1. INTRODUCTION

The Emergency Operations Center (EOC) is the pre-established, central location where designated leaders converge to coordinate emergency response, recovery, communication, and documentation activities.

A. Purpose

A fully capable emergency operations facility is an essential element of a comprehensive emergency management system and necessary to ensure continuity of operations at EvCC. A campus Emergency Operations Center (EOC) is a facility designated for managing an emergency event. It is where the EvCC incident management team makes decisions to allocate and coordinate resources, provides for incident communications coordination, and directs the overall disaster emergency response.

This procedure provides a framework for response and is not intended to limit the actions needed for an efficient and effective response. Depending on the scale of the event, this procedure will provide support to the City of Everett Emergency Management, the State of Washington, and federal response activities during a state of emergency or disaster declaration by those authorities. By locating the EvCC campus decision makers in a single facility, the EOC, the following advantages are realized:

❖ **Centralizes Incident Management**
- Provides central point where all information related to the incident is received and analyzed, incident priorities are determined, strategies are developed and critical resources are assigned to tactical operations.
- Provides for operations during extended periods of time.
- Enhances coordination between involved agencies and provides for the efficient and effective use of all modes of communications available for the incident.
- Minimizes disruption to campus departments not directly affected.
- Provides a centralized location to conduct planning meetings, tactics meetings, shift briefings, media briefings, press conferences, public information releases and other information dissemination.

❖ **Provides for Situation Status Management**

- Establishes a central location for information to be gathered, analyzed, tracked, displayed, distributed and stored.
- Provides for the verification of information.
- Provides for immediate availability of incident information.

❖ **Provides for Resource Status Management**

- Establishes a single location for resources to be tracked (e.g., personnel, equipment), their location and status.

B. Situation

EvCC is subject to many hazards that would require the use of a centralized emergency operations center (EOC) to facilitate policymaking, coordination, and control of response resources in a large-scale emergency/disaster situation.

EvCC will normally manage emergency/disaster operations from its EOC. Field operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene. The EOC has the capability to communicate with the necessary local, state, and federal agencies needed in times of emergency.

C. Assumptions

❖ The EOC procedures will be adequate for most disaster conditions that could arise for EvCC.

❖ The Emergency Management Director will coordinate the reviewing and updating the EOC procedures as necessary.

❖ The EOC procedure provides for the centralized locating of five functional sections of incident response consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.

❖ Close coordination must be maintained between EvCC, the City of Everett and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

D. EOC Responsibilities

The EOC maintains a strategic view of the overall situation and is kept informed by the Incident Commander(s) as the disaster or emergency unfolds. The EOC staff sets priorities and allocates scarce resource but does not provide on-scene management.

The EOC responsibilities are to:

❖ Secure materials, equipment and contractors needed during the emergency.

❖ Plan and document the necessary evidence for financial cost recovery from the appropriate agencies following the incident.

❖ Plan for the resumption of normal campus operations.

❖ The EOC documents all emergency activities.

2.   EOC LOCATIONS

A   An Emergency Operations Center will be activated on the main campus in one of the following locations:
1.   EOC #1 - Olympus Hall, Board Room
2.   EOC #2 – Fitness Center
3.   EOC #3- Any Classroom
B   Emergency Command and Control centers (ECC), when needed, will be located in areas determined to be safe.

3.   EOC DIRECTION AND CONTROL

Upon activation the EvCC Emergency Operations Center (EOC) serves as the centralized location to monitor and report the impact of emergencies while providing communication between the EOC and the campus, and between the EOC and surrounding jurisdictions. The EOC is the focal point for coordination, direction and control of emergency preparedness, response and

recovery activities for the campus. This procedure applies to all response and recovery activities.

A. Activation of the EOC

The EOC will be activated when necessary to facilitate the University's response and subsequent recovery from any emergency.

