

ST. JOHNS COUNTY
COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN

2016

Appendix D

Emergency Operations Center SOP



Emergency Operations Center (EOC)

Standard Operating Procedures

I. PURPOSE AND SCOPE

A. Purpose

The purpose of this document is to explain the concept of operations for staffing the Emergency Operations Center (EOC) of St. Johns County, Florida.

B. Scope

The scope of the procedures includes responsibilities of personnel assigned duties in the EOC and checklists of items, which should be accomplished prior to, during, and following EOC operations.

II. ESTABLISHMENT OF THE EMERGENCY OPERATIONS CENTER (EOC)

The EOC is established for the purpose of providing overall coordination, operations and resource management, and information management, during large scale emergencies or disaster situations. The St. Johns County EOC is located at 100 EOC Dr., St. Augustine, Florida. Emergency operations will be coordinated from the EOC or from a Mobile or Mobile Command Post, depending on the situation.

III. ORGANIZATION

St. Johns County Emergency Management will manage the EOC during activation.

A. EOC Organization

1. The EOC staff organization will consist of those ESF's that have been activated, Emergency Management Director, Deputy Director, Coordinator and Specialist. Others who may be on duty in the EOC include elected officials, representatives from municipalities within the County and state and federal agencies.

IV. RESPONSIBILITIES

- A. As the EOC Director, the Emergency Management Director is responsible for the overall direction and guidance of emergency response activities and operations during an emergency and for the activation and deactivation of the EOC when necessary. The Director will initiate activation activities and advise the SEOC upon local activation, the current

level of activation and what activation level is expected within the next 12-24 hours.

- B.** The Emergency Management Director will be responsible for, but not limited to:
1. Assuring the County EOC is activated in a timely manner and is adequately staffed for emergency operations.
 2. Assuring that key personnel are notified in a timely manner.
 3. Assigning tasks to be performed by EOC personnel.
 4. Preparing advisories and briefs for elected officials, administration and members of the EOC staff.
 5. Establishing and maintaining communications with the Florida Division of Emergency Management.
 6. Maintaining and operating communications links with federal, state and local emergency response personnel.

V. ACTIVATION

- A.** EOC activation levels are as follows:

1. Level III Monitoring – This is typically a “monitoring” phase. Notification may be made to the primary ESF agencies if Emergency Management feels the situation may worsen.
2. Level II Partial Activation – This is a limited County activation. All primary ESF members are again notified. Selected ESF’s may be requested to report to the EOC to assist Emergency Management in EOC operations. The State Watch Office (SWO) will be notified.
3. Level I Full Activation - Full-scale activation of the EOC with 24-hour operations. All primary and secondary ESF’s will be requested to report for duty in the EOC. The State Watch Office will be notified and FDEM will be requested to provide a liaison in the EOC.

- B.** The EOC Operations Officer will ensure the following actions are taken upon activation of the EOC:

1. Contact the St. Johns County Sheriff’s Office to provide security for the EOC. Establish security checkpoint allowing only authorized personnel, who are known or who have proper identification, to enter.
2. Contact Management Information Systems (MIS) to establish and maintain computer messaging system.

3. Ensure that all EOC personnel have I.D. badges. Have ID System ready to create additional badges as necessary.
4. Provide a briefing on the operations of the EOC to all ESF staff and provide a copy of this SOP, message forms and other required documents.
5. Contact the Council on Aging to arrange the delivery of food, food preparation staff and timetable for meals to be ready for EOC personnel.
6. Ensure that propane gas tanks have been filled for cooking and hot water; and diesel tank for EOC generator.
7. Prepare men's and women's locker rooms to be used for 24-hour activation.
 - a) Stock restrooms with paper products
 - b) Make available pillows, sheets, and blankets
 - c) Cleaning supplies
8. Contact Fire Rescue to stock the Infirmary.
9. Test all audio / visual equipment.
10. Prepare each ESF group with:
 - a) Office Supplies
 - b) Telephone Books
 - c) EOC SOP
 - d) Maps
 - e) Computers
11. Prepare a time-line for lowering storm shutters if needed.
12. Fly Hurricane Watch / Warning Flags if required.
13. Update Status Boards and EM Constellation (as necessary):
14. Ensure there is sufficient support staff for the following functions:
 - a) Communications
 - b) PIO / Citizens Information Center
 - c) Messengers
 - d) Security
 - e) Food Service

15. Ensure that all communications links are tested
16. Ensure the Media area is prepared for the media.

The County EOC is declared fully operational by the Operations Officer when all items on the above checklist have been completed.

VI. FAMILY SAFETY

Personnel reporting to the EOC for duty will have had a briefing (time permitting) prior to reporting for an operational shift. Should the incident be of such a nature as to pose a threat to family members of the EOC staff, or their property, they will be given advance notice and ample time to secure their property and family members before reporting to the EOC for duty.

