EMERGENCY OPERATIONS CENTER
(EOC)
REFERENCE MANUAL

Prepared by:
CSU, Chico Police Department
Emergency Preparedness Program
MARCH 2010
OVERVIEW

The CSU, Chico Emergency Operation Center (EOC) Reference Manual fulfills the University's responsibilities to comply with Executive Order 1013 dated August 7, 2007. (See copy below). The Executive Order provides the framework of a campus Emergency Operations Program and Center.

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR

September 7, 2007

MEMORANDUM

TO: CSU Presidents
FROM: Charles B. Reed / Chancellor
SUBJECT: California State University Emergency Management Program — Executive Order No. 1013

Attached is a copy of Executive Order No. 1013 relating to the California State University Emergency Management Program. This executive order delegates to each president or his/her designee the implementation and maintenance of an emergency management system on each campus that will be activated when an event has the potential for reaching proportions beyond the capacity of routine operations.

In accordance with policy of the CSU, the campus president has the responsibility for implementing executive orders where applicable and for maintaining the campus repository and index for all executive orders.

If you have questions regarding this executive order, please call Ms. Charlene M. Minnick, Chief Risk Officer, Systemwide Office of Risk Management at 562-951-4580.

CBR/mas
Attachment

cc: Vice Chancellors
    Assistant Vice Chancellors
    Executive Staff, Office of the Chancellor
    Vice Presidents for Administration
    Vice Presidents for Academic Affairs
    Risk Managers
    University Police Chiefs
    Emergency Preparedness Coordinator/Manager
    Environmental Health and Safety Directors
    Chancellor's Office Divisional Heads
Executive Order No. 1013

THE CALIFORNIA STATE UNIVERSITY
Office of the Chancellor
401 Golden Shore
Long Beach, California 90802-4210
(562) 951-4580

Executive Order: 1013
Effective Date: September 7, 2007
Supersedes: Executive Order No. 921
Title: California State University Emergency Management Program

This executive order is issued pursuant to Chapter II of the Standing Orders of the Board of Trustees of the California State University and in concert with The California Emergency Services Act in Chapter VII, commencing with Section 8550, of Division I of Title II of the Government Code.

I. Purpose

The purpose of the executive order is to maintain an emergency management program on each campus that will be activated when a hazardous condition or natural disaster reaches or has the potential for reaching proportions beyond the capacity of routine operations. This executive order supersedes and modifies Executive Order No. 921 to adopt the National Incident Management System and incorporate revisions to further define the responsibilities and needs of an effective campus emergency management program.

II. Definitions

1. "Campus Multi-Hazard/Preparedness Plan (Plan)" - A document that establishes and outlines the campus’ planned response to an emergency. Each campus plan must be compliant with both the California State Emergency Management System (SEMS) as developed by the State Office of Emergency Services (OES), the National Incident Management System (NIMS) as developed by the Department of Homeland Security, and the Incident Command System (ICS).

2. "Emergency Coordinator" and "Emergency Manager" – Are used interchangeably and both mean the designated person with responsibility for campus-wide emergency management activities.
3. “Emergency Executive” – The designated campus executive, such as the Vice President of Business and Administration or other commensurate management position, with overall responsibility for campus-wide emergency management planning and execution of the campus Plan.

4. “Emergency Management Program” – A management framework for responding to and recovering from emergencies that may threaten the health and safety of the campus community or disrupt its programs and operations.

5. “Emergency Operations Center (EOC)” – A physical location at which the emergency management team convenes to establish and execute response strategies and tactics, deploy resources, and initiate the recovery process.

6. “Incident Command System (ICS)” – The nationally used standardized on-scene emergency management concept specifically designed to allow user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

7. “National Incident Management System (NIMS)” – A system mandated by the Homeland Security Presidential Directive/HSPD - 5 that provides a consistent nation-wide approach to enable all government, private-sector, and non-governmental organizations to work together during domestic incidents. The intent of NIMS is to be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity, and to improve coordination and cooperation between public and private entities in a variety of domestic incident management activities.

8. “Standardized Emergency Management System (SEMS)” – A system created by California Government Code Section 8607 that is designed to ensure that all public agencies have a common system to utilize in responding to emergencies. The California Office of Emergency Services administers SEMS.

9. “Training Record” – Documentation of training for employees, including employee name or other identifier, training dates, type(s) of training, training providers, and attendee sign-in sheets.

III. Responsibility

The president of each campus is delegated the responsibility for the implementation and maintenance of an emergency management program on campus and for ensuring the
following management activities are accomplished in support of the campus emergency management program:

1. Designate a primary and secondary person with responsibility for campus-wide emergency management. Such persons shall be referred to as the campus Emergency Coordinator or Emergency Manager.

2. Establish and equip a functional campus EOC consistent with SEMS, NIMS, and ICS guidelines.

3. Develop a campus Plan. On an annual basis or more frequently as needed, the Plan should be reviewed, updated, and distributed to the emergency management team members and others as identified by the campus.

4. Train campus community on the SEMS, NIMS, and ICS compliant campus Plan to include, at a minimum:
   
   A. Overview training of every employee within one year of employment.

   B. Specialized training annually for employees designated either as building coordinator or building floor marshal, EOC team member, or member of the campus emergency management team. Specialized training includes, but is not limited to, SEMS, NIMS, ICS, and crisis response.

   C. Training records for all campus training shall be kept for a minimum of seven years.

5. Conduct administrative review of the campus multi-hazard/preparedness plan annually or more frequently as needed. Testing of simulated emergency incidents and emergency communications, including the periodic testing of mutual aid and assistance agreements, shall be conducted utilizing one of the following formats and varying the type of event:

   A. Tabletop – Informal discussion of simulated emergency, no time pressures, low stress, useful for evaluating plans and procedures and resolving questions of coordination and responsibility. Testing of at least one hazard event should be done once a year.

   B. Drill – Single emergency response function, single agency involvement, often a field component. Testing should be done at least once a year.

   C. Functional Exercise – Policy and coordination personnel practice emergency response, stressful, realistic simulations, takes place in real time, emphasize emergency functions, EOC is activated. Testing should be done every other year.
D. Full scale Exercise – Takes place in real time, employees treat real people and use emergency equipment, coordinates many agencies, including testing of mutual aid and assistance agreements, tests several emergency functions, EOC is activated, and produces high stress. Testing should be done every seven years, however activation of the EOC in response to an actual emergency or disaster will meet this testing requirement.

E. Campus building evacuation drills – Conducted at least annually or more frequently as needed.

At the completion of each exercise or simulated emergency incident, full documentation of test results and lessons learned shall be documented in the form of a Corrective Action Plan or After Action Report, reviewed with the campus emergency management team, and maintained by the Emergency Manager or Emergency Coordinator for a period of not less than five years. Such reports will be made available to the Systemwide Office of Risk Management upon request. Activation of the EOC in response to an actual emergency or disaster will count as training in meeting the requirements of this section provided such emergency is well documented and discussed with the campus emergency management team.

6. Develop a roster of campus resources and contracts for materials and services that may be needed in an emergency situation including equipment, emergency power, communications, food and water, satellite and other mobile phone numbers, and update at least annually or as needed. The “updated as of date” should appear on each roster. Campus resources should be typed in accordance with NIMS guidelines to ensure compatibility of resources with other agencies. Resource typing includes its category, kind, and type.

7. Continually communicate the Plan to the campus community in a variety of methods through public education (e.g., web-posting of the Plan, except for active-shooter/terrorist responses plans) or other mechanisms for dissemination of hazard planning materials.

8. Once a year by December 1 or more frequently as needed, provide the Systemwide Office of Risk Management at the Chancellor’s Office a roster of emergency management team personnel as well as their designated back-up essential to the operation of the campus emergency management programs such as:

- President
- Emergency Executive
- EOC Director
- Emergency Manager/Emergency Coordinator
- Public Information Officer
The roster shall include name, office and emergency telephone numbers, including satellite phone numbers. These lists will be kept confidential and used only in emergency situations.

9. Support the Systemwide Emergency Preparedness Taskforce (SWEPT), which is an advisory body for CSU systemwide emergency management. SWEPT is a multi-discipline committee comprised of University Police Chiefs, Emergency Coordinators, Risk Managers and Environmental Health & Occupational Safety Directors and charged with studying and proposing solutions to systemwide issues such as emergency communications, mutual assistance protocols, and training.