The request to activate the EOC may be initiated by and one of the following personnel:

- Campus President
- Any Vice President
- Director of Security and Emergency Management
- Incident Commander

B. Notifications

In an emergency, the EvCC Security Officer and/or the Emergency Management Director will begin the emergency notification procedure for designated EOC personnel. When notified of an event requiring EOC activation, personnel should report directly to the EOC.

Whenever EvCC activates the EOC for a Level 2 or Level 3 response, notification will also be made to the City of Everett Emergency Management Office.

C. EOC Setup

Upon notification of EOC activation, the EvCC Security Office will report to the selected facility and initiate the EOC setup.

D. Security for EOC Access

When feasible and necessary, access to the EOC will be controlled by the EvCC Security Department.

E. Incident Documentation

It is important that the incident be properly documented from the beginning of the incident and continued until the EOC is demobilized. EOC Activity Logs provided for each EOC position to record:

- Time and information for telephone calls made and received
- Time and information for actions requested and taken

- Other general notes and information

Additional documentation will be provided by message forms provided for messages received and sent by EOC staff, maps generated to support the incident, damage assessment forms, and media releases developed by the EOC or received from other sources.

F. Shift Changes

In incidents where response and recovery efforts span multiple days, the EOC Operations Section Chief will evaluate the situation and define necessary shift changes (e.g., 8 or 12 hours). Each EOC position is responsible for identifying and notifying the staff for the oncoming shift. At every shift change, outgoing EOC team members will brief the incoming staff. This briefing should include a review of the most recent operational period action plan, significant changes in the response strategy identified by the Executive Group and tactical response actions taken by specific departments.

G. Deactivation and Demobilization of the EOC

The EvCC President or his/her designee, advised by the EOC Manager, will determine when to deactivate the EOC and transition to normal campus operations. The process of demobilizing includes demobilizing all units, documenting the incident in preparation for requests for state/federal disaster recovery funds, and documenting the incident in preparation for the After Action Report and updating to university plans and procedures.

To accomplish this:

- ❖ The EOC Manager will notify sections when they are no longer required in the EOC.
- ❖ All staff must ensure that any open actions not yet completed will be handled after the deactivation.
- ❖ All staff must ensure that all required forms or reports are completed prior to deactivation and have copies made of all logs, reports, messages, and any other documents used and received in the EOC. Leave originals in the position folder.
- ❖ The EOC Manager will return supplies and equipment to the storage location and secure.
- ❖ An official notification will be sent to all involved internal and external participants that the EOC is deactivated.

H. Recovery Planning

This action signifies the transition from the response phase to the recovery phase. Prior to deactivation, the Executive Group Director will assign staff to a Disaster Recovery Group (DRG) to establish the short-term recovery goals that facilitate long-term recovery. The recovery plan should address the following:

