

EOC MANAGEMENT ANNEX

EOC Overview and Administration

The Larimer County Unified Coordination System is a combination of facilities, equipment, personnel, procedures, and communications integrated into a common system with responsibilities for coordinating county resources in support of local emergency response agencies. The Emergency Operations Center is vital to centralized coordination within this system.

Purpose of the EOC

The Emergency Operations Center is responsible for supporting all incident operations affecting Larimer County as well as supporting the community as a whole. Additionally, the EOC is the coordination point for all consequence management activities – those events that are outside the incident footprint or scope but affecting community members. This may include public information management, air quality reporting, mass sheltering and feeding operations, medical surge at hospitals, county-wide situational awareness, etc. The priority is to coordinate between multiple agencies and jurisdictions to ensure the needs of the community are met.

Several EOC activities may include:

- Evaluating new incidents
- Prioritizing incidents
- Ensuring Larimer County resource and situation status is current
- Determining specific resource requirements
- Determining resource availability and allocating resources to incidents based on priorities
- Anticipating future resource needs
- Communicating decisions back to agencies / Incident Commanders
- Reviewing policies / agreements for county resource allocations
- Reviewing the need for other county or community involvement in the EOC
- Providing the necessary liaison with external facilities and agencies as appropriate.

EOC Administration

Larimer County Emergency Management is responsible for the functioning of the EOC as an extension of the overarching responsibility for coordinating countywide emergency management programs.

The **Office of Emergency Management** oversees the functioning of the EOC and is ultimately responsible for its readiness, to include training of and support to the EOC Staff.

The **EOC Manager** is responsible for the overall functionality and operation of the EOC, including supervising the operational checks of all EOC systems and maintenance of the room throughout the incident. The EOC Manager is responsible for maintaining the EOC in a constant state of readiness.

Building / EOC Access

The primary location for the Larimer County EOC is at the Sheriff's Office Administrative Building at 2501 Midpoint Drive, Fort Collins, CO. In the event the primary location is not available, the Ranch Facility is often used as a secondary or back-up location for EOC coordination as well as the Larimer County Building at 200 W. Oak Street, Fort Collins. The following are the basic requirements for functionality in any building that is to be used as an EOC:

- The room must be big enough to support the operation
- The room must have adequate power to support extended operations and increased load, including lights, power outlets, and back-up power capability.
- The room must have the ability to support computer needs, such as hard-line Internet ports or wireless connectivity.
- The room must have the ability to add phone lines as needed to support the EOC.
- The room must have access control mechanisms to keep the staff secure and to keep the public and media out of the area so the EOC can function to its full capacity.

EOC Authority

The authority for Emergency Operations is granted by the Federal Disaster Relief and Emergency Act (Public Law 93-288 also known as the Stafford Act), and the Colorado Revised Statutes, Title 24, Article 33.5, Part 701, Colorado Disaster Emergency Act, as amended.

The Board of County Commissioners, through the Comprehensive Emergency Management Plan, delegate all emergency management tasks and functions to the Larimer County Office of Emergency Management. The authority for EOC Operations and Management is granted through the Comprehensive Emergency Management Plan, the Larimer County Code (Chapter 18, Article II, Division 3), and the County Disaster Policy 310.11A.

EOC Activation Procedures

The purpose of this section is to establish a standard, repeatable process for activation of the EOC. All functions of the EOC will be documented so that they can be accomplished every time the EOC is activated. The process describes the required duties of department and agency representatives who report to the EOC during an emergency situation.

The activation process and operational procedures apply to all EOC activations including emergencies, disasters and exercises. The process begins with the decision to activate the EOC and continues throughout the event, including EOC demobilization. Additional activities such as debriefing, preparing and distributing After Action Reports and implementing improvements are incorporated into the process.

Decision to Activate the EOC

Activation is based on analysis of an emergency or disaster that affects all or part of Larimer County or the region. The decision to activate the EOC will most often be made by the Emergency Management staff, but can also be activated by the Sheriff's Office, Incident Commander, County Manager or Board of Commissioners.

Activation of the EOC is situation-dependant. It may be either a planned activation for a special event or anticipated crisis (i.e. weather emergency known in advance or local event), or an immediate unplanned activation due to an imminent threat or situation that has just occurred. Not every incident will require EOC activation. The situation, resources, and activities will drive the need for further coordination and support.

EOC Activation Levels

Since all incidents are unique, EOC activations must remain flexible and may expand and contract as needed. The EOC will be activated at the appropriate level to support the complexity of the incident. The level of activation will be determined by the OEM.