10. On an annual basis or more frequently as needed, interact and coordinate comprehensive emergency management activities with appropriate city, county, operational area, state, federal government and private agencies to increase the readiness of the university. Attendance can be verified by meeting minutes, which should be kept for a minimum of two years.

Charles B. Reed, Chancellor

Dated: September 7, 2007
WHAT IS AN EMERGENCY OPERATIONS CENTER (EOC)?

The EOC is a location from which centralized management of an emergency response is performed. The University Police Department will serve as the EOC during a small-scale, Level I or Level II activation. If there is an emergency larger than a Level II, an alternate location will be assigned that is better suited to handle the people necessary to manage a large scale emergency.

The EOC provides a central location where strategic management of an incident is accomplished and support for field forces is provided. If requested by proper authority, the CSU, Chico EOC will become a Joint Operations Center (JOC), with county, city, and special district representatives to more efficiently manage the incident. Typical EOC or JOC activities include:

- Support for field forces
- Issuance of local declarations; requesting gubernatorial and presidential declarations
- Receiving and disseminating warning information
- Developing strategic policies and procedures
- Collecting and collating raw intelligence
- Preparing and providing finished intelligence reports
- Maintaining strategic status boards and situation reports
- Maintaining a liaison with state and federal government, and other counties
- Issuing press releases; conducting media briefings

Level of Activation – Staffing

The level of activation and staffing of the EOC is driven by the magnitude of the event and the demands placed on first responders and field forces. Some incidents might require a minimal activation and staffing pattern, while other incidents might require a complete activation and staffing pattern. The EOC Director is responsible for deciding at what level the EOC will be activated and what positions will be staffed. The EOC Director bases the level of activation on the report from the in-field Incident or Unified Command post. Chart on the following page contains an EOC staffing guide:
## EOC Staffing Guide

<table>
<thead>
<tr>
<th>Situation</th>
<th>Activation Level</th>
<th>Minimum Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unusual occurrence; potentially severe impact on health and safety</td>
<td>Level I</td>
<td>EOC Director</td>
</tr>
<tr>
<td>Severe weather warning</td>
<td>Minor Emergency</td>
<td>Watch Commander</td>
</tr>
<tr>
<td>Incident involves 2 or more county departments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major fire, flood, earthquake, or storm</td>
<td>Level II</td>
<td>EOC Director</td>
</tr>
<tr>
<td>Two or more significant incidents involving two or more county departments</td>
<td></td>
<td>Watch Commander</td>
</tr>
<tr>
<td>Severe hazardous materials incident involving multi-agency response, and large scale evacuations, or the threat of large scale evacuations</td>
<td>Moderate Emergency</td>
<td>Section Chiefs</td>
</tr>
<tr>
<td>Major event that overwhelms response resources, large scale evacuations, long duration of incident, mutual aid requested or rendered outside of the county</td>
<td>Level III</td>
<td>Full Activation</td>
</tr>
<tr>
<td></td>
<td>Major Emergency</td>
<td>All positions staffed</td>
</tr>
</tbody>
</table>
OBJECTIVES

The primary mission of the California State University, Chico EOC is to support field operations in resolving incidents in a manner that minimizes loss of life and property damage. This mission will be accomplished by achieving the following objectives:

- Protection of life, then property, is the priority of emergency response and recovery operations.
- EOC operations will concentrate on strategic, *not tactical*, issues.
- Coordination with local, state, and federal government agencies, and private sector resources.
- Efficient management of mutual aid resources.
- Establishment and completion of EOC Action Plans.
- Collection and collation of damage assessment information.
- Timely, accurate preparation and dissemination of press releases and emergency public information.

CONCEPT OF OPERATIONS

The structure within the EOC is commonly known as the Incident Command System (ICS). The principles and concepts within the ICS are:

- The ICS will manage most incidents locally.
- It uses a standard set of procedures.
- It establishes common terminology, standards, and procedures that enable diverse organizations to work together effectively.
- It incorporates measurable objectives.
- It is user friendly and is applicable across a wide spectrum of emergency response and incident management disciplines.
EOC operations will be conducted consistent with the following:

- Normal campus departmental policies and procedures will be in effect unless superseded by executive management.

- On-duty personnel are expected to remain on-duty until properly relieved. Off duty personnel may be placed on standby, or called to duty.

- Operational periods will be 12 hours unless modified by executive decision.

**EOC Organizational Structure**

CSU, Chico’s EOC/ICS is depicted in Appendix A: Organizational Chart, and follows the NIMS Organizational Structure. There are six major components. They are:

- Policy
- Management
- Operations
- Planning
- Logistics
- Finance

These six major components are described in detail in the following sections of the Reference Manual.
# Activation/Deactivation Checklists

## EOC Activation Checklist

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make decision to activate.</td>
<td>EOC Director, Authorized official</td>
</tr>
<tr>
<td>Contact Chancellor’s office</td>
<td>EOC Director, Authorized official</td>
</tr>
<tr>
<td>Determine staffing level; initiate call out.</td>
<td>EOC Director, Police Communications</td>
</tr>
<tr>
<td>Call out volunteers.</td>
<td>Logistics Chief, Section Chiefs</td>
</tr>
<tr>
<td>Set up EOC consistent with floor plan.</td>
<td>Watch Commander, Police Communications and Information Technology</td>
</tr>
<tr>
<td>Secure and connect phones, radios, and computers.</td>
<td>Police Information Technology</td>
</tr>
<tr>
<td>Request briefing from Communications; log and post essential information.</td>
<td>Planning Section Chief</td>
</tr>
<tr>
<td>Notify Butte County OES of activation.</td>
<td>Police Communications at the direction of the EOC Director, Watch Commander</td>
</tr>
<tr>
<td>Notify State OES of activation.</td>
<td>Police Communications at the direction of the EOC Director, Watch Commander</td>
</tr>
<tr>
<td>Mount situation status boards, maps, and charts.</td>
<td>Each EOC section</td>
</tr>
<tr>
<td>Pass out section checklists to all staffers.</td>
<td>Watch Commander, Section Chiefs</td>
</tr>
<tr>
<td>Inspect generator and fuel supply.</td>
<td>Logistics</td>
</tr>
<tr>
<td>Establish security.</td>
<td>CSUC Police Department</td>
</tr>
<tr>
<td>Establish shift schedule.</td>
<td>Established in the Incident Action Plan</td>
</tr>
<tr>
<td>Initiate and maintain documentation.</td>
<td>Documentation Unit Leader, all Section Chiefs</td>
</tr>
</tbody>
</table>
# EOC DEACTIVATION CHECKLIST

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>A demobilization plan and accountability of all resources must begin at the time of activation.</td>
<td>Demobilization Unit</td>
</tr>
<tr>
<td>Update the Chancellor’s Office.</td>
<td>EOC Director or Policy Group</td>
</tr>
<tr>
<td>Notify State OES and cities.</td>
<td>Watch Commander, EOC Director</td>
</tr>
<tr>
<td>Return phones, radios, and computers to storage.</td>
<td>Liaison Officer/Emergency Preparedness Coordinator, Police Communications, Police Information Technology</td>
</tr>
<tr>
<td>Capture data, then return situation status boards, charts, and maps to storage.</td>
<td>Section Chiefs</td>
</tr>
<tr>
<td>Inventory supplies and reorder as necessary.</td>
<td>Liaison Officer/Emergency Preparedness Coordinator</td>
</tr>
<tr>
<td>Conduct debrief, identify strengths, weaknesses, deficiencies, and shortfalls.</td>
<td>EOC Director, Section Chiefs</td>
</tr>
<tr>
<td>Prepare after-action report for EOC Director.</td>
<td>Planning Section</td>
</tr>
</tbody>
</table>
MANAGEMENT STRUCTURE AND RESPONSIBILITIES
(KNOWN AS INCIDENT COMMAND STRUCTURE/ICS)

The Management Structure of an Emergency Operations Center (EOC) is responsible for overall emergency response and recovery policies and coordination. (See Attachment A: EOC Organizational Chart). The EOC Director (normally the Chief of Police), designated by the President, has overall responsibility for response and recovery operations. The EOC has five major components. They are: Policy Group, Management, Operations Section, Planning Section, Logistics Section, and Finance Section.

The Management staff consists of:

- Policy Group
- Public Information Officer
- Safety Officer
- Liaison Officer/Emergency Preparedness Coordinator

The positions above, with the exception of the Policy group, report directly to the EOC Director and handle such matters as public information, safety, emergency management coordination, interagency liaison, and EOC security.