VII. STAFF RESPONSIBILITIES

- A.** Personnel reporting to the EOC for duty will sign-in, receive EOC Identification and notify the Operations officer in person.
- B.** Upon shift change of any staff member, the same procedure as above will be observed. Personnel will advise Emergency Management of the staff change.
- C.** Each staff member will follow message control procedures when transmitting and receiving messages.
- D.** Each staff member will maintain a log of activities relating to their area(s) of responsibilities.
- E.** Each staff member will perform the following prior to shift relief:
 1. Review of status boards;
 2. Review the message and activity log;
 3. Brief relief on activities, equipment and personnel deployed;
 4. Prepare a brief report for the Operations Officer, Director, and PIO at the end of each shift;
 5. Complete and submit ICS 214 form.

VIII. PUBLIC INFORMATION / NEWS MEDIA

- A.** Reference: St. Johns County ESF 14 SOP.
- B.** All news media representatives will be received by the Public Information Officer (PIO) who will coordinate activities involving the news media.

Regular press briefings will be scheduled as warranted in the Conference Room at the EOC or other designated area. The PIO will conduct the briefings with assistance from the Emergency Management Director, elected official(s) or ESF staff, as needed.

- C. The PIO will prepare a report on media activity for the Director and the Chairperson of the BOCC after each EOC shift has been completed.
- D. News releases will be prepared for and approved by the Director or County Administrator as required or necessary.
- E. The media will not be allowed to tour the EOC unescorted. The media will not be allowed to address questions to ESF staff members unless coordinated by the PIO.
- F. All media personnel must sign in on the EOC log and will be issued identification which must be worn at all times inside the EOC, upon leaving, the identification must be returned to security and sign-out must be completed.

IX. IDENTIFICATION

- A. The EOC will be restricted to those authorized personnel who have been issued identification for their EOC work area.
- B. All staff personnel with access to the EOC will wear their identification card displayed on their outer clothing in plain sight.

X. ESTABLISHMENT OF SHIFTS

EOC shifts will be for twelve (12) hours for all activated ESF's.

XI. REPORTING

- A. Each staff member in the EOC should discuss all activities and actions taking place during their shift with the oncoming staff member for their position.
- B. The report should cover major activities relating to areas of responsibility during the shift. Such items should include, but not be limited to:
 - 1. Resource requests – mission number and status
 - 2. Resources deployed
 - 3. Available resources
 - 4. Potential emerging issues
 - 5. Any other appropriate information

6. Agreements, accidents and actions

XII. BRIEFINGS

- A.** A briefing for all members of the EOC Staff will be given by the Director in advance of known or potential emergency situations. The purpose of pre-emergency briefings will be to inform the staff members of a developing situation. (i.e. Hurricane, etc.) Items covered in such briefings will be the developing situation, review of staff procedures and an analysis of the threatened area(s).
- B.** A briefing will be given at the beginning of each operational period to establish the current situation and the objectives for the upcoming operational period.
- C.** Change of shift briefings will be accomplished by each EOC staff member upon being relieved and will be facilitated by the Operations Chief. Incident Action Plans will be developed for each operational period. The briefing will be for the benefit of the oncoming staff and will cover the current status of the operations including those activities and events that have occurred during their particular shift.
- D.** Post emergency briefings will also be given for the purpose of offering an after action analysis of actions of the operations staff and to provide input and comments for improvements in future operations and procedures.

XIII. MESSAGE CONTROL PROCEDURE

These procedures define the message control process within the EOC. During an emergency, the EOC will receive information and/or requests for assistance through various communications networks. Proper management of messages is necessary for the effective dissemination of information to personnel within the EOC, personnel of various agencies and to field operations.

The information flow within the EOC will normally begin with the receipt of a message by the Emergency Management staff, ESF staff, Citizens Information Center or EOC Message Center. Regardless of how the message is received in the EOC, it will be logged in to the EOC Message Center and assigned to the appropriate ESF for action. Once final action is completed, the message will be routed back to the EOC Message Center for close out. The message center staff will brief Emergency Management of action(s) taken on completed message forms.

A. Incoming Messages

- 1. EOC personnel will receive a great deal of information from representatives in the field located in or near the disaster area(s) via radio,

phone or messenger.

2. Upon receipt of the message / information, the EOC Message Center or representative will input the information into the computerized messaging system and route it accordingly.

B. Outgoing Messages

1. Outgoing messages communicated by telephone (or any other means) should be documented in the EOC Message System. Any message originating in the EOC for transmission through the EOC Message System will receive the following action:
 - a. Identification of the sender / receiver;
 - b. The last name of the receiver and his / her location;
 - c. The EOC Message Center will review the message and assign a priority to the message.
 - d. The message will then be forwarded to the appropriate ESF.

XIV. DEACTIVATION

- A. Deactivation, or phasing the operations to a lower activation level, of the EOC will be ordered by the Director and implemented by the Operations Officer.
- B. Notification of deactivation or changes in activation level will be reported to the SEOC.

XV. TESTS AND EXERCISE

This SOP will be tested annually, to assure adequate training of personnel.

XVI. RECOMMENDED CHANGES

Any recommended changes to this SOP will be submitted to the Emergency Management Director who will discuss changes with the ESF members before final action is taken.

NOTE - An Emergency Operations Center Functional SOP has also been developed and is on file with St. Johns County Emergency Management.