- **Level 4 Activation:** This activation is virtual in nature and intended for situational awareness monitoring only. This is primarily used for special events or weather monitoring.
- **Level 3 Activation:** This activation involves OEM staff only. The EOC is opened and staff assumes basic roles in the EOC. This level of activation is used in the early phases of an incident that has the potential to grow into something large enough to require EOC coordination capability, but does not currently require it. It is also used for special events monitoring when additional resource support is warranted and for severe weather events requiring added coordination activities. The EOC is in a "leaning forward" mode, providing situational awareness and ready to call in additional staff if the situation escalates.

Upon notification of a possibly expanding incident requiring resource support and coordination, the Emergency Management staff or Dispatch Center will contact the EOC Staff with initial scene information and further instructions. At this level, response and activation of the EOC are not necessary. Instead, this level gives all EOC Staff valuable information about an incident that could lead to a full activation.

- **Level 2 Activation:** The incident has grown and requires EOC coordination and support, however, not all of the Emergency Support Functions (ESF) are required to manage the particular incident. OEM will determine which ESFs and support activities will be activated depending upon the incident.

Once on-scene personnel have determined that the incident will involve multi-agency coordination, extended resources or multiple operational periods, the EOC Staff will receive a second message activating the EOC. The message will give the

following information:

- Incident type and location
- EOC Location
- Staff that is needed to support operations (not all EOC Staff will be required for every incident)
- Briefing time and location
- Special instructions

Once an activation has occurred, EOC Staff should prepare for extended hours of operation and should have supplies to meet all personal needs, including change of clothing, food, water and specialized supplies needed to support the operation. Because the EOC location may change, many departments will need to create and maintain their own kits and equipment that will need to be brought to the EOC location once activated. This equipment may include:

- Laptop computer if available
 - Radio
 - Cellular or Satellite telephone
 - Supporting documents, plans or forms
- **Level 1 Activation:** The incident has grown to a level of complexity requiring support from all of the ESFs and multiple partners and support entities.

Many incidents will require extended logistical support, such as facilities for responders, showers, porta-potties, food, shelters for citizens, etc. After the EOC Activation, when situational status dictates further action, a level one activation will occur. This involves calling all ESFs and volunteer support personnel to assist with logistical needs of the incident for extended periods of time.

EOC Staffing

Staffing of the EOC will depend on the nature of the incident, both in the personnel chosen and in their number. This may include representatives from county departments and response units such as Emergency Services, Dive Team and Search and Rescue as well as Larimer County Sheriff's Department (LCSD) Deputies and Reservists using the EOC for initial coordination. Other personnel from county agencies and cooperating agencies such as Red Cross will be notified to report as the situation warrants. The EOC will remain functional and staffed for as long as each organizational and support function is required to deal with response and recovery for the incident in question.

EOC Staffing will be predetermined by Larimer County Emergency Management. The EOC Organization Chart in Appendix A of this Annex provides the positions and duties within the EOC. Position roles and responsibilities are outlined in the EOC Position Checklists and Desktop Procedures.

Upon arrival at the designated location, all EOC staff shall present adequate identification and sign in at the check-in location. Staff will then check in with the EOC Manager who will direct assigned staff to their position and section chief.

Please see Appendix A: EOC Organizational Chart

EOC Reports and Briefings

In a major crisis, the EOC will likely be at a Level I Activation with full round-the-clock coverage. When the EOC is to be staffed for 24-hours a day, at least initially, two (2) 12-hour shifts will be employed. These shifts will typically run from 0700 to 1900 (Day Shift) and 1900 to 0700 (Night Shift). This may change as the situation warrants. As crisis conditions improve, 8-hour shifts may be introduced.

During an incident in which the EOC is activated, the following reports will be issued during each operational period. The activation level will act as a guide at what frequency these reports are issued. The EOC Manager or designee will have sole authority as to the frequency of when these reports are issued.

Situation Reports (EOC 209)

Maintaining ongoing situational awareness is key to deterring and preventing a possible threat or crisis as well as mounting an effective response.

EOC Operations Plan (EOCOPS)

This is the “plan of action” for the operational period to support incident operations. This plan will cover the upcoming operational period and sets specific goals, objectives and action items that are to be met for that time frame, and must always correspond with the objectives set forth by the Incident Commander(s). The Planning Section drafts this with input and approval from the EOC Manager.