The Policy Group, which consists of the President, the Provost and Vice President for Academic Affairs, the Vice President for Business and Finance (who also serves as the EOC Executive), the Vice President for Student Affairs, the Vice President for Advancement, the Academic Senate Chair, and the President’s Chief of Staff, sets executive level policy relating to emergency response and recovery, promotes and enhances multi-jurisdictional coordination, and makes requests to the CSU Chancellor’s Office, as well as State and Federal government entities. However, the Policy Group does not participate in operational aspects of an emergency response.

In the event the President is not present or is disabled, the authority and responsibility to serve as the chief executive officer shall follow this chain of succession:

- Acting President
- Provost/Vice President of Academic Affairs
- Vice President for Business and Finance
- Vice President for Student Affairs
In the event that a Vice President is serving in an interim capacity, s/he shall be last in the “acting” rotation.

In the unlikely emergency circumstance whereby the President and Vice Presidents should all be unable or unavailable to discharge the abovementioned responsibilities, and the President cannot be reached within a reasonable period of time to name the Acting President, the Academic Senate Executive Committee and the Academic Deans shall convene to elect a person for temporary service. This person will discharge the necessary duties of the President in the interim period prior to either the return of the President or the abovementioned designees, or any necessary appointment of an “Acting President” by the Chancellor, upon Trustee authority.

The Policy Group approves policies regarding emergencies prior to an emergency, and works through the President in approving and authorizing recovery operations within the context of the emergency. The EOC Executive (the Vice President for Business and Finance) reports to the President and serves as the primary link between the President and the EOC Director, to coordinate and oversee the policies of the Emergency Operations Center activities.

**Start Up Checklist for The Policy Group prepared by the EOC Executive**

- Check in at Personnel Unit (Logistics Section).
- Obtain briefing from EOC Director.
- Determine if a campus emergency declaration is warranted and request resources from the Chancellor’s Office.
MANAGEMENT POSITION DESCRIPTIONS

EOC Director

The EOC Director (also called the Incident Commander) has the overall responsibility for the management of all emergency activities, including development, implementation, and review of strategic decisions, as well as post event assessment. He or she also designates a leader for each of the other Sections, depending on the character and scale of the emergency.

Responsibilities of the EOC Director

- Name the incident.
- Approve and implement the Incident Action Plan.
- Establish immediate priorities.
- Develop the level of incident command structure for the EOC appropriate for the incident and establish staffing levels.
- Determine the incident strategic objectives and goals.
- Evaluate and ensure that incident objectives are being accomplished.
- Manage and coordinate EOC operations in support of first responders and field forces.
- Coordinate response activities among responding agencies.
- Coordinate and clear press releases and emergency public information messages.
- Coordinate policy level decisions with the Policy Group.
- Demobilize resources as appropriate (see Deactivation Checklist).
- Ensure incident investigation as necessary.
- Conduct Post Operations De-Briefing and Reporting.

Secondary Responsibilities of the EOC Director depending on Length and Level of Incident

- Ensure adequate safety measures and message is in place and communicated to all workers.
- Brief command and general staff and give initial assignments, including specific delegation of authority.
- Set the time for the first planning meeting.
- Coordinate activity of all command and general staff.
- Direct staff to develop plans and staffing requirements; approve requests for additional resources and funding.
- Prepare and participate in planning meetings.
- Approve the release of information by the Public Information Officer (PIO).
- Determine if operational periods are necessary.
- Coordinate with outside entities as necessary.
Transfer of Command (for EOC Director if necessary)

When it is determined that a Transfer of Command (face-to-face) briefing needs to take place, the minimum essential information should include the following:

- Situation status
- Objectives and priorities
- Current organization
- Resource assignments
- Resources en route and/or ordered
- Facilities established
- Communications plan
- Prognosis, concerns and related issues

As incidents grow in size or complexity, a transfer command will occur one or more times. Whenever the transfer of command briefing takes place, the information conveyed should be recorded and displayed for easy retrieval and subsequent briefings.

Start Up Checklist

- Check in at the Personnel Unit (Logistics Section) if established.
- Obtain briefing. Use the material gleaned from the briefings to formulate strategy and determine activation level, operational periods, and staffing levels.
- Clarify assignment and authority issues.
- Establish operational periods, determine activation and staffing level. (if appropriate)
- Schedule periodic briefings with Section Chiefs.
- Anticipate how the event is likely to unfold in terms of the current prognosis.
Initiate and maintain a chronological Significant Event Log (ICS 214). This log is useful when drafting after action reports and damage assessment documentation required for receipt of disaster relief funds. Make certain that you accurately document:

- Time on duty and assignments
- Significant events
- Decisions, actions taken, and justification
- Names and contact information of key contacts
- Requests filled or denied
- Notifications that have been made to the CSU Chancellor’s Office, Butte County OES, and State OES that the EOC has been activated

**General Operations Checklist**

- Determine which sections and units are needed; notify responsible department head, order activation.
- Determine which Management section staff are required and activate.
- Brief EOC staffs.
- Make sure Action Planning meetings are scheduled and conducted as scheduled.
- Set strategic priorities and monitor for effectiveness.
- Brief the Policy Group.
- Determine intelligence and information needs, and then notify the appropriate sections.
- Clear press releases and emergency public information messages.
- Complete Management section Situation Status Report at the end of the shift.

**Deactivation Checklist**

- Authorize demobilization of EOC sections and units that are no longer required.
- Notify cities, county, and state OES of the present level of demobilization and plans for future demobilization.
Close out any unresolved activities, reports, or issues.

Ensure that all necessary forms and documents have been provided to Planning, Logistics, and Finance sections.

Begin preparation of after action report.

**Public Information Officer (PIO)**

The PIO is responsible for interfacing with the public and media and/or with other agencies that require incident-related information. The PIO will develop and release information to the media, incident personnel, and other agencies as appropriate and will monitor public's reaction to information.

**Responsibilities of the Public Information Officer (PIO)**

- Determines from the Incident Commander if there are any limits on information release.
- Develops material for use in media briefings.
- Obtains Incident Commander’s approval of media release.
- Informs media and conducts media briefings.
- Arranges for tours and other interviews or briefings that may be required.
- Obtains media information that may be useful to incident planning.
- Maintains current information summaries and/or displays on the incident and provides information on the status of incident to assigned personnel.
- Assigns Assistant Information Officers as appropriate.
- Acts as Point of Contact (POC) for all media representatives.
- Coordinates establishment of a Joint Information Center (JIC) to interface with other PIO’s.

**Start Up Checklist**

- Check in at the Personnel Unit (Logistics Section) if established.
- Obtain briefings from Section Chiefs.
- Coordinate staffing of additional shifts if more than one shift is operating.
Monitor field reports and EOC charts and status boards.

Open and maintain a chronological Significant Event Log (ICS 214). Address the following at a minimum:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

Obtain guidance from EOC Director regarding release of sensitive information.

Clear all releases with EOC Director prior to release.

Coordinate public information activities with field level Incident Commanders and other jurisdictions.

Prepare initial information summary.

Consider establishing a JIC.

Establish a rumor control center.

Arrange a meeting between key campus personnel and media representatives.

Provide escort service to media and VIPs.

Prepare a briefing sheet for each shift.

Prepare file copies of each media release.

**Deactivation Checklist**

Complete and file all required forms.

Prepare input for the after action report.
Determine any follow up action that you need to complete.

Close out logs, and file final copies of press releases.

Arrange for closure of the media center.

Arrange for closure of the JIC.

Notify media outlets of deactivation.

**Liaison Officer/Emergency Preparedness Coordinator**

The Liaison Officer/Emergency Preparedness Coordinator (EPC) is typically the person who has the overall best knowledge of the functioning of the EOC. The EPC, because of his/her working knowledge of the EOC facility, communications, support services, and the jurisdiction’s emergency plan can be an invaluable asset to the EOC Director who may not be as well versed in the day-to-day inner workings of the facility.

**Responsibilities of the Liaison Officer/Emergency Preparedness Coordinator**

- Assist the EOC Director and serve as an Advisor to the General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with operational area emergency plans and procedures.
- Facilitate the overall functioning of the EOC.
- Act as the point of contact for assisting and cooperating agencies and ensures proper procedures are in place for directing agency representatives.
- Maintain a list of assisting and cooperating agency representatives.
- Assist in establishing and coordinating interagency contacts.
- Keep outsides agencies aware of incident status.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
- Assign Assistant Liaison Officer as needed.
- Ensure that all developed guidelines, directives, action plans, and appropriate situation information is disseminated to Agency Representatives and that supporting agency/organization information is relayed to appropriate EOC staff.
Start Up Checklist

❖ Check in at the Personnel Unit (Logistics Section) if established.

