

Appendix B

EOC Activation Procedures

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EOC Activation Procedures

This Appendix describes the procedures for activating the Eagle County Emergency Operations Center (EOC), at the request of Eagle County or a City/Town Manager or the Eagle County Emergency Manager.

Upon activation at any level, the EOC serves as the centralized location (physically or virtually) to monitor and report the impact of emergencies while providing communication between the EOC and the State, and between the EOC and surrounding jurisdictions. The EOC is the focal point for coordination, support of emergency response and recovery activities for Eagle County. The procedures in this Appendix A shall apply to all personnel participating in emergency preparedness, response and recovery activities.

During activation, the functions performed include, but are not limited to, the following:

- Coordination of emergency preparedness, response and recovery activities
- Coordination with surrounding jurisdictions, agencies, organizations and officials
- Management of available resources; acquisition of additional resources
- Receipt and dissemination of information, warning and instructions to the community

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A. Location and Layout

The primary Eagle County EOC is located in the garden level of the Eagle County Building, 500 Broadway in Eagle, Colorado (figure 1).

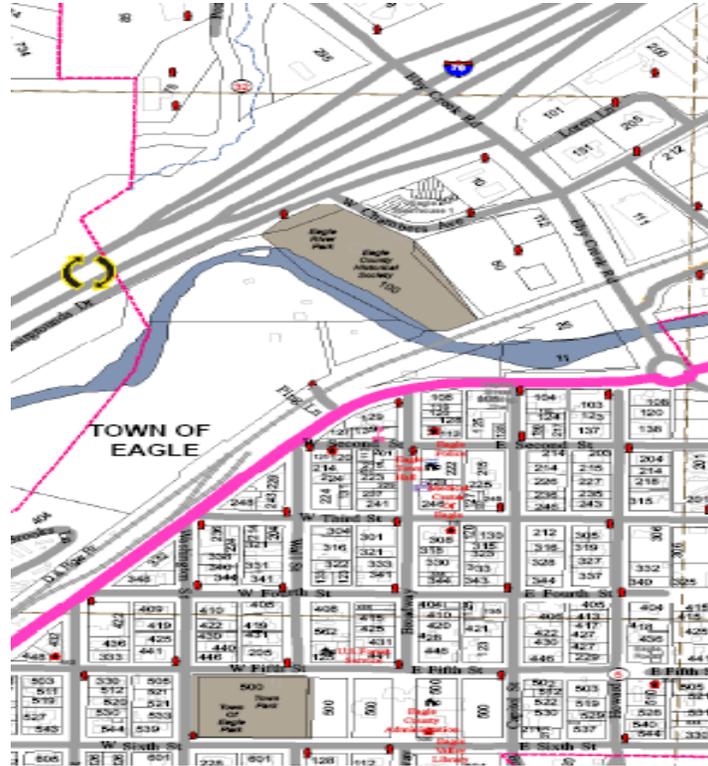


Figure 1

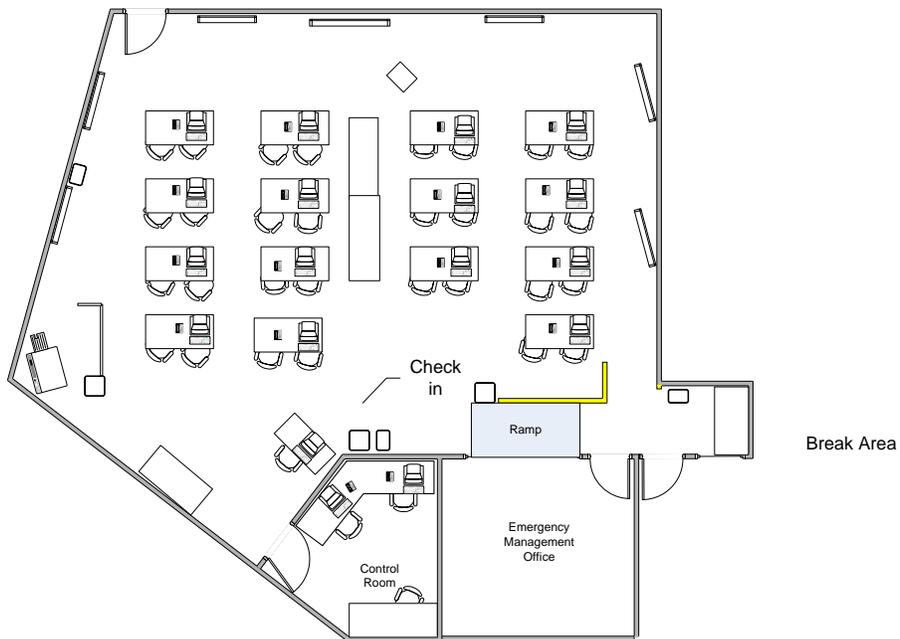


Figure 2

B. Activation

The EOC will be activated when necessary to facilitate Eagle County’s response and subsequent recovery from any emergency, as described in the Activation Table A.