Operational Period Briefings

At the beginning of each operational period, a briefing will occur with all staff to ensure the objectives from the Incident Support Plan are disseminated and understood. This briefing sets the tone for the operational period and ensures all staff understands the priorities for their section.

Command and General Staff Meetings

As necessary, the EOC Manager will meet with all EOC Command and General Staff to continue to maintain situational awareness and to ensure operational objectives are being met.

Planning Meetings

The Planning Meeting occurs once each operational period and is designed to review the objectives and tasks for the next operational period and ensure that everyone is able to fully support the plan.

Staff Meetings

Occasionally it will be necessary to pull the EOC staff together for quick meetings. These meetings can be for a number of reasons, including:

- New information that is critical to operational support
- Staff update to ensure situational awareness
- Resolution of workspace issues (supplies, space, etc)
- Check on the status of personnel to determine staffing and rehab needs

EOC Staff Organization

The following describes the responsibilities of the individual sections of the Incident Command System as they relate within the framework of the Larimer County EOC.

EOC Manager – The EOC Manager has overall responsibility for the management of the EOC and all support activities for the emergency response and recovery operations. The Director of Emergency Management has the authority to designate EOC management responsibilities as needed to support community needs. When unavailable, OEM staff will determine the EOC Manager and assign tasks. This may include utilizing other local emergency managers to support county operations.

Policy Group – The Policy Group consists of County Commissioners, County Attorney, County Manager, Sheriff, Municipal Officials, University representatives, Special District Chiefs and agency representatives with policymaking authority. The policy group meets at a designated location such as the county administrative offices or Sheriff's Office, and remains available to the EOC Manager for all policy decisions. The function of this group is to set policy for the emergency/disaster, prepare emergency/disaster resolutions, approve emergency divergence from normal county policies such as emergency purchasing, emergency procurement of supplies, redirect funds and other policy level decisions affecting citizens such as evacuations, curfews, etc., as necessary.

- **Legal Officer** – The Legal Officer is the County Attorney or designee. The Legal Officer provides advice to the EOC Manager and Policy Group in all legal matters relating to the emergency. The Legal Officer assists the EOC Manager in preparing the documentation necessary for declaring a local emergency and in the implementation of emergency powers.

Command Staff – Command Staff are specifically designated, report directly to the EOC Manager, and are assigned responsibility for key activities that are not part of the ICS

General Staff functional elements. The three most common Command Staff positions are typically identified in ICS: Public Information Officer (PIO), Safety Officer (SOFR), and Liaison Officer (LOFR). Additional positions may be established as the incident may dictate.

- **Public Information Officer** – The PIO serves as an advisor to the EOC Manager and coordinates all public information activities. The PIO ensures that the media and citizens are fully informed on all aspects of the emergency, and coordinates all releases with the EOC Manager, Incident Command, the Policy Group and the Joint Information Center. The EOC PIO is the primary liaison to the Joint Information Center for all public information needs.
- **Safety Officer** – The Safety officer serves as an advisor to the EOC Manager. He or she monitors all aspects of the emergency organization to ensure the safety of all personnel involved. The Safety Officer is responsible for identification and mitigation of potentially unsafe operations and for working with all sections to protect the safety of personnel within the EOC as well as those in the field.
- **Liaison Officer** – The Liaison Officer serves as an advisor to the EOC Manager on all matters between the county and the support agencies committed to the incident. The Liaison Officer is responsible for ensuring that support agencies and/or activities are properly utilized, and provide the support required for the performance of the assigned mission.
 - **Agency Representatives** – Agency Representatives represent their various agencies and jurisdictions and work with the Liaison Officer to ensure proper communications flow. Agency Representatives may also assist the EOC and Incident Command by providing agency/jurisdiction specific information that is vital to the operation. Agency Representatives have full authority to speak on behalf of their organization and make policy decisions as needed.

General Staff – The General Staff comprises emergency management personnel who represent the major functional elements of the ICS including the Operations Section, Planning Section, Logistics Section, and Finance/Administration Section. Command and General Staff must continually interact and share vital information and estimates of the current and future situation and develop recommended courses of action for consideration by the EOC Manager and Incident Commander.

- **Planning Section** – The Planning Section is responsible for collecting, evaluating, and disseminating tactical and strategic information pertaining to the incident. This section maintains information and intelligence on the current and forecasted situation, as well as the status of resources assigned to the incident. The Planning Section prepares and documents EOC Operations Plans and incident maps and gathers and disseminates information and intelligence critical to the incident. A

major function of the planning section is the Damage Assessment Unit, which provides the information necessary regarding damages and destruction to structures and infrastructure. Additionally, as soon as activated, the planning section is responsible for short-term recovery planning considerations through the Recovery and Mitigation Unit.