❖ Obtain briefings from Section Chiefs and the EOC Director.

❖ Assist the EOC Director in determining appropriate staffing for the EOC.

❖ Provide assistance and information regarding section staffing to all general staff.

❖ Determine which outside agencies need to send representatives to the EOC.

- Special districts
- Cities
- State OES
- Federal (FBI, FEMA, USDA, SBA)
- Private sector (Associated General Contractors, vendors)
- Non-Governmental, humanitarian, and volunteer (ARC, Salvation Army, CERT, Citizen Corps, AmeriCorps, Search and Rescue)

❖ Assist the EOC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.

❖ Advise the EOC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.

❖ Assist the Planning/Intelligence Section in the development, continuous updating, and execution of the EOC Action Plan.

❖ Provide overall procedural guidance to General Staff as required.

❖ Provide general advice and guidance to the EOC Director as required.

❖ Ensure that all notifications are made to the Operational Area EOC.

❖ Monitor field activities, situation status boards, charts, and maps.
Assist the EOC Director in opening and maintaining a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

Ensure that all communications with appropriate emergency response agencies is established and maintained.

Assist the EOC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media, and the general public.

Provide assistance with shift change activity as required.

**General Operations Checklist**

Serve as point of contact for assigned Agency Representatives:

- Sign them into the EOC.
- Orient them to the EOC.
- Explain their function and your expectations.

Keep the EOC Director apprised of what agencies have representatives assigned to the EOC.

Provide a list of Agency Representatives to each Section Chief.

Connect Agency Representatives with Section Chiefs.

Brief Agency Representatives when necessary.

Monitor field activity, situation reports, charts and maps.

Evaluate the need for Agency Representatives and deactivate as required.
Deactivation Checklist

○ Complete all ongoing projects.

○ File all required forms and reports.

○ Prepare an after action report for the EOC Director.

○ Sign out at Personnel Unit (Logistics Section)

Safety Officer

The Safety Officer (SO) monitors incident operations and advises the EOC Director on all matters relating to operational safety, including the health and safety of emergency responder personnel. The SO provides 24-hour safety overview for the EOC, incident, and support facilities.

Responsibilities of the Safety Officer

- Assess and communicate hazardous and unsafe situations.
- Ensure a site safety and health plan is developed.
- Develop safety measures or communication to assure personnel safety.
- Correct unsafe acts or conditions.
- Maintain awareness of active and developing situations.
- Prepare and include safety messages in the Incident Action Plan.
- Assign assistants as necessary.

Start Up Checklist

○ Report to EOC Director.

○ Check in at Personnel Unit (Logistics Section) if appropriate.

○ Obtain briefings from EOC Director and Section Chiefs.

○ Monitor field operations, situation status boards, maps, and charts.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Participate in planning meetings.
- Identify hazards and situations.
- Stop unsafe acts (that are outside of the planned objectives/strategies).
- Investigate accidents.
- Develop a site safety plan for incidents involving hazardous materials.

**Deactivation Checklist**

- Complete ongoing projects and file all required forms and reports.
- Prepare an after action report and provide a copy to the EOC Director.
- Check out at Personnel Unit (Logistics Section).
## UNIT LOG

<table>
<thead>
<tr>
<th>1. Incident Name</th>
<th>2. Date Prepared</th>
<th>3. Time Prepared</th>
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<tr>
<td>4. Unit Name/Designation</td>
<td>5. Unit Leader (Name and Position)</td>
<td>6. Operational Period</td>
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### 7. Roster of Assigned Personnel

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### 8. Activity Log

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7. SUMMARY OF CURRENT OBJECTIVES AND ACTIONS

CURRENT OBJECTIVES:

CURRENT ACTIONS:
6. CURRENT ORGANIZATION

INCIDENT COMMANDER

PLANNING
OPERATIONS
LOGISTICS

STAGING

AIR

AIR OPERATIONS
AIR SUPPORT
AIR TACTICAL
AIR TANKER/ FIXED WING COORD
HELICOPTER COORD

DIV/GRP
DIV/GRP
DIV/GRP
5. RESOURCES SUMMARY

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ICS 201
5-94
**OPERATIONS SECTION**

The EOC Operations Section is responsible for directing strategic operational response. This section provides operations related objectives, priorities, and information to the Planning Section for dissemination to other EOC sections and for inclusion in EOC Action Plans.

The Operations Section is headed by the Operations (Ops) Section Chief and is subdivided into units based on the extent of the emergency. Units may be subdivided into divisions, such as but not limited to: HAZMAT, Fire, and Health Department response needs. CSU, Chico’s Operation’s Section include: Law Enforcement, Fire/Rescue, Facilities Management and Services, and Student Health Services.

Operations Section Staff consists of:

- Operations Chief
- Law Enforcement Unit
- Fire/Rescue Unit
- Facilities Management and Services Unit
- Student Health Services Unit

**Operations Section Chief Responsibilities**

- Manage all operations directly applicable to the primary response mission.
- Make expedient changes to the Incident Action Plan.
- Develop the operations portion of the Incident Action Plan.
- Brief and assign Operations Section personnel in accordance with the Incident Action Plan.
- Supervise Operations Section ensuring safety and welfare of all personnel.
- Determine need and requests additional resources.
- Review suggested list of resources to be released and initiates recommendation for release of resources.
- Report information about special activities, events, and occurrences to EOC Director.

**Start Up Checklist**

- Report to EOC Director.
- Check in at Personnel at the Logistics Unit.
Obtain briefings from EOC and other Section Chiefs.

Brief section staff.

Monitor field operations, situation status boards, maps, and charts.

Open and maintain a Significant Event Log. Address the following:
- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

General Operations Checklist/Deactivation

Ensure safe tactical operations.

Make, or approve, expedient changes to the Incident Action Plan during the operational period, as necessary.

Approve suggested list of resources to be released from assigned status (not released from the incident).

Assemble and disassemble team/task forces assigned to operations section.

Report information about changes in the implementation of the IAP, special activities, events, and occurrences to Incident Commander as well as to Planning Section Chief and Information Officer.

Maintain Unit/Activity Log (ICS 214).

Law Enforcement Unit Responsibilities

- Coordinate movement and evacuation operations during a disaster.
- Alert and notify the public of the impending or existing emergency within CSU, Chico.
- Coordinate law enforcement and traffic control operations during the disaster.
- Coordinate site security at incidents.
- Coordinate Law Enforcement Mutual Aid requests from emergency response agencies.
- Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintains status of unassigned Law Enforcement resources in Butte County.
- Supervise the Law Enforcement Unit.
Start Up Checklist

- Report to Operations Section Chief.
- Check in at Personnel Unit (Logistics Section)
- Obtain briefings from Operations Chief.
- Monitor field operations, situation status boards, maps, and charts.

- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

General Operations Checklist

Initial Response

- Keep the Operations Chief informed of the field situation and response efforts.
- Coordinate with the appropriate Units of the Logistics Section for supplies, equipment, personnel and transportation for field operations.
- Establish a multi-purpose staging area as required; coordinate location and management of base area with the Logistics Chief and Resource Unit in the Planning Section.

Alerting/Warning the Public (In coordination with Fire Department[s])

- Designate area to be warned and/or evacuated.
Develop the warning/evacuation message; at a minimum, the message should include:

- Nature of the emergency and exact threat to public.
- Threat areas.
- Time available for evacuation.
- Evacuation routes.
- Radio stations carrying instructions and details.

Coordinate all emergency warnings and messages with the Operations Chief, EOC Director, and the PIO. Consider following these dissemination methods:

- Notifying responding emergency units to use loudspeakers and sirens to announce warning messages.
- Determine if helicopters are available and/or appropriate for announcing warnings.
- Coordinate with the PIO for the transmission of warnings on cable TV, local radio stations, or local low power radio stations upon approval of the EOC Incident Commander.
- Coordinate with the EOC Operations Chief or County Emergency Management Coordinator for the transmission of warning on the Emergency Alerting System (EAS).
- Utilize Community Service Officers, Explorers, Volunteers, Reserves and other responding personnel as necessary to help with warnings; request through the Logistics Section.

Ensure that dispatch notifies special facilities requiring warning and/or notification (i.e., hospitals, schools, government facilities, special industries, etc.).