- ❖ The recovery effort's goals
- ❖ The recovery organization's structure, including the roles of government, the public, business, and not-for-profit organizations in the process
- ❖ Short-term recovery operations, such as debris removal and volunteer and donations management
- ❖ Temporary shelter and housing, permanent housing
- ❖ Economic recovery
- ❖ Environmental recovery
- ❖ Infrastructure and lifelines
- ❖ Financial and community resources
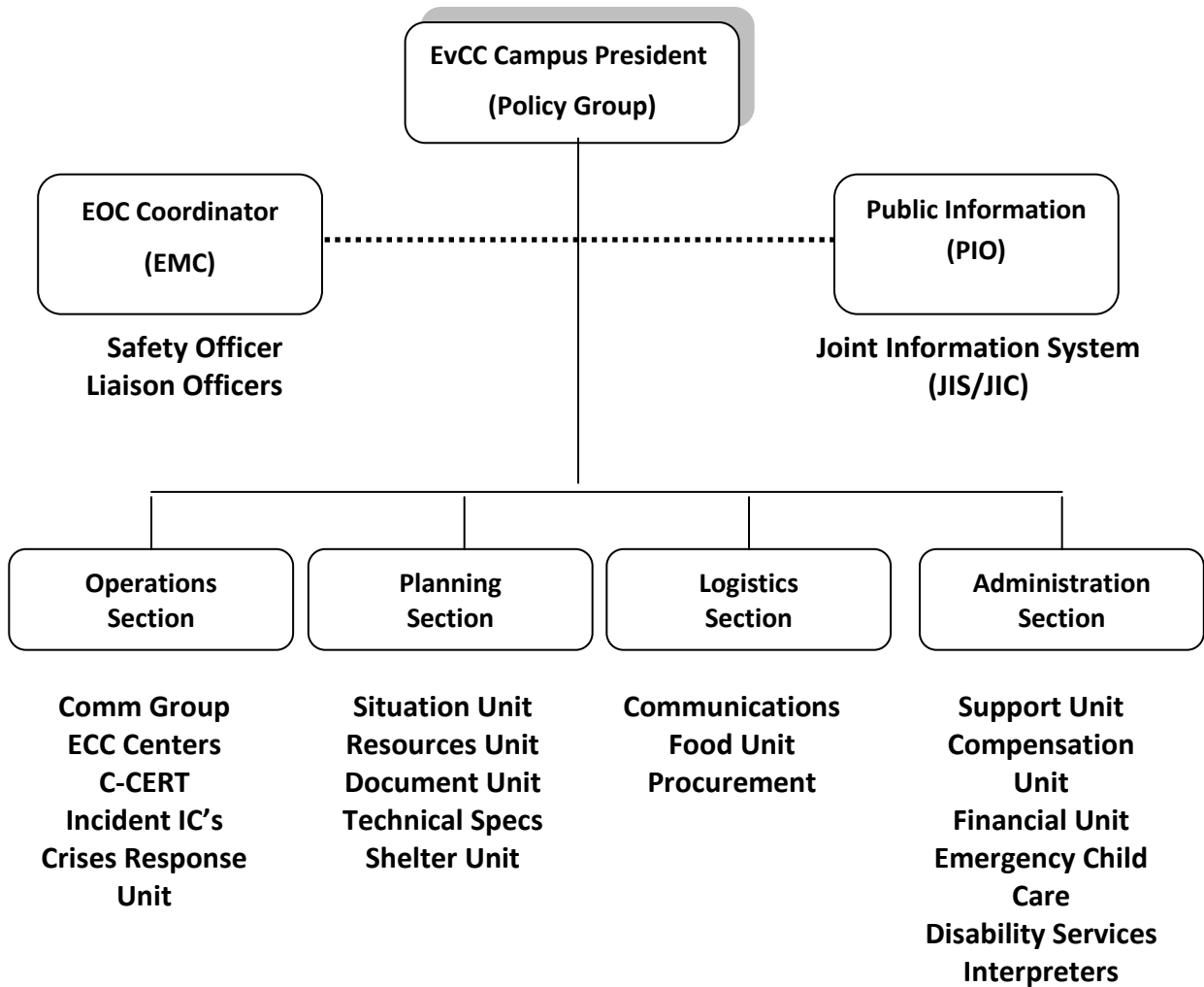- ❖ Social and psychological aspects of recovery

APPENDIX – A

EOC Organizational Structure

A. Introduction

The EvCC-EOC organizational structure will vary depending on the severity and nature of the incident. It is only necessary to activate positions and functions that are relevant to the situation. Therefore, the EOC Organizational chart detailed below represents the full expansion of the EOC organizations. Although a college campus has unique challenges the intent of this structure is to follow standard NIMS doctrine including maintaining an acceptable span of control.