- **Resource Unit (aka Gatekeeper)** – The Gatekeeper position has been designed to provide overall awareness within the EOC of all resource requests, their status, and priorities to be accomplished. The Gatekeeper is tasked with ensuring that no request goes unanswered and that all priority requests are handled in a timely manner. The Gatekeeper has no decision-making authority other than to ensure the flow of information and requests is efficient and effective.
- **Operations Section** – The operations Section is responsible for supporting local tactical operations at the incident site directed toward reducing the immediate hazard, saving lives and property, establishing situation control, and restoring normal conditions. The Operations Section also supports overall county operations outside of the incident footprint. Incidents can include acts of terrorism, fires, floods, hazardous materials spills, aircraft accidents, winter storms, public health and medical emergencies, and other incidents requiring an emergency response.
- **Logistics Section** – The Logistics Section meets all resource support needs for the incident, including ordering resources through appropriate authorities from off-incident locations. It also provides facilities, transportation, supplies, equipment maintenance and fueling, food service, communications and medical services for incident and EOC personnel. Additionally, procurement plays a large role in incident support through contracting and procurement activities. Close coordination with the Planning Section and Finance Section are essential so that operational records can be reconciled with financial documents.
- **Finance / Administration Section** – When there is a specific need for financial, reimbursement and or administrative services to support incident management activities, a Finance/Administration Section is established. This section is responsible for the tracking of costs, time and compensation/claims resulting from the incident.
- **EOC Administrative/Support Staff** – comprised of county staff specifically designated to perform administrative and support functions within the EOC. This will include, but is not limited to the following personnel:
 - **Information Services and Telecommunications** support during initial set up, maintenance throughout the incident and support during demobilization.

- **Scribes** – those personnel that are designated to assist in capturing all data and information within the EOC and during all briefings and meetings.
- **Runners** – personnel assigned to relay information back and forth between the ICP and the EOC.
- **Call-Takers** – personnel assigned to man phone banks for citizens to ensure proper information flow throughout the incident.
- **Maintenance** – personnel who will remain available as needed to support the EOC throughout the incident.

Desktop Procedures

EOC Manager

Activation Actions

- Respond immediately to the EOC and ascertain the nature of the incident from pages, radio traffic or a briefing from the Incident Commander or Dispatch Center
- Determine the appropriate level of staffing based on the level of activation and current situation as known.
- Obtain situation briefing from the Incident Commander, Incident Management Team or any other available sources
- Contact the Colorado Division of Homeland Security and Emergency Management Duty Officer at (303) 472-4046 or on the emergency line at (303) 279-8855 to inform them of the situation and to coordinate any immediate resource needs.
- WebEOC – login, create incident, and provide an initial situational status report including resource requests.

EOC Start-up Actions

- Assign call-takers as needed and begin check-in procedures
- Coordinate with the Facilities and Information Management Division to ensure the EOC has enough tables, chairs, technology and display materials.
- Arrange all tables in the EOC and provide supplies as necessary for EOC staff to function in their roles.
- Coordinate with law enforcement to ensure the room remains secure throughout EOC operations.
- Ensure that all Section Chiefs and Command Staff are in place as soon as possible and are staffing their respective stations as needed.
- Ensure that the EOC organization and staffing chart is posted and that all arriving EOC members are assigned by name.

EOC Manager Operational Actions

- Establish and maintain contacts with incident site, supporting and supported jurisdictions, agencies and organizations as appropriate.
- Ensure that section logs and documentation are maintained.
- Monitor EOC activities to ensure that all appropriate actions are being accomplished in a timely manner.
- Ensure that the Liaison Officer is providing for and maintaining positive and effective interagency coordination.
- After obtaining a Situation Report (SITREP) from the Planning Section, provide a briefing to the Policy Group at least every twelve (12) hours or more frequently as the incident conditions warrant. The SITREP does not leave the EOC until the EOC Manager approves and signs the report.
- Coordinate with logistics for all EOC staff, including housing, feeding, and hydration.
- Ensure all EOC personnel have the tools and resources to effectively do their jobs.
- Thoroughly brief position relief upon shift change.

EOC Manager Deactivation Actions

- Authorize the demobilization of EOC elements when they are no longer required.
- Deactivate the EOC and close out logs and journals when the emergency situation no longer requires activation.
- Notify other EOCs and the Colorado Division of Homeland Security and Emergency Management of planned date and time of deactivation.
- WebEOC - Provide final situation report and log off.
- Ensure that any open actions are assigned to the appropriate department for follow-up support.
- Ensure that all required forms and reports are completed prior to release and departure.