Warn all non-English speaking and hearing impaired persons of the emergency situation/hazard by:

- Using bilingual employees or the American Red Cross whenever possible.
- Translating all warnings, written and spoken, into appropriate languages.
- Contacting media outlets (radio/television) that serve the languages you need.
- Utilizing TDD machines and 9-1-1 translation services to contact the deaf and/or non-English speaking individuals.
- Using pre-identified lists of disabled and hearing impaired persons for individual contact.

Check vacated areas to ensure that all people have received warnings.

Evacuation Checklist

- Implement the evacuation portion of the EOC Action Plan.
- Establish emergency traffic routes in coordination with Facility Management and Chico Fire.

- Coordinate with the Public Works Unit traffic engineering personnel to determine capacity and safety of evacuation routes and time to complete evacuation.

- Ensure that evacuation routes do not pass through hazard zones.

- Identify alternate evacuation routes where necessary.

- Through field unit requests, identify persons/facilities that have special evacuation requirements (i.e., disabled, hospitalized, elderly, institutionalized, incarcerated, etc.); check status and evacuate if necessary; coordinate with the Logistics Section for transportation.

- Consider use of county vehicles if the threat is imminent; coordinate use of county and Facility Management vehicles (trucks, vans, etc.) with the Logistics Section; encourage the use of private vehicles if possible.

- Establish evacuation assembly points.

- Coordinate the evacuation of hazardous areas with neighboring jurisdictions and other affected agencies.

- Coordinate with the Care and Shelter Unit to open evacuation centers.

- Place towing services on stand-by to assist disabled vehicles on evacuation routes.

- Monitor status of warning and evacuation processes.

- Enforce curfew and other emergency orders as identified in the EOC Action Plan.

- Coordinate security in the affected areas to protect public and private property.

- Coordinate security for critical facilities and resources.

- Coordinate law enforcement and crowd control services at mass care and evacuation centers.

- Ensure that detained inmates are protected from potential hazards; ensure adequate security and relocate if necessary.

- Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.

- Develop procedures for safe re-entry into evacuated areas.
Other

- Coordinate with appropriate animal care agencies and the Facilities and Supply Units of the Logistic Section; take required animal control measures as necessary.

- If requested, assist the County Coroner with removal and disposition of fatalities.

Deactivation Checklist

- Complete ongoing projects.

- Complete and file all required forms and reports.

- Prepare an after action report and provide a copy to the Operations Section Chief.

- Check out at Personnel Unit and erase your name from the EOC Organization Chart.

Fire/Rescue Responsibilities

(Note: Fire/Rescue will work closely with Law Enforcement Unit regarding responsibilities of putting out a fire and rescuing the injured.)

- Coordinate with Law Enforcement Unit regarding evacuation operations during a disaster.
- Supervise the Fire/Rescue Unit.

Start Up Checklist

- Report to Operations Section Chief.

- Check in at Personnel Unit (Logistics Section).

- Obtain briefings from Operations Chief.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Operations Section Chief.
- Check out at Personnel Unit (Logistics).

**Facilities Management and Services Responsibilities**

- Assist other Operation Section Units by providing equipment and operators as necessary.
- Provide assistance to the Damage Assessment Unit as required.
- In the event of flooding, provide flood-fighting assistance, such as sandbagging, rerouting waterways away from populated areas, and river, creek, or stream bed debris clearance.
- Supervise the Public Works Unit.

**Start Up Checklist**

- Report to Operations Chief.
- Check in at Personnel Unit (Logistics).
- Obtain briefings from Operations Chief.
Monitor field operations, situation status boards, maps, and charts.

Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Ensure that appropriate staff is available to assist other emergency responders with the operation of heavy equipment in coordination with the Logistics Section.

- Maintain current status on Public Works missions being conducted in County. Use the Public Works Chart to display information and the Public Works Report to retain information.

- Ensure that engineering staff are available to assist the Damage Assessment Unit in inspecting damaged structures and facilities.

- As requested, direct staff to provide public works assistance, clearing debris from roadways and water ways, assisting with utility restoration, and build temporary emergency structures as required.

- Work closely with the Logistics Section to provide support and materiel as required.

- Refer all contacts with the media to the Public Information Officer.

**Deactivation Checklist**

- Complete ongoing projects.

- Complete and file all required forms and reports.

- Prepare an after action report and provide a copy to the Operations Section Chief.
Check out at Personnel Unit (Logistics).

**Student Health Center Responsibilities**

- Monitor medical needs.
- Coordinate the delivery of emergency medical and health services.
- Monitor and support the delivery of medical care at incident sites, emergency medical care facilities, and hospitals.
- Provide medical support and health maintenance for field personnel.

**Start Up Checklist**

- Report to Operations Chief.
- Check in at Personnel Unit (Logistics).
- Obtain briefings from Operations Chief.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

**General Operations Checklist**

- Determine status and patient care capabilities of medical facilities and EMS agencies.
- Determine whether to activate public health assessment teams.
- Determine status of resources such as:
  - Ambulances.
  - Current and projected patient loads at hospitals.
• Capabilities of urgent and critical care facilities.

○ Prepare triage guidance for field forces.

○ Establish liaison with state EMSA and DHS.

○ Prepare to initiate immunization and vaccination operations.

○ Provide support to mass care and shelter facilities.

○ Coordinate distribution of medications.

○ Support Health Unit in developing and initiating a disease surveillance program.

○ Monitor field forces, situation status boards, charts, and maps.

○ Advise Logistics Section of anticipated personnel, equipment, and supply needs.

○ Periodically update the Situation Status unit of the Planning Section.

**Deactivation Checklist**

○ Complete ongoing projects.

○ Complete and file all required forms and reports.

○ Prepare an after action report and provide a copy to the Operations Section Chief.

○ Check out at Personnel Unit.
# UNIT LOG

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9. Prepared by (Name and Position)

ICS 214

3/2007
Planning Section

The EOC Planning Section is responsible for collecting, evaluating, and disseminating key emergency/disaster information. The Planning Section also manages EOC message distribution, collects and analyzes damage assessment and response data, conducts planning meetings, maintains EOC documentation, and coordinates the development and distribution of EOC Action Plans, long-range planning and plans for demobilization at the end of the incident.

The Planning Section is headed by the Planning Section Chief and is comprised of subsets, called units. The Planning Section is also the initial place of check-in for any Technical Specialists assigned to the incident. Depending on their assignment, Technical Specialists may work within the Planning Section, or be reassigned to other incident areas.

Planning Section Staff consists of:

- Planning Chief
- Situation/Documentation Unit
- Damage Assessment/Facilities Management Unit
- Environmental Health and Safety Unit
- Counseling Unit
- Disabled Student Services Unit

Planning Chief Responsibilities

- Prepare periodic situation reports.
- Facilitate Action Planning meetings.
- Prepare and distributes Action Plans.

Start Up Checklist

☑ Report to EOC Director.

☑ Check in at Personnel Unit; Logistics.

☑ Obtain briefings from EOC Director, PIO, and other Section Chiefs.

☑ Monitor field operations, situation status boards, maps, and charts.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Staff all required section positions.
- Brief Section Staff.
- Make certain that information is being collected and displayed in a timely manner.
- Make certain that status boards, charts, and maps are kept accurate and current.
- Meet with EOC Director and other Section Chiefs to establish operational periods and schedule Action Plan meetings.
- Solicit input from other Section Chiefs for Action Plan meeting.
- Facilitate Action Plan meeting.
- Prepare advance planning documents that include alternative strategies and predictions.
- Monitor field force activity for significant incidents.

**Deactivation Checklist**

- Complete ongoing projects.
Complete and file all required forms and reports.

Collect after action report input from the EOC Director and all Section Chiefs.

Prepare an after action report and provide a copy to the EOC Director.

Check out at Personnel Unit and erase your name from the EOC Organization Chart.

**Documentation Unit Responsibilities**

- Establish a system to collect, organize, and maintain incident files for legal, analytical, and historical purposes.
- Collect and organizes documentation from all EOC Sections.
- Maintain an accurate, complete record of significant disaster events and response efforts.
- Assist other Sections in documenting activities.
- Assist the Planning Chief in preparing and distributing the Action Plan.
- Collect, collate, analyze, and display incident status and situation status information.
- Develop finished intelligence products (situation status reports, analysis of raw intelligence data, and predictions) for use by the end consumer (Management Staff).
- Maintain and keeps current and accurate, situation status boards, charts, and maps.