B. EvCC EOC Organizational Structure (Fully Expanded)

```
                         ┌──────────────────────┐
                         │  EvCC Campus President│
                         │    (Policy Group)     │
                         └──────────┬───────────┘
                                    │
  ┌──────────────────┐             │             ┌──────────────────┐
  │  EOC Coordinator │.............│.............│ Public Information│
  │      (EMC)       │             │             │      (PIO)        │
  └──────────────────┘             │             └──────────────────┘
  Safety Officer                   │             Joint Information System
  Liaison Officers                 │                   (JIS/JIC)
                                    │
        ┌───────────────┬──────────┴─────────┬────────────────┐
 ┌────────────┐  ┌────────────┐      ┌────────────┐   ┌────────────────┐
 │ Operations │  │  Planning  │      │  Logistics │   │ Administration │
 │  Section   │  │  Section   │      │  Section   │   │    Section     │
 └────────────┘  └────────────┘      └────────────┘   └────────────────┘
```

Operations Section	Planning Section	Logistics Section	Administration Section
Comm Group	Situation Unit	Communications	Support Unit
ECC Centers	Resources Unit	Food Unit	Compensation Unit
C-CERT	Document Unit	Procurement	Financial Unit
Incident IC's	Technical Specs		Emergency Child Care
Crises Response Unit	Shelter Unit		Disability Services
			Interpreters

APPENDIX – B

Command and General Staff Position Descriptions

<table>
<tr><td colspan="2" align="center"><u>Executive Group Director</u></td></tr>
<tr><td><u>Function Description</u></td><td><u>Responsibilities</u></td></tr>
<tr>
<td>

Positions reporting to the Executive Group Director (College President or designee) will vary depending upon the incident level. Standard positions include, but are not limited to:

- Executive Group Staff

- Command Staff

    o   Public Information Officer

    o   Liaison Officer

    o   Safety Officer

- General Staff

    o   Operations Section Chief

    o   Planning Section Chief

    o   Logistics Section Chief

    o   Finance/Administration Chief

- Emergency Management Director

</td>
<td>

1. Direct the establishment of the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.

2. Exercise overall management responsibility for the coordination between emergency response agencies within the college.

3. In conjunction with the executive staff and section chiefs, set EvCC priorities for response efforts.

4. Ensure that all EvCC and department actions are accomplished within the priorities established at the EOC.

5. Ensure that inter-agency coordination is accomplished effectively.

</td>
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Executive Group Staff

Function Description

The Executive Group Staff advise the President in areas of policies related to emergency response as necessary.

Responsibilities

1. Recommend protective actions; i.e., cancellation of classes, closure of campus, evacuation and sheltering.

2. Approve emergency actions such as utilizing alternative classrooms, housing and other necessary resources.

3. Coordinate with general Staff Section Chiefs.

Emergency Operations Center Manager

Function Description

The Emergency Management Director is typically the person who has the overall best knowledge of the functioning of the EOC.

Responsibilities

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.

2. Exercise overall management responsibility for the coordination between emergency response agencies within EvCC.

3. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.

4. Ensure that inter-agency coordination is accomplished effectively.

EOC - Operations Section Chief

Function Description	Responsibilities
The Operations Section Chief, a member of the General Staff, is responsible for the management and coordination of all EOC related operational functions. The Operations Section Chief will ensure that all necessary operational functions have been activated and are appropriately staffed. Depending on the incident the Section Chief could be part of a Unified Command Structure. The Section Chief reports directly to the Executive Group Director.	1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC. 2. Ensure that operational objectives and assignments identified in the Incident Action Plan are carried out effectively. 3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly. 4. Ensure that the Planning Section is provided with situation and resources information. 5. Conduct periodic Operations briefings for the EOC Director as required or requested. 6. Supervise the Operations Section.

Planning Section Chief

Function Description

The Planning Section is a member of the General Staff. Planning will gather information from a variety of sources, analyze and verify information, and prepare and update internal EOC information and map displays. The section oversees the planning meetings and prepares the EOC Incident Action Plan. Planning will collect and process internal EOC documentation, and prepare advance planning information as necessary. Technical specialists assigned to the EOC will initially be part of the section. The Section Chief reports directly to the Executive Group Director.