Command Staff**Command Staff Activation Actions**

- Check-in upon arrival at the EOC
- Report to the EOC Manager and obtain a briefing on the situation.
- Review your position responsibilities
- Ensure that your section is set up properly and that the appropriate personnel, equipment, and supplies are in place.
- Ensure workstation is set up and operational
- Review the EOC organization and determine where to go for information and support.
- Clarify any issues you have regarding your authority and assignment and what others do in the EOC as they pertain to your position.
- Open and maintain a section/unit log (ICS 214)
- Confirm operational procedures for telephone, radio, and computer systems use.

- Establish any priorities or special requests.
- Obtain and review all major incident reports.
- Based on the situation as known or forecasted, determine likely future needs.
- Make a list of any key issues facing your section. Clearly establish with all assembled personnel, action items that need to be accomplished within the next twelve (12) hours.
- Develop a plan for carrying out all responsibilities and requirements.
- Determine the need for representation or participation in scheduled coordination meetings and/or briefings.
- Request additional personnel as necessary for maintaining EOC shift operations.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

Command Staff Operational Actions

- Ensure that all journals, logs, and documentation are maintained.
- Anticipate potential situation changes in all planning.
- Keep up to date on the incident situation and associated resources. Maintain current status at all times.
- Make sure that all information reports and displays that you prepare are accurate, timely, clear, and understandable.
- Refer all media inquiries to the Public Information Officer or Joint Information Center.
- Attend and participate in EOC Manager's planning meetings as directed. Provide situation briefings as required.
- Work closely with each section to ensure that the operational objectives outlined in the Incident Action Plan are being addressed.
- Brief the EOC Manager on major problems that now require or will require solutions.
- Brief your relief at shift change.

Command Staff End of Shift Actions

- Authorize the demobilization of all support staff when they are no longer required.
- Ensure that all open actions are handled or transferred to other EOC sections as appropriate.
- Demobilize the section and close out all logs and reports.
- Ensure that all required forms and reports are completed prior to demobilization.
- Be prepared to provide input in to the After Action Report.

General Staff

General Staff Activation Actions

- Check-in upon arrival at the EOC
- Report to the EOC Manager and obtain a briefing on the situation.
- Review your position responsibilities

- Review the EOC organization and determine where to go for information and support. Contact your
- supervisor and advise him/her of your arrival.
- Ensure that your section is set up properly and that the appropriate personnel, equipment, and supplies are in place.
- Ensure workstation is set up and operational
- Determine if other Section staff members are at the EOC.
- Clarify any issues you have regarding your authority and assignment and what others do in the EOC as they pertain to your Section.
- Open and maintain a section/unit log (ICS 214)
- Obtain briefing on the emergency situation and EOC communication systems, procedures and limitations.
- Confirm operational procedures for telephone, radio, and computer systems use.
- Establish any priorities or special requests.
- Obtain and review all major incident reports.
- Based on the situation as known or forecasted, determine likely future needs.
- Display maps and other visual materials relevant to the developing incident.
- Participate in meeting with other Section Chiefs and the EOC Manager.
- Make a list of any key issues facing your section. Clearly establish with all assembled personnel, action items that need to be accomplished within the next twelve (12) hours.
- Review responsibilities of subordinate elements within the Section. Develop a plan for carrying out all responsibilities and requirements.
- Determine the need for representation or participation in scheduled coordination meetings and/or briefings.
- Request additional personnel as necessary for maintaining EOC shift operations.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Participate in the shift change briefing.

General Staff Operational Actions

- Direct the activities of the Section.
- Ensure that all journals, logs, and documentation are maintained.
- Anticipate potential situation changes in all Section planning.
- Keep up to date on the incident situation and associated resources within your Section. Maintain current status at all times.
- Maintain current information displays associated with your Section. Make sure that all information reports and displays that you prepare are accurate, timely, clear, and understandable.
- Provide situation and resource status information to the Planning Section on a periodic basis or as the situation mandates.
- Refer all media inquiries to the Public Information Officer or Joint Information

Center.