- Maintain tracking and status records of mutual aid resources on hand, requested, and committed.
- Coordinate closely with the Operations Section.
- Prepare and maintain displays, charts, and lists which reflect the current status and location of resources, transportation, and support equipment.
- Establish a resource reporting system.
- Prepare and process resource status change information.
- Maintain tracking and status records of mutual aid resources on hand, requested, and committed.
- Prepare and maintain displays, charts, and lists which reflect the current status and location of resources, transportation, and support equipment.
- Establish a resource reporting system.

**Start Up Checklist**

- Report to Planning Chief.

- Check in at Personnel Unit; sign in on EOC Organization Chart.
Obtain briefings from Planning Chief.

Monitor field operations, situation status boards, maps, and charts.

Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Meet with the Planning Chief to determine what materials should be retained for records
- Advise other Sections on what records to retain.
- Assist other Sections in setting up a filing system.
- Set up a system for collecting all Section and Unit journals and logs at the end of each operational period.
- Establish a runner support system.
- Collate the data that is collected.
- Display and keep current information contained on status boards.
- Prepare and display maps. Request maps from GIS if need be.
- Initiate an authentication procedure to verify the accuracy of field reports.
- Poll the EOC Director and all Section Chiefs to determine the need for specialized information and intelligence.
○ Initiate an advance planning function. Try to forecast how the event will unfold.

○ Direct unit personnel to collect, organize, and display status of incident mutual aid resources to include allocation, deployment and staging areas.

○ Establish check-in procedures for mutual aid resources at incident locations or base areas.

○ Contact base area to maintain status information.

○ Provide an up to date resource summary to Operations Section.

○ Provide for an authentication system in case of conflicting mutual aid resources status reports.

○ Provide a mutual aid resources overview, summary information to the situation, and written status reports on resource allocations to Section Chiefs.

○ Assist in strategy planning based on the evaluation of the resources allocation, mutual aid resources en route, and projected resources shortfalls.

○ In close coordination with the Planning and Operations Chiefs, plan for identification and deployment of mutual aid resources.

Deactivation Checklist

○ Complete ongoing projects.

○ Complete and file all required forms and reports.

○ Prepare an after action report and provide a copy to the Planning Chief.

○ Check out at Personnel Unit and erase your name from the EOC Organization Chart.
Damage Assessment/Facilities Management and Services Unit Responsibilities

The Damage Assessment Unit oversees the collection, maintenance, and distribution of detailed damage assessment data.

Start Up Checklist

☑ Report to Planning Chief.

☑ Check in at Personnel Unit; sign in on EOC Organization Chart.

☑ Obtain briefings from Planning Chief.

☑ Monitor field operations, situation status boards, maps, and charts.

☑ Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

General Operations Checklist

☑ Coordinate the formation and assignments of damage assessment teams.

☑ Prepare a detailed damage assessment report for the EOC Director. Since this report will provide justification for a gubernatorial or presidential declaration, and ultimately impact the degree of state and federal disaster relief funds that the campus will receive, emphasize:

- Number of buildings destroyed.
- Number of buildings damaged.
- Extent of damages expressed in dollar amounts.
- Amount and percentage of uninsured loss.
- Number of displaced people.
Deactivation Checklist

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Planning Chief.
- Check out at Personnel Unit.

Environmental Health and Safety Responsibilities

- Monitor public health status of the campus.
- Provide direct intervention, public health information bulletins, inspections, monitoring and abatement of chemical and biological hazards.
- Assure compliance with accepted public health practices with regard to:
  - Food preparation and storage
  - Waste disposal
  - Potable water
  - Vector borne disease
  - Hazardous materials
  - Air quality
  - Immunization
  - Quarantine

Start Up Checklist

- Report to Planning Chief.
- Check in at Personnel Unit; Logistics
- Obtain briefings from Planning Chief.
- Monitor field operations, situation status boards, maps, and charts.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Monitor field operations, situation status boards, charts, and maps.
- Develop a plan that details how your unit will implement its portion of the action plan.
- Establish liaison with Butte County Public Health and State Department of Health Services.
- Prioritize public health issues.
- Provide plume models and projections to the Operations Section Chief and the Planning Section.
- Monitor vector borne disease and implement control measures.
- Monitor animal disease outbreaks and implement control.
- Monitor water quality.
- Establish liaison with laboratory facilities.
- Determine decontamination and remediation strategies.
- Monitor and inspect food preparation and mass feeding facilities and operations.
- Conduct health inspections of damaged buildings and facilities.
- Establish monitoring and decontamination standards for contaminated first responders and civilians.
○ Coordinate distribution of medications and immunizations with Medical Unit.

○ Implement, revise, and update disease surveillance plans.

○ Prepare public information releases and provide them to the PIO.

_Deactivation Checklist_

○ Complete ongoing projects.

○ Complete and file all required forms and reports.

○ Prepare an after action report and provide a copy to the Planning Section Chief.

○ Check out at Logistics Unit

_Counseling Services Responsibilities_

- Establish infield critical incident mental health support services.
- Maintain post incident contact and follows up with emergency personnel and others affected by post traumatic incident stress.

_Start Up Checklist_

○ Report to Planning Chief

○ Check in at the Personnel Unit; Logistics.

○ Obtain briefings from Planning Chief.

○ Open and maintain a Significant Event Log (ICS 214). Address the following:

  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
• Name and contact information of key contacts.
• Request filled or denied.

**General Operations Checklist**

- Determine the mental health status of emergency providers and the public.
- Triage mental health concerns and request additional resources if necessary.
- Develop a plan for post incident stress debriefing

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report to include a plan for post critical incident debriefing and follow up care for those experience mental health concerns as a result of the incident. Provide a copy of the after action report and mental health plan to the Operations Chief and Logistics Chief.
- Check out at Personnel Unit and erase your name from the EOC Organization Chart.

**Disabled Student Services**

- Establish infield critical disabled support services.
- Coordinate and facilitate services for faculty, staff, and students with special needs.

**Start Up Checklist**

- Report to Planning Chief
- Check in at the Personnel Unit; Logistics.
- Obtain briefings from Planning Chief.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Determine the status of anyone requiring special needs that may be involved in the emergency.
- Triage special needs concerns and request additional resources if necessary.
- Develop a plan for debriefing.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report to include a plan for post critical incident debriefing and follow up care for those with special needs that were involved in the incident. Provide a copy of the after action report to the Operations Chief.
- Check out at Personnel Unit; Logistics.
<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>ICS 202</th>
<th>1. INCIDENT NAME</th>
<th>2. DATE PREPARED</th>
<th>3. TIME PREPARED</th>
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<tbody>
<tr>
<td>4. OPERATIONAL PERIOD (Date/Time)</td>
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<td>5. OVERALL INCIDENT OBJECTIVE:</td>
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<td>6. OBJECTIVES FOR THIS OPERATIONAL PERIOD:</td>
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<td>7. WEATHER FORECAST FOR OPERATIONAL PERIOD</td>
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<td>8. GENERAL/SAFETY MESSAGE</td>
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<td>9. ATTACHMENTS (✔ IF ATTACHED)</td>
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<tr>
<td>□ ORGANIZATION LIST (ICS 203)</td>
<td>□ MEDICAL PLAN (ICS 208)</td>
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<td>□ ASSIGNMENT LISTS (ICS 204)</td>
<td>□ INCIDENT MAP</td>
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<td>□ COMMUNICATIONS PLAN (ICS 205)</td>
<td>□ TRAFFIC PLAN</td>
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<tr>
<td>ICS 202</td>
<td>5-94</td>
<td>10. PREPARED BY (Planning Section Chief)</td>
<td>11. APPROVED BY (Incident Commander)</td>
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### INCIDENT OBJECTIVES

<table>
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<th>1. INCIDENT NAME</th>
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<th>3. TIME PREPARED</th>
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4. OPERATIONAL PERIOD (Date/Time)

5. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (Include Alternatives)

<table>
<thead>
<tr>
<th>6. Weather Forecast for Operational Period</th>
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7. GENERAL/SAFETY MESSAGE

<table>
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<th>8. Attachments (✓ if attached)</th>
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<tbody>
<tr>
<td>Organization List (ICS 203)</td>
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<td>Division Assignment Lists (ICS 204)</td>
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<td>Communications Plan (ICS 205)</td>
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<tr>
<td>Medical Plan (ICS 206)</td>
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<tr>
<td>Incident Map</td>
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<td>Traffic Plan</td>
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<th>ICS 202</th>
<th>3-80</th>
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9. PREPARED BY (Planning Section Chief)  
10. APPROVED BY (Incident Commander)

11-9-1300-VG
# UNIT LOG

<table>
<thead>
<tr>
<th>1. Incident Name</th>
<th>2. Date Prepared</th>
<th>3. Time Prepared</th>
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<tr>
<th>4. Unit Name/Designation</th>
<th>5. Unit Leader (Name and Position)</th>
<th>6. Operational Period</th>
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## Roster of Assigned Personnel

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<thead>
<tr>
<th>Name</th>
<th>ICS Position</th>
<th>Home Base</th>
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## Activity Log

<table>
<thead>
<tr>
<th>Time</th>
<th>Major Events</th>
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9. Prepared by (Name and Position)

ICS 214

3/2007
LOGISTICS SECTION

The EOC Logistics Section is responsible for providing facilities, services, personnel, equipment, supplies, and materials to meet the logistical needs of both field and EOC operations. The Logistics Section is headed by the Logistics Section Chief.