EOC Activation Levels

Level	Description	Minimum Staffing Requirements
<p>3 (Monitor)</p> <p><i>Usually done virtually utilizing telephone, email, etc.</i></p>	<ul style="list-style-type: none"> • Small incident or event • One site • Two or more agencies involved • Potential threat of: <ul style="list-style-type: none"> ○ Flood ○ Severe storm ○ Interface fire ○ Escalating incident 	<ul style="list-style-type: none"> • EOC Manager • Public Information Officer • Situation Monitor
<p>2 (Partial)</p>	<ul style="list-style-type: none"> • Moderate event • More than one incidents (locations) • 3 or more agencies involved • Major scheduled event (e.g., 4th of July, World Cup, etc.) • Limited evacuations • Resource support required 	<ul style="list-style-type: none"> • EOC Manager • Public Information Officers • Liaison Officer • Limited ESF appointee’s
<p>1 (Full)</p>	<ul style="list-style-type: none"> • Major event • Three or more incidents (locations) • Regional disaster (e.g., winter storm impacting multiple counties) • Multiple agencies involved. • Extensive evacuations • Resource support required 	<ul style="list-style-type: none"> • EOC Manager • Public Information Officers and Joint Information Group • Policy Group • Most ESF appointee’s (as situation dictates)

Table A

Personnel responding to the EOC must have appropriate identification prior to being allowed access to the EOC. Security will be maintained to protect the EOC and reduce distractions. Activation requests are made by the County/City/Town Manager, County Emergency Manager, or upon request by an incident commander. The County Manager or County Emergency Manager or their designee shall serve as the EOC Manager.

The EOC team is activated through the Eagle County Alert, Employee Network (ECAEN) service by the Eagle County Emergency Manager or the Vail Public Safety Communications Center at the request of a County/City/Town Manager or the County Emergency Manager. The message will ask for availability and will require a response.

REQUIRED NOTIFICATIONS WHEN EOC IS ACTIVATED

1. Level 3

- a. Vail Public Safety Communications Center (970) 479-2201
- b. Eagle County Emergency Manager or designee (Notification to Colorado Office of Emergency Management (COEM) Field Manager or Duty Officer.
- c. Affected area Public Information Officer (PIO)
- d. Others as dictated by the event and the hazard specific appendix.

2. Level 2

- a. Vail Public Safety Communications Center (970) 479-2201
- b. Eagle County Emergency Manager or designee (Notification to COEM Field Manager and/or Duty Officer)
- c. County Manager and City/Town managers
- d. Appropriate elected officials (County/City/Town Managers to determine)
- e. PIO Group (Joint Information System activation required)
- f. Others as dictated by the event and the hazard specific appendix.

3. Level 1

- a. Vail Public Safety Communications Center (970) 479-2201
- b. Eagle County Emergency Manager or designee (request State EOC activation through COEM)
- c. County Manager and City/Town managers
- d. PIO Group (Joint Information System activation required)
- e. Notify all EOC personnel of activation through ECPSN.

C. Opening the EOC

EOC Manager Priorities:

- Establish communications with dispatch, the various incidents in Eagle County and any surrounding county EOC's already operating.
- Conduct initial assessments of situation
- Develop an initial EOC Incident Support Plan

Actions Checklist: (please complete in order and check off as completed)

- Locate EOC Activation binder in the EOC kit.
- Activate EOC Team
- Complete other required notifications**
- Locate** the “forms” box in the EOC kit. Remove the EOC sign-in sheet clipboard from the front and ensure staff signs in as they arrive. (This can be turned over to another EOC staff member as appropriate.)
- Arrange for **security** of the EOC, only allowing those with an approved EOC ID cards to have access, unless pre-approved.
- Each Emergency Support Function (ESF) has a notebook with instructions, checklists and resource lists for their area of responsibility.
- The “Situation Center” manages the appropriate display processes including the TV/projection equipment from the Control Room.
- Provide a **briefing** for the staff as they arrive and assign them positions as needed.

Remind incoming staff:

- Read the checklist in the assigned notebook.
- Set up each section with material from the EOC kits.
- USE the EOC activity log.

Don't forget the coffee ... You'll need it! And CUPS!

