOC 511 and Form PEP Task Reg. 512. ○ Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> ● Position Log (Form EOC 414) ● EOC Check-in / Check-out List (Form EOC 511). ● PEP Task Registration (Form 512)

Transportation Branch Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Determine Transportation Needs and Limitations</u> – Coordinate transportation needs with other EOC personnel, and determine the status of transportation routes in the region. 2. <u>Acquire Transportation Resources</u> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. 3. <u>Coordinate Transportation Services</u> – Coordinate the delivery of transportation resources to sites. 4. <u>Develop a Transportation Plan</u> – Develop a Transportation Plan to support the EOC Action Plan.
Reports To:	EOC Logistics Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ Obtain from the EOC Director a copy of the ERRP Resource Contact Appendix.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Determine Transportation Needs and Limitations</u> <ul style="list-style-type: none"> ○ Coordinate transportation needs with Supply and Personnel Units, Operations Section Branches, Information and Liaison Officers. ○ Routinely liaise with the Situation Unit to determine the status of transportation routes in and around the area. ○ Liaise with the Engineering Branch Coordinator to determine progress of route recovery operations. ○ Coordinate site requests for transportation services, accounting for priorities among all sites. ○ Coordinate EOC requests for transportation. 2. <u>Acquire Transportation Resources</u> <ul style="list-style-type: none"> ○ Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. ○ Establish contact with local transportation agencies and schools to determine availability of transportation resources. ○ Acquire transportation resources with the appropriate qualifications. 3. <u>Coordinate Transportation Services</u> <ul style="list-style-type: none"> ○ Coordinate the delivery of transportation resources to sites. ○ Maintain a status board or other reference to keep track of available and assigned transportation resources. 4. <u>Develop a Transportation Plan</u> <ul style="list-style-type: none"> ○ Develop a Transportation Plan to support the EOC Action Plan, working with other EOC personnel. ○ Consider the elements identified as "Suggested Items for a

Transportation Branch Coordinator	
	Transportation Plan."
Before Leaving:	<input type="radio"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)• Suggested Items for a Transportation Plan

Suggested Items for a Transportation Plan

Depending on the type of incident, a Transportation Plan could address the following information:

<p><u>Transportation Routes</u> Ingress Egress Regional Routes</p> <p><u>Transportation Modes in Region</u> Road Rail Marine Air</p> <p><u>Procedures for Transportation Services</u> Managing Requests Verifying Services Contracts and Use Agreements Cost Guidelines</p> <p><u>Potential Client Groups</u> Sites: Equipment, Supplies, and Materials Response Personnel EOC Personnel Affected Population</p> <p><u>Transportation Support of EOC Action Plan</u> Objectives that can be served Transportation Objectives Strategies for each Objective Actions and Schedule</p>	<p><u>Vehicle Resources</u> First Responder Vehicles Other Government Vehicles Rental Vehicles Personal Vehicles Taxi and Bus Services Other Contracted Vehicle Services</p> <p><u>Rail Resources</u> Passenger Services Freight Services</p> <p><u>Marine Resources</u> First Responder Vessels Other Government Vessels Rental Vessels Personal Vessels Other Contracted Marine Services</p> <p><u>Air Resources</u> Scheduled Air Carriers Charter Air Carriers Contracted Rotary Wing Contracted Fixed Wing</p>
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Finance / Administration Section Chief	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Record Personnel Time</u> – Collect and process on-duty time for all EOC personnel, including volunteers and agency representatives. Ensure uninterrupted payroll for all employees. 2. <u>Coordinate Purchasing</u> – Control acquisitions associated with emergency response or recovery, including purchase orders and contracts. 3. <u>Coordinate Compensation and Claims</u> – Process workers' compensation claims within a reasonable time. 4. <u>Record Costs</u> – Maintain financial records for response and recovery throughout the event. Keep the EOC Director, Management Team, and Elected Officials aware of the current fiscal situation. 5. <u>Maintain Records</u> – Ensure that all financial records are maintained throughout the event or disaster. 6. <u>Manage the Finance / Admin Section</u> – Establish the appropriate Finance / Admin Section Units and continuously monitor organizational effectiveness.
Reports To:	EOC Director
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist. ○ 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 Section, as needed, and designate Unit Coordinators for each element: <ul style="list-style-type: none"> ● Time Unit ● Purchasing Unit ● Compensation and Claims Unit ● Cost Unit
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Record Personnel Time</u> <ul style="list-style-type: none"> ○ Collect and record on-duty time for all EOC personnel, including volunteers and agency representatives. Note: Use the same time sheet forms used in non-emergency times. ○ Process all time-sheets and travel expense claims promptly. Ensure there is a continuum of the payroll process for all site and EOC employees responding to the event or disaster. 2. <u>Coordinate Purchasing</u> <ul style="list-style-type: none"> ○ Organize and control any acquisitions required in emergency operations. ○ Process purchase orders and develop contracts in a timely manner. ○ In consultation with EOC Director determine spending limits, if any, for

Finance / Administration Section Chief

Logistics, Operations and Management Staff.

- Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each.
3. Coordinate Compensation and Claims
- Ensure that workers' compensation claims resulting from the response are processed within a reasonable time.
 - Document any claims or threats of claims from disaster victims.
4. Record Costs
- Maintain all financial records throughout the event or disaster. Use the same cost accounting forms used in non-emergency times.
 - Provide cost estimates to Action Planning Process.
 - Keep the EOC Director, Management Team, and Elected Officials aware of the current fiscal situation and other related matters, on an ongoing basis.
 - Ensure that all recovery documentation and local government Disaster Financial Assistance paperwork is accurately maintained and submitted to PEP.
5. Maintain Records
- Ensure that all financial records are maintained throughout the event or disaster.
 - Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
6. Manage the Finance / Admin Section
- Ensure that the Finance / Admin Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
 - In conjunction with Unit Coordinators, determine the Finance/Admin Action Planning objectives for each operational period.
 - Request additional personnel for the section from the Personnel Unit to maintain 24-hour staffing capabilities, as necessary.
 - Ensure that all section personnel maintain their individual position logs and other paperwork as required.
 - Provide the Planning Section Chief with the Planning Section objectives at least 30 minutes prior to each Action Planning meeting.
 - Participate in all Action Planning meetings.
 - Brief all Unit Coordinators to ensure they are aware of the EOC priorities particularly those affecting the Finance/Administration Section, as defined in the Action Plan.

Finance / Administration Section Chief	
Before Leaving:	<input type="radio"/> Follow the Generic Before Leaving Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)

Time Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Establish Time Unit Procedures</u> – Determine procedures for recording EOC personnel time, and establish a file for each EOC employee, volunteer, and agency representative. 2. <u>Collect Time Reports</u> – Gather and / or update time reports from all EOC personnel, and ensure accuracy of records. 3. <u>Submit Time Records to Payroll Office</u> – Submit personnel time records, travel expense claims and other related forms for employees to the payroll office.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Establish Time Unit Procedures</u> <ul style="list-style-type: none"> ○ Determine methods for recording EOC personnel time, working with the Finance / Admin Section Chief. Use your jurisdiction's regular payroll time sheets, where possible. ○ Establish a file for each employee or volunteer to maintain a fiscal record for as long as the person is assigned to the EOC. ○ Refer to completed personnel Check-in Lists (See EOC 511) from the Personnel Unit for the identity of all EOC personnel. ○ Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them. 2. <u>Collect Time Reports</u> <ul style="list-style-type: none"> ○ Initiate, gather, or update time reports from all EOC personnel, including volunteers and agency representatives assigned to each shift. ○ Check time records to ensure they are accurate and prepared according to policy. 3. <u>Submit Time Records to Payroll Office</u> <ul style="list-style-type: none"> ○ Ensure that personnel time records, travel expense claims and other related forms for employees of your jurisdiction are prepared and submitted to the proper payroll office.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Procurement Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Establish Procurement Procedures</u> – Determine procurement policies and procedures for your jurisdiction, including the approved processes for contracting. 2. <u>Coordinate Contracts</u> – Oversee the development and maintenance of all contracts initiated through the EOC for purchase, lease, or rent of acquired resources. 3. <u>Submit Procurement Records to Cost Unit</u> – Forward costs and payment schedules to Cost Unit for processing of all EOC contracts.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Establish Procurement Procedures</u> <ul style="list-style-type: none"> ○ Review emergency procurement procedures and policies of your jurisdiction, including the identity of EOC personnel authorized to commit the organization to a contract. ○ Generate an Expenditure Authorization Form for EOC Director signature, and provide sufficient copies of the form to authorized personnel. ○ Ensure that all EOC personnel know the approved processes for procurement, including contracting procedures. ○ Obtain approved contract forms for use in all EOC procurement. 2. <u>Coordinate Contracts</u> <ul style="list-style-type: none"> ○ Coordinate with Supply Unit and Operations Section on all matters involving the need to purchase, hire, contract, rent or lease. ○ Review all EOC contracts to ensure they identify the scope of work, specific site locations, and any requirements for insurance. ○ Verify contract costs with pre-established vendor contracts and/or agreements. ○ Negotiate rental and lease rates not already established, or purchase price with vendors as required. Obtain concurrence from the Finance/Administration Section Chief. ○ Finalize all agreements and contracts, as required. ○ Process Expenditure Authorization Forms and Purchase Orders and develop contracts in a timely manner. ○ Report vendors engaged in unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters, to the EOC Director and PREOC, if established. 3. <u>Submit Procurement Records to Cost Unit</u> <ul style="list-style-type: none"> ○ Forward costs and payment schedules to Cost Unit for processing of

Procurement Unit Coordinator	
	all EOC contracts.
Before Leaving:	<input type="radio"/> Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none">• Position Log (Form EOC 414)• Pre-approved Vendor List• Contract Forms