- Conduct periodic briefings and work to reach consensus among EOC staff on objectives for the up-coming operational periods.
- Attend and participate in EOC Manager's planning meetings as directed. Provide situation briefings as required.
- Work closely with the Planning Section in the development of Incident Action Plans and SITREPs.
- Work closely with each section to ensure that the operational objectives outlined in the Incident Action Plan are being addressed.
- Ensure that all fiscal requirements are coordinated through the Finance Section.
- Brief the EOC Manager on major problems that now require or will require solutions.
- Share status information with other Sections as appropriate.
- Brief your relief at shift change.

General Staff End of Shift Actions

- Authorize the demobilization of all support staff within your Section when they are no longer required.
- Ensure that all open actions are handled by the Section or transferred to other EOC Sections as appropriate.
- Demobilize the section and close out all logs and reports.
- Ensure that all required forms and reports are completed prior to demobilization.
- Be prepared to provide input in to the After Action Report.

EOC Administrative and Support Staff

Admin and Support Staff Activation Actions

- Check-in upon arrival at the EOC
- Report to the EOC Manager and obtain a briefing on the situation.
- Review your position responsibilities
- Review the EOC organization and determine where to go for information and support. Contact your supervisor and advise him/her of your arrival.
- Ensure that your section is set up properly and that the appropriate personnel, equipment, and supplies are in place.
- Ensure workstation is set up and operational
- Clarify any issues you have regarding your authority and assignment and what others do in the EOC as they pertain to your assignment.
- Open and maintain a section/unit log (ICS 214)
- Obtain briefing on the emergency situation and EOC communication systems, procedures and limitations.
- Confirm operational procedures for telephone, radio, and computer systems use.
- Establish any priorities or special requests.
- Obtain and review all major incident reports.
- Based on the situation as known or forecasted, determine likely future needs.

- Provide input to the EOC Manager for briefings and meetings with Command and General Staff.
- Make a list of any key issues facing your section. Clearly establish with all assembled personnel, action items that need to be accomplished within the next twelve (12) hours.
- Review responsibilities of subordinate elements within the Section. Develop a plan for carrying out all responsibilities and requirements.
- Determine the need for representation or participation in scheduled coordination meetings and/or briefings.
- Request additional personnel as necessary for maintaining EOC shift operations.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- Participate in the shift change briefing.

Admin and Support Staff Operational Actions

- Ensure that all journals, logs, and documentation are maintained.
- Anticipate potential situation changes in all future planning.
- Keep up to date on the incident situation and associated resources within your assigned area. Maintain current status at all times.
- Maintain current information displays associated with your section. Make sure that all information reports and displays that you prepare are accurate, timely, clear, and understandable.
- Provide situation and resource status information to the Planning Section on a periodic basis or as the situation mandates.
- Refer all media inquiries to the Public Information Officer or Joint Information Center.
- Conduct periodic briefings and work to reach consensus among EOC staff on objectives for the up-coming operational periods.
- Attend and participate in EOC Manager's planning meetings as directed. Provide situation briefings as required.
- Work closely with the Planning Section in the development of Incident Action Plans and SITREPs.
- Work closely with other EOC personnel to ensure that the operational objectives outlined in the Incident Action Plan are being addressed.
- Ensure that all fiscal requirements are coordinated through the Finance Section.
- Brief the EOC Manager on major problems that now require or will require solutions.
- Share status information with Sections as appropriate.
- Brief your relief at shift change.

Admin and Support Staff End of Shift Actions

- Authorize the demobilization of all support staff within your section when they are no longer required.
- Ensure that all open actions are handled or transferred to other EOC Sections as appropriate.
- Demobilize the section and close out all logs and reports.

- Ensure that all required forms and reports are completed prior to demobilization.
- Be prepared to provide input in to the After Action Report.

Evacuation Procedures

At the beginning of each activation of the EOC, the EOC Manager shall determine which alternate location will be used if an evacuation and the need to relocate the EOC should occur.

During an evacuation, safety of EOC personnel is the primary concern. All staff should exit the room using the best possible means and contact their section chief or immediate supervisor as soon as it is safe to do so.

Deactivation / Demobilization

The EOC Manager will decide when to deactivate the EOC and demobilize personnel. A demobilization plan will be developed by the Planning Section and approved by the EOC Manager. All EOC Staff will be responsible for returning borrowed equipment and returning the room back to its original condition.

The Office of Emergency Management is responsible for reviewing, evaluating and improving the overall operation of the EOC. An after incident critique shall be scheduled to gather feedback from EOC participants. Input from this meeting will be used to develop an After Action Report. This report will outline lessons learned and will identify areas for improvement in future EOC activations and overall incident response and recovery. The OEM will work with staff to implement improvement ideas.

Appendix A: EOC Organizational Chart