D. EOC Logistics

Security

During an EOC activation, access will be restricted to EOC staff and others conducting official business. Authorized media representatives are not allowed access to the EOC unless accompanied and authorized by a member of the EOC PIO team. All other individuals requesting access to the EOC will need approval from the EOC manager.

Supplies

Most EOC equipment and resources are located in the EOC. Other items/supplies will be obtained through the EOC Manager.

Personnel Check in

New arrivals are directed to their assigned position or to the EOC manager. The EOC Situation Center will maintain an up to date organization chart.

Communication

For communication purposes in the EOC, there are:

- a. Wired and wireless internet ports
- b. Radio communications in the Control Room.
- c. Fax machines, printers, copier, laptops and telephones.

Sustenance and Sanitation

- A break area is available near the restrooms. All EOC personnel should be encouraged to take a break outside of the EOC at least bi-hourly
- A coffee maker is located in the EOC with an additional machine in the break area.
- The EOC Manager will arrange to provide meals as necessary.

Parking

- The parking lot on the east side of the Eagle County Building should be utilized for EOC staff parking to facilitate 24 hour security

Medical/Mental Health

Minor first aid items are kept in the EOC. EOC personnel should be aware of, and sensitive to; the physical and emotional needs of EOC occupants when placed under stressful situations that are not within their normal daily job functions. Assistance will be provided as needed.

E. Incident Documentation

It is important that the incident be properly documented from the beginning of the incident, throughout the response and recovery efforts, and continued until the EOC is demobilized. Thorough documentation will:

- Ensure information is transferred accurately during all shift changes
- Provide information for an After Action Report (AAR) which will be compiled once the incident has been resolved
- Assist in reimbursement measures taken after the incident has been resolved

Documentation can include:

1. EOC Activity Logs (ICS form 214)

Provided for each EOC team member to record:

- Time and information for telephone calls made and received
- Time and information for actions requested and taken
- Other general notes and information.

2. General Message Forms

Provided for telephone messages received by EOC call takers to be distributed to various ESF's in the EOC.

3. Maps

Developed by Planning and Intelligence or acquired from other sources.

4. Media releases

Developed by the EOC PIO or received from other sources.

F. EOC Incident Support Plan (ISP)

An EOC ISP is a written strategy for responding to needs of the incident. It is developed by the EOC Manager and Emergency Support Function (ESF) Leads.

- The EOC Manager and ESF Leads meet immediately to develop the ISP.
- The Situation Center is responsible for preparing and distributing the ISP
- The ESF# 7, Resource Support Lead will anticipate, receive requests, locate, order and track the amount and type of resources needed to accomplish the mission(s)

Copies of the ISP are distributed to the Incident Command Posts, the EOC Team and the EOC Executive Policy Group.

The ISP is implemented by the EOC Manager and supported with resources from other ESF sections. Forms for completing the ISP are located in the EOC forms book.

G. Evacuating the primary EOC; establishing an alternate EOC

Evacuating an activated EOC occurs when there is concern for the safety of the EOC team.

1. Safety of personnel is always the first priority in any incident.
2. Arrange appropriate and secure transportation.
3. If possible, also remove:
 - a. Laptops and charging cords
 - b. Radios and extra batteries
 - c. Cellular phones
 - e. EOC kits (miscellaneous administrative supplies)
 - f. Binders and/or USB drives with EOC activation information
 - g. EOC phone numbers and contact information
 - h. Documents already compiled by Planning and Intelligence

Alternative EOC locations have been identified at the Eagle County Paramedic Services buildings located at 1055 Edwards Village Blvd., Edwards and 750 Red Table Drive, Gypsum or the Basalt and Rural Fire Protection District, Station 42 at 1089 JW Drive in El Jebel. When a request is made for an alternate EOC location, the EOC Manager shall select the appropriate location.

If none of these locations are available, an alternate EOC can be established at **ANY** appropriate and safe location. An ideal location would include:

1. At least 1,000 square feet of floor space in a location that can be adequately secured
2. Functioning 120V AC power and ample outlets
3. Functioning telephone system
4. Internet access
5. Functioning heating/Cooling system

H. Demobilizing the EOC

The EOC Manager, advised by the EOC Executive Policy Group, will determine when to deactivate the EOC and transition to normal business activities. The process of demobilizing includes:

- The EOC Manager, advised by the EOC Executive Policy Group, will determine when to deactivate the EOC and transition to normal business activities or to a lower level of EOC management.
- Demobilization of all resources requested through the EOC
- Documenting the incident in preparation for requests for state/federal disaster recovery funds
- Documenting the incident in preparation for the After Action Report
- Demobilizing all EOC personnel