Logistics Section Staff include the following:

- Logistics Chief.
- Communications/Computing and Information Technology Unit.
- Human Resources Unit.
- Associated Students/Housing Unit.
- Procurement Unit.
- Equipment and Supplies Unit.
- Facilities Unit.

Logistics Chief Responsibilities

The Logistics Chief provides logistical support services to field forces.

Start Up Checklist

- Report to EOC Director.
- Check in at Personnel Unit.
- Obtain briefings from EOC Director.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
• Request filled or denied.

**General Operations Checklist**

- Obtain briefing from EOC Director.
- Staff section positions.
- Brief section staff.
- Identify service support requirements, based on request of Section Chiefs.
- Process support requests.
- Assist Planning Section in facilitating Action Planning meeting.
- Adjust priorities and section assignments to be consistent with goals and objectives of the Action Plan.
- Advise EOC Director and other Section Chiefs on current support capabilities and shortfalls.
- Estimate and plan for support requirements at least two operational periods ahead.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the EOC Director.
- Check out at Personnel Unit.
Communications/Computing and Information Technology Responsibilities

- Oversee the section that manages radio and telephone communication needs of field forces and EOC staffers.
- Provide equipment, repair, guidance and technical assistance for:
  - EOC computer systems, peripherals, and software.
  - EOC automation systems.
  - GIS operations.
  - Imaging services.
  - Internet, LAN, and WAN hook ups.

**Start Up Checklist**

- Report to Logistics Chief.
- Check in at Personnel Unit.
- Obtain briefings from Logistics Chief.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

**General Operations Checklist**

- Develop and distribute a comprehensive communications plan.
- Develop and implement an accountability system for communication gear that is issued.
- Establish written procedures for telephone and radio use.
Anticipate land line and cell phone outages and make alternative plans.

Develop and distribute a plan for replacing and repairing malfunctioning equipment.

Develop a plan to issue, repair, and exchange computers.

Check all computers, peripherals, Internet, LAN, and WAN hook ups for operational status.

Establish and publicize a Help Desk contact phone number and E-Mail address for campus staffers.

Develop and distribute a plan for trading in expended batteries and charging those batteries for future use.

Develop a plan for tying in with cities, Butte County, other counties, state, and federal communications systems and links.

*Deactivation Checklist*

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Logistics Chief.
- Check out at Personnel Unit.

*Human Resources Responsibilities*

- Obtain, coordinate, and allocate all non-fire service and non-law enforcement mutual aid personnel support requests.
- Identify sources and maintains an inventory of personnel support and volunteer resources.
- Coordinate identification and registration of disaster service workers.
- Establish and maintain an EOC Organization Chart.
- In coordination with the Finance Section Time Unit Leader, establish and maintain staff time records for pay and cost recovery purposes.

**Start Up Checklist**

- Report to Logistics Chief.
- Secure EOC Organization Chart, post it, and maintain it.
- Obtain briefings from Logistics Chief.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

**General Operations Checklist**

- Develop a staffing plan for the EOC as well as field forces.
- Monitor and update the EOC Organization Chart.
- Receive and process requests for personnel support:
  - Identify number of personnel requested.
  - Identify classification of personnel requested.
  - Identify special qualifications of personnel requested (licensure, training, etc).
  - Reporting location and time.
  - Determine estimated time of arrival of requested personnel resources.
○ Develop a personnel tracking system.

○ Tabulate:

- Number of personnel, including volunteers, processed by your unit.
- Number of personnel, including volunteers, allocated and assigned by your unit.
- Number of personnel on standby.
- Number of unfilled requests.

○ Develop a plan and system to integrate volunteers and disaster service workers into the response and recovery system.

○ Coordinate with the Equipment & Supplies and Facilities Units for feeding and sheltering of personnel.

○ Establish a child care plan for employees.

○ Coordinate with Counseling Unit for crisis counseling and debriefing of staff.

○ Coordinate volunteer recruitment with the PIO.

_Deactivation Checklist_

○ Complete ongoing projects.

○ Complete and file all required forms and reports.

○ Prepare an after action report and provide a copy to the Logistics Chief.

○ Check out at Personnel Unit.

_Associated Students/Housing Responsibilities_

- Establish and maintain shelters, in conjunction with the American Red Cross (ARC).
- Coordinate feeding operations, and hygiene inspections of mass care facilities.
**Potential Shelter Site Checklist**

Potential shelters include county facilities such as; community centers, recreational facilities, and auditoriums; churches; schools; and, convention centers.

- Identify pre-event.
- Negotiate MOU or other document with the owner permitting use as a shelter.
- Establish operational procedures with the ARC.
- Arrange for structural safety inspection of the facility.
- Arrange for a CalOSHA safety inspection.
- Ensure that designated shelters comply with ADA standards.
- Perform a walk-through with the owner of the building prior to opening the shelter and after closing the shelter.
- Schedule periodic health inspections.

**Start Up Checklist**

- Report to Operations Chief and Logistics Chief.
- Check in at Personnel Unit.
- Obtain briefings from Operations and Logistics Chiefs.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
• Decisions made, actions taken, and justification.
• Name and contact information of key contacts.
• Request filled or denied.

**General Operations Checklist**

- Determine the number and location of evacuation centers and mass care shelters required.

- If mass evacuations and sheltering operations are required that exceeds campus capacity, contact the ARC and request assistance.

- Monitor sheltered populations for anxiety and stress. Arrange for grief counseling and stress debriefing if needed.

- Coordinate with law enforcement for security at shelters.

- Coordinate with Communication Unit for communication links between shelters and the EOC.

- Coordinate transportation of evacuees.

- Coordinate meal preparation and serving for EOC employees.

- Coordinate on-campus sheltering (rest areas) locations for EOC employees.

**Deactivation Checklist**

- Complete ongoing projects.

- Complete and file all required forms and reports.

- Prepare an after action report and provide a copy to the Operations and Logistics Chief.

- Check out at Personnel Unit.
**Procurement Unit Responsibilities**

- Coordinate procurement, allocation, and distribution of resources, such as food, potable water, petroleum products, heavy equipment, and specialized equipment.
- Coordinate EOC supplies.
- Locate vendors and supply sources and negotiate contracts with them.
- Purchase, rent, or lease equipment.
- Arrange for delivery of equipment and supplies to the job site or staging area.
- Maintain detailed requisition and purchasing records.

**Start Up Checklist**

- Report to Logistics Chief.
- Check in at Personnel Unit.
- Obtain briefings from Logistics Chief.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

**General Operations Checklist**

- Poll all Section Chiefs and determine their immediate and projected equipment needs.
- Prioritize and process supply requisitions.
- Track requisitions.
- Update resource list.
Review Logistics Request form with Section Chiefs.

Coordinate with Recovery Cost Unit to issue purchase orders.

Arrange for delivery of goods to job site or staging area.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Logistics Chief.
- Check out at Personnel Unit.

**Equipment and Supplies Unit Responsibilities**

- Obtain briefing from Logistics Chief and Procurement Unit regarding distribution of supplies ordered by Procurement Unit.
- Coordinate EOC supplies.
- Determine the type and amount of supplies enroute.
- Arrange for receiving ordered supplies.
- Arrange for delivery of equipment and supplies to the job site or staging area.
- Review Incident Action Plan for information on operations of Supply Unit.

**Start Up Checklist**

- Report to Logistics Chief.
- Check in at Personnel Unit.
- Obtain briefings from Logistics Chief and Procurement Unit.
- Maintain inventory of supplies and equipment.
 coord service of reusable equipment.

Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Location of all equipment and supplies.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Order, receive and distribute, and store supplies and equipment and coordinate contracts and resource orders with the Finance Section.

- Receive, and respond to, requests for supplies and equipment.

- Coordinate all requests with Procurement Unit to insure ordering via requisitions or purchase orders has been completed.

- Arrange for delivery of goods to job site or staging area.

- Maintain required documentation.

**Deactivation Checklist**

- Complete ongoing projects.

- Complete and file all required forms and reports.

- Prepare an after action report and provide a copy to the Logistics Chief.
Facilities Unit Responsibilities

- Coordinate and oversee the management of essential facilities and sites.
- Coordinate for restoration of utilities and other critical services at essential facilities.
- Coordinate with Finance Section for costs of repairing, maintaining, and operating essential facilities.
- Coordinate the acquisition of additional facilities.

Start Up Checklist

- Report to Logistics Chief.
- Check in at Personnel Unit.
- Obtain briefings from Logistics Chief.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

General Operations Checklist

- Maintain a status board that depicts:
  - Facilities that are open and operating
  - Facility managers name, telephone number, and E-mail address
  - Facility carrying capacity (max population, feeding facility capability, etc.)
● Determine and ensure compliance with required licenses and operating permits for all facilities.

● Identify and coordinate communication and security requirements for each facility.

● Coordinate with the Supply Unit to acquire and distribute furniture and equipment for facilities.

● Arrange for safety inspections at facilities.

● Periodically check on the back-up power supply for the EOC.

**Deactivation Checklist**

● Complete ongoing projects.

● Complete and file all required forms and reports.

● Demobilize base and camp facilities.

● Prepare an after action report and provide a copy to the Logistics Chief.

● Check out at Personnel Unit.
<table>
<thead>
<tr>
<th>UNIT LOG</th>
<th>1. Incident Name</th>
<th>2. Date Prepared</th>
<th>3. Time Prepared</th>
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<tr>
<td>4. Unit Name/Designation</td>
<td>5. Unit Leader (Name and Position)</td>
<td>6. Operational Period</td>
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### Roster of Assigned Personnel

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<th>Name</th>
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### Activity Log

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**FINANCE SECTION**

The EOC Finance Section is responsible for disaster financial services and miscellaneous administrative tasks. Either standard or special disaster accounting systems may be used to track personnel, equipment and vendor services costs. The Finance Section manages EOC time reporting and assists other departments with time reporting and expenditures record keeping. The Finance Section is headed by a Finance Section Chief.

The Finance Section staff includes:

- Finance Chief
- Recovery Cost Unit
- Expenditures/Compensation/Claims Unit
- Records Unit

**Finance Chief Responsibilities**

- Supervise the financial accounting support system for response and recovery operations.
- Maximize cost recovery.
- Implement the CSU, Chico Disaster Accounting System (Chapter Five).

**Start Up Checklist**

- Report to EOC Director.
- Check in at Personnel at the Logistics Unit.
- Monitor field operations, situation status boards, maps, and charts.
- Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.
General Operations Checklist

- Attend Action Plan meetings.
- Brief section chiefs on disaster accounting system procedures.
- Check obligation documents prior to signing.
- Determine status of budget.

Deactivation Checklist

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the EOC Director.
- Check out at Personnel in the Logistics Unit.

Recovery Cost Unit Responsibilities

- Manage the campus Disaster Accounting System (Chapter Five) in support of EOC and field forces response and recovery operations.
- Coordinate purchase orders and other instruments of payment with the Finance and Logistics Chiefs.

Start Up Checklist

- Report to Finance Chief.
- Check in at Personnel at the Logistics Unit.
- Obtain briefings from Finance Chief.
Monitor field operations, situation status boards, maps, and charts.

Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

**General Operations Checklist**

- Brief the Procurement Unit Leader on purchasing/billing procedures.
- Draft brief contracting procedures and provide it to all Section Chiefs.
- Initiate a cost data log.
- Display cost data and a running total on a status board.
- Prepare incident cost summaries for inclusion in each operational period action plan.
- Recommend cost savings measures to the Finance Chief.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Finance Chief.
- Check out at Personnel Unit and erase your name from the EOC Organization Chart.
Expenditures, Compensation, and Claims Unit Responsibilities

The Claims Unit Leader manages the investigation and compensation of physical injuries and property damage claims involving the campus which arise out of performing disaster relief work. Responsibilities include:

- Process claims.
- Maintain injury and illness statistics.
- Support investigations.
- Hire consultants to support investigations and claims processing.

Start Up Checklist

☑ Report to Finance Chief.

☑ Check in at Personnel at the Logistics Unit.

☑ Obtain briefings from all Section Chiefs regarding any claims in their Section.

☑ Monitor field operations, situation status boards, maps, and charts.

☑ Open and maintain a Significant Event Log (ICS 214). Address the following:
  - Time on duty and assignments.
  - Major or significant incidents.
  - Decisions made, actions taken, and justification.
  - Name and contact information of key contacts.
  - Request filled or denied.

General Operations Checklist

☑ Coordinate processing and investigation of claims with employee’s supervisor, and Risk Manager.

☑ Maintain injury and illness statistics.
Display injury and illness statistics on a status board.

Initiate and maintain a claims log and a separate file for each claim.

If specialists or investigators are required, recruit and hire them.

Provide injury and illness statistics to the Safety Officer.

**Deactivation Checklist**

- Complete ongoing projects.
- Complete and file all required forms and reports.
- Prepare an after action report and provide a copy to the Finance Chief.
- Check out at Personnel Unit and erase your name from the EOC Organization Chart.

**Records Unit Responsibilities**

- Track and record staff time for all campus EOC workers, including volunteers. Departmental time management systems should not be duplicated or replaced. However, the Records Unit Leader should ensure that these systems are being utilized.
- Provide guidance to campus departments relative to acceptable time keeping procedures.

**Start Up Checklist**

- Report to Finance Chief.
- Check in at Logistics Unit
- Obtain briefings from Finance Chief.
- Monitor field operations, situation status boards, maps, and charts.
Open and maintain a Significant Event Log (ICS 214). Address the following:

- Time on duty and assignments.
- Major or significant incidents.
- Decisions made, actions taken, and justification.
- Name and contact information of key contacts.
- Request filled or denied.

General Operations Checklist

- Coordinate with Human Resources Unit Leader to initiate, gather, and update time reports for EOC staffers.

- Ensure that time records are coded for this disaster.

- Track overtime hours.

- Maintain records security.

- Coordinate with Section Chiefs regarding timekeeping procedures.

Deactivation Checklist

- Complete ongoing projects.

- Complete and file all required forms and reports.

- Prepare an after action report and provide a copy to the Finance Chief.

- Check out at Personnel Unit.
DISASTER ACCOUNTING SYSTEM
Recommended Do’s and Don’ts

❖ DO record all regular and overtime hours worked on the emergency.

❖ DO write on time card a location and brief description of work performed.

❖ DO charge vehicles and equipment used and indicate when and where.

❖ DO charge equipment rentals to the appropriate account charge points.

❖ DO charge outside contracts to the appropriate charge points.

❖ DO document how contracts were awarded.

❖ DO place limits on contracts with "Amount Not to Exceed" specified.

❖ IF more work needs to be done, then amend contract.

❖ DO use terms such as "Assess risk to public health and Safety," instead of, "Survey damage."

❖ DO use terms such as "Direct, Control, Assign and Dispatch," instead of Administer.

❖ DO report all damage to the Cost Recovery Documentation Unit.

❖ DO keep all records and unit logs accurately and up to date.

❖ DO ask questions of the Cost Recovery Documentation Unit for clarification.

❖ DO NOT ORDER everyone to charge all time towards the disaster. Only charge those people and hours actually worked.

❖ DO NOT charge stand-by time to the system (FEMA will only pay for the time worked).

❖ DO NOT charge manager overtime to the system.

❖ DO NOT enter into sole source contracts without explicit documentation on why it was necessary.
Do not enter into cost plus contracts.

Do not enter into open ended contracts with no cap on expenses. Place limits and amend if necessary.

Do not use ambiguous terms such as "Damage Survey; "use "Assess for risk to health and safety."

Do not use the term Administer in place of Direct, Control, Assign, or Dispatch.

Do not assume damage to a public facility is not recoverable. It may or may not be, but the disaster assistance agencies make that decision.

Do not throw away records.

Do not forget to ask questions.
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<td>7. Roster of Assigned Personnel</td>
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<td>8. Activity Log</td>
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