

# Annex 2: Standard Operating Guide for Lewis County Emergency Operations Center

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## Table of Contents

A. INTRODUCTION .....	1
B. READINESS.....	1
C. ACTIVATION.....	1
D. STAFFING.....	2
E. SITUATION REPORTING .....	3
F. SECURITY.....	4

Plan Revised By:



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## **A. INTRODUCTION**

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

## **B. READINESS**

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

## **C. ACTIVATION**

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

### **DAY-TO-DAY OPERATIONS**

Response Level 1: Controlled emergency situation without serious threat to life, health, or property, which requires no assistance beyond initial first responders.

### **ELEVATED THREAT LEVEL**

Response Level 2: Limited emergency situation with some threat to life, health, or property, but confined to limited area, usually within one municipality or involving small population.

**IMMINENT THREAT LEVEL**

Response Level 3: Full emergency situation with major threat to life, health, or property, involving large population and/or multiple municipalities.

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

**DAY-TO-DAY OPERATIONS**

For Response Level 1, only the staff of the County Emergency Management Office are notified and activated as appropriate.

**ELEVATED THREAT LEVEL**

For Response Level 2, level one staff is activated and augmented by select members of the county response organization as determined by the Emergency Manager.

**IMMINENT THREAT LEVEL**

For Response Level 3, the full EOC staffing is achieved as soon as possible. Except for first responders to the scene, assignment of County response personnel to other locations including the emergency scene will be made through the EOC.

4. Initial notification of an emergency to a County office other than the County 911 Center requires the recipient to notify the County Communications Center at 376-3511.
5. During normal working hours (M-F, 08:00 to 16:30), the staff of the Emergency Management Office is immediately accessible for EOC operations.
6. In every situation, the Emergency Manager can modify the EOC staffing as the situation requires.
7. For every emergency, the Response Level can shift from one level to another as the event escalates or de-escalates. EOC staffing should also change accordingly.

**D. STAFFING**

1. The levels of staffing will vary according to the Response Level and the actual demands of the situation.
2. For a Response Level 3 emergency, with full EOC staffing, staff will be organized into the five ICS groups: Command, Operations, Planning, Logistics, and Finance/Administration.
3. For a Response Level 3 activation, 24-hour continuous-day EOC operations will likely be necessary until the situation de-escalates.

## Standard Operating Guide for Lewis County Emergency Operations Center

4. Each agency/organization assigned to the EOC will be prepared to maintain continuous operations using two 12 ½ hour shifts (6:00a to 6:30p and 6:00p to 6:30a).
5. Upon the initiation of the 12 ½ hour shifts by the Emergency Manager, each agency will update its shift rosters to the Operations Officer.
6. For lesser emergencies (Levels 1 and 2), where there is no need for a major County response, the formal use at the EOC of distinct ICS groups may be limited. In these situations, the Emergency Manager, under the authority of the Chief Executive, will normally be responsible for all ICS functions and may utilize distinct ICS functional components as needed.

### **E. SITUATION REPORTING**

1. The ICS Planning function is responsible for preparation of the Incident Action Plan and emergency situation reporting, and will:
  - a) Provide a uniform reporting format for all situation reporting to ensure that the information reported is precise, concise, and clear.
  - b) After the occurrence of an emergency, ensure that information on the emergency is collected and reported as soon as possible
  - c) Receive copies of all messages and/or situation reports from the Incident Commander and local and State government officials sent to the EOC pertaining to an emergency situation.
  - d) Periodically request situation reports from each agency represented at the EOC.
  - e) Select for posting, in chronological order on the situation board, the crucial situation reports and damage assessment information.
  - f) In preparation of the Incident Action Plan, analyze the situation reports and prepare an overall situation report. The report should contain the following information:
    - i) date and time of emergency
    - ii) type, response level, and location
    - iii) specific area affected (including number of people)
    - iv) number of injured (estimated)
    - v) number of dead (estimated)
    - vi) extent of damage (estimated)
    - vii) damage or loss of municipal response equipment
    - viii) roads closed
    - ix) states of emergency declared
    - x) emergency order issued
    - xi) mutual aid called upon
    - xii) major actions taken
  - g) Provide the report to the EOC Manager, who reports to the Chief Executive and the SOEM Regional Office.
  - h) Based upon the report, conduct regular briefings to the Command and Operations Section.
  - i) Prepare and provide follow-up situation reports on a regularly scheduled basis to the Sheriff, Chief Executive and the SOME Regional Office.
  - j) Maintain an event log to include all pertinent disaster-related information.

## **F. SECURITY**

1. Internal security at the EOC will be provided by the County Sheriff's Department during a Response Level 2 and 3 emergency; during a Response Level 1 emergency, any security requirements will be provided as deemed necessary.
2. All persons entering and exiting the EOC will be required to check in at the security desk, located at the main entrance.
3. All emergency personnel will be issued a pass (permanent or temporary) to be worn at all times while in the EOC.
4. Anyone seen in the EOC without a visible pass will be approached by Sheriff's Department personnel and dealt with appropriately.
5. Temporary passes will be returned to the security desk when departing from the premises.

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