Responsibilities

1. Ensure that the following responsibilities of the Planning Section are addressed as required:

   - Collecting, analyzing, and displaying situation information.

   - Preparing periodic situation reports.

   - Preparing and distributing the EOC Incident Action Plan and facilitating action planning meetings.

   - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.

2. Establish the appropriate level of organization for the Planning Section.

3. Exercise overall responsibility for the coordination of unit activities within the section.

4. Inform Executive Group Director of significant issues affecting the Planning Section.

5. In coordination with the other section coordinators, ensure that incident status summaries are completed and utilized as a basis for situation reports, and the EOC Action Plan.

6. Supervise the Planning Section.

Logistics Section Chief

Function Description

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. Incident or department requests for support directed to the EOC will be channeled through the EOC Operations Section. The Logistics Section Chief reports to the Executive Group Director.

Responsibilities

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.

2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section.

3. Ensure section objectives as stated in the EOC Incident Action Plan are accomplished within the operational period or within the estimated time frame.

4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands within the affected area.

5. Keep the Executive Group Director informed of all significant issues relating to the Logistics Section.

6. Supervise the Logistics Section.

Finance/Administration Section Chief

Function Description

The Finance/Administration function in the EOC manages all financial, administrative and cost analysis aspects of the emergency. Initially, this work may be done in the EOC, but in later stages of the emergency this function may be accomplished at other locations. The Finance/Administration Section Chief reports to the Executive Group Director.

Responsibilities

1. Ensure that all financial records are maintained throughout the emergency.

2. Ensure that all on-duty time is recorded for all emergency response personnel.

3. Ensure that all on-duty time sheets are available from EOC assigned personnel and that departments are collecting this information from Incident Commanders and their staffs.

4. Determine purchase order limits for the procurement function in Logistics.

5. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.

6. Provide administrative support to all EOC sections as required, in coordination with the Personnel Unit.

7. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the affected agencies.

8. Supervise the Finance/Administration Section.

Message Control	
Function Description	**Responsibilities**
This function provides for personnel assigned to controlling the processing and flow of information into, out of, and within the EOC. It receives, logs, and routes information. Message Control holds original documentation until deactivation of the EOC and then provides to the Planning Section for documentation.	1. Manage the message control function. 2. Maintain a file of all original messages which will serve as official documentation following the event. 3. Process and forward incoming and outgoing messages. 4. Maintain an official log of incoming and outgoing messages. 5. Provide copy services to EOC staff.

APPENDIX – C

EOC Position Assignments

EOC Position Assignments – the following matrix identifies EvCC-EOC positions that may need to be assigned if the EOC is fully activated. Each position will include at least three alternates.

	EvCC EOC Position	Primary	Alternates (Succession of Command)
1	**Campus President**	Campus President	• VP's • Administrator Designated by the President
2	**Policy Group**	Campus Executives	***As appointed by the President or designee on activation of the EOC***
3	**EOC Coordinator**	Dir - Emergency Management	• Dir - Security • VP – College Services
4	**Public Information Officer**	VP – College Advancement	
5	**Operations Section**	VP – College Services	• Director, Security • Director, Emergency management
6	**Planning Section**		
7	**Logistics Section**		
8	**Administrative Section**	VP – Administrative Services	
9	**Incident Commanders**	DIR – Security	• DIR – Emergency Management • Lt – Security • VP – College Services • C-CERT Team Leaders

APPENDIX – D

Response Plan Priorities

A.   Introduction

This purpose of this appendix is to provide the Emergency Response Team (ERT) with a guideline for determining priorities when developing incident action goals.

B.   Incident Action Plan Priorities

A   When developing strategic guidelines the ERT will follow the NIMS Strategic Priorities:

1.   Priority #1 – Life Safety

2.   Priority #2 – Incident Stabilization

3.   Priority #3 – Property Conservation

B   In addition, when developing Incident Action Plan Objectives, the IRT may use the priorities identified in Table #1 "Incident Action Priorities."