Compensation and Claims Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Manage Equipment Loss or Damage Claims</u> – Coordinate investigation and resolution of claims of equipment loss or damage due to response activities. 2. <u>Manage Injury Claims</u> – Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe. 3. <u>Manage Private Property Loss or Damage Claims</u> – Record all claims of public property loss or damage, and explore options for loss control and mitigation of hazards. 4. <u>Submit Claim Summaries to Cost Unit</u> – Forward summary of claim estimates to Cost Unit for processing.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Manage Equipment Loss or Damage Claims</u> <ul style="list-style-type: none"> ○ Receive and record claims of loss or damage to response equipment operating on behalf of the EOC or jurisdiction. ○ Obtain copies of relevant contracts from the Procurement Unit Leader. ○ Investigate equipment damage claims to determine cause and application under the contract, taking photographs where appropriate to document damage. ○ Consult with the Risk Management Officer on all claims of equipment loss or damage. ○ Maintain a chronological log of equipment damage claims reported during the event. 2. <u>Manage Injury Claims</u> <ul style="list-style-type: none"> ○ Receive and record all reports of injuries associated with the response effort. Establish a separate file for each reported incident. ○ Where injuries occur to jurisdiction employees or EOC volunteers, ensure all injury claims are investigated as soon as possible. ○ Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe. ○ Maintain a chronological log of injuries and illnesses reported during the event. 3. <u>Manage Private Property Loss or Damage Claims</u> <ul style="list-style-type: none"> ○ Receive and record all reports of private property loss or damage claims associated with the incident, working with the Damage Assessment prepared by the EOC Situation Unit. ○ Ensure all private property claims are investigated as soon as possible. ○ Consult with the Risk Management Officer on all claims of public

Compensation and Claims Unit Coordinator	
	<p>property loss or damage, and explore options for loss control and mitigation of hazards.</p> <ul style="list-style-type: none"> ○ Maintain a chronological log of private property damage reported during the event. <p>4. <u>Submit Claim Summaries to Cost Unit</u></p> <ul style="list-style-type: none"> ○ Forward summary of claim estimates to Cost Unit for processing.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)

Cost Accounting Unit Coordinator	
Responsibilities:	<ol style="list-style-type: none"> 1. <u>Acquire Cost Data</u> – Collect cost documentation daily from sites and EOC sections. 2. <u>Create and Maintain Cost Records</u> – Prepare and maintain a cumulative cost report for the event or disaster, accounting for all costs and losses incurred by the local government. 3. <u>Coordinate Financial Recovery for Jurisdiction</u> – Coordinate all financial recovery efforts with agencies offering emergency response support and assistance.
Reports To:	EOC Finance / Admin Section Chief
Getting Started:	<ul style="list-style-type: none"> ○ Follow the Generic "Getting Started" Checklist.
Main Checklist:	<ol style="list-style-type: none"> 1. <u>Acquire Cost Data</u> <ul style="list-style-type: none"> ○ Ensure that each EOC Section is documenting cost recovery information from the onset of the event. Advise staff of Disaster Financial Assistance rules and the importance of documentation. ○ Collect cost documentation daily at the end of each shift. ○ Assist Incident Commander(s) and Branch Coordinators in obtaining cumulative cost totals for the event on a daily basis. ○ Compute costs for use of equipment owned, rented, donated or obtained through aid, working with the Procurement Unit. ○ Obtain information from the Resource Unit regarding equipment use times. ○ Meet with the Documentation Unit Coordinator and review EOC position logs, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked. 2. <u>Create and Maintain Cost Records</u> <ul style="list-style-type: none"> ○ Prepare and maintain a cumulative cost report for the event or disaster, accounting for all costs and losses incurred by the local government. ○ Prepare and maintain a cost report to provide cumulative analyses, summaries, and total emergency related expenditures for the local jurisdiction. ○ In coordination with Documentation Unit organize and prepare records for PEP. ○ Organize and prepare records for final audit. 3. <u>Coordinate Financial Recovery for Jurisdiction</u> <ul style="list-style-type: none"> ○ Coordinate all fiscal recovery with agencies offering emergency response support and assistance. ○ Ensure that PEP has provided a task number for the incident.

Cost Accounting Unit Coordinator	
	<ul style="list-style-type: none"> ○ File a Disaster Financial Assistance "Registration of Intent to Claim (Local Government Body)" with PEP as soon as rough estimates of costs and losses are known. Refer to the PEP Website for details. ○ Prepare and coordinate disaster financial assistance documents and claims with PEP. ○ Prepare Disaster Financial Assistance documentation necessary to recover all allowable emergency response funds and financial assistance from PEP. ○ Contact the PEP Disaster Financial Assistance Coordinator for assistance and guidance.
Before Leaving:	<ul style="list-style-type: none"> ○ Follow the Generic "Before Leaving" Checklist.
Function Aids:	<ul style="list-style-type: none"> • Position Log (Form EOC 414)