1.   These priorities provide a framework for making decisions but should not be automatically applied.

2.   Always consider the needs of the situation and adjust the priorities as necessary provided that the NIMS strategic priorities are always the primary factor for determining actions.

C   In most instances, the ERT will concentrate efforts on the Priority 1 objectives identified in Table #1 until these objectives are substantially met. Priority #2 & #2 objectives will be addressed as resources become available.

D   The ERT must keep records of all activities and decisions.

TABLE #1 – A. Incident Action Plan Priority #1

PRIORITY #1 Provide for the Health and Safety of Students, Employees, and Visitors	**A. Evacuation / Lockdown / Secure in Place** • Deploy campus warning systems as warranted
	B. Site Survey • Evaluate campus buildings and surrounding grounds for structural and non-structural hazards
	C. Fire Suppression • Evaluate fires or fire
	D. Search and Rescue • Appoint search and rescue teams • Provide equipment as required
	E. Medical Aid • Evaluate medical services needed and available • Direct rescue forces regarding location of treatment areas for injured
	F. Communication Network • Establish an emergency communication network

TABLE #1 – B. Incident Action Plan Priority #2

Priority #2 Provide for Shelter and Building Recovery	**A. Facility Survey** • Evaluate facilities for occupancy • Seal off hazardous area
	B. Shelter • Identify usable locations and organize personnel moves as needed
	C. Drinking Water & Food • Identify and inventory supplies • Establish distribution and rationing system
	D. Utilities Survey • Evaluate condition of utilities systems • Shut down or restore as able • Provide alternatives if needed
	E. Communications • Establish a communications system with the campus community • Advise everyone regarding the status and availability of basic services
	F. Constituent Relations • Establish a communications system with the media, other agencies, and College constituents as appropriate
	G. Criminal Activity Control • Establish security system to control potential crime
	H. Psychological Assistance • Establish a system to deal with cases of psychological trauma and crisis intervention.

TABLE #1 – C. Incident Action Plan Priority #3

PRIORITY #3 Recovery of Valuables and Records	**A. Valuable materials Survey** • Identify, survey, and secure valuable campus materials, supplies, and equipment
	B. Records Survey • Identify, survey, and secure all College records
	C. Instructional Survey • Survey instructional departments and determine requirements to begin academic operations
	D. Supplies and Equipment • Develop system to renew flow of supplies and equipment from outside resources
	E. Return to Normal Operations • As operations progress the College will move toward a normal organizational structure • The President (or designee) will determine when to deactivate the Emergency Operations Plan

APPENDIX – E
FORM 5A – Executive Group Strategic Worksheet

ACTIONS	NOTES	STATUS
Activate and assemble the Executive Policy Group		
Receive a briefing on the Initial Action Plan		
President (or designee) determine if a Campus Emergency		
Determine if immediate actions are needed & act		
Activate the EOC		
Develop strategic objectives for next operational period		
Develop an Incident Action Plan for the next operational period		
Request needed resources		
PRIORITY #1 – LIFE THREAT, Health & Safety		
A. Evacuation / Lockdown / Secure in Place		
B. Site Survey – structural checks		
C. Fire Suppression		
D. Search and Rescue		
E. Medical Aid		
F. Emergency Communications		
PRIORITY #2 – STABILIZE		
A. Facility Survey		
B. Shelter		
C. Drinking Water & Food		
D. Stabilize Utilities		
E. Communications – campus wide		
F. Public Information – JICS/JIS		
G. Security -		
H. Psychological Assistance		
PRIORITY #3 – RECOVERY		
A. Valuable Materials Survey & Recovery		
B. Records Survey & Recovery		
C. Instruction Program Recovery		
D. Logistics – supplies & Equipment		
E. Return to Normal Operations		
President (or designee) will determine when to deactivate the Emergency Operations